

Will County MAPP Collaborative

# Will County Community Health Needs Assessment and Plan

2014-2017



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Division of Family Health Services

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## ***ACKNOWLEDGEMENTS***



To the citizens of Will County – I would like to present the 2014-2017 Will County Community Health Needs Assessment (CHNA) and Strategic Plan, a dynamic community collaboration designed to help one of Illinois' largest population centers deal with its most pressing health priorities.

Twice each decade, certified local public health jurisdictions from across Illinois must complete a comprehensive needs assessment and plan. Recent IRS guidelines require not-for-profit hospitals to conduct a community health needs assessment every three years. Mobilizing for Action through Planning and Partnerships (MAPP) is a six-phase process that provides a comprehensive framework for assessing critical local health concerns and developing plans to address those concerns. Accordingly, the MAPP Collaborative (made up of multiple community partners and stakeholders from throughout Will County) has been working energetically to identify community goals based on urgent health problems, and developing strategies to achieve those goals.

The initial MAPP assessment for Will County began in 2008. The second round of MAPP assessments began in early 2013 and are comprised in this 2014-2017 CHNA Report. A community survey, targeted surveys, photovoice and special focus groups were instrumental in helping us to identify the needs of Will County and develop goals and strategies designed to ensure that area residents receive the best possible public health services.

It has been my pleasure to chair the Will County MAPP Collaborative. Representatives from numerous local agencies and organizations serve on the Executive Committee to oversee the MAPP process. Many partners and action team members work to complete planning, implementation and evaluation. On behalf of Executive Committee I wish to thank everyone who has dedicated time, talents and resources to this collaborative initiative. Your commitment to this work has been absolutely crucial to the development of a strategic plan that focuses on the health and quality of life for all Will County residents.

A sincere thank you is also due to those Will County residents who contributed to this project through their participation in focus groups, surveys, and other activities during the assessment, planning and implementation of the CHNA. Everyone has a role to play in community health and each contribution has been sincerely appreciated.

Finally, thanks are in order to Adventist Bolingbrook Hospital, Edward Hospital, Presence Saint Joseph Medical Center, Silver Cross Hospital and the Will County Health Department for their financial contributions and ongoing support of the Will County MAPP Collaborative.

*John Cicero*  
*Executive Director, Will County Health Department*  
*Chair, Will County MAPP Collaborative*

# EXECUTIVE SUMMARY

## Background and Purpose

The Community Health Needs Assessment (CHNA) is a collaborative effort of the Will County Mobilizing for Action through Planning and Partnerships (MAPP) Collaborative. The purpose of the CHNA is to provide a community plan that is developed by and for the community. The MAPP Project was established in 2008 as an effort to meet the IRS guidelines for not-for-profit hospitals and the requirements of the Illinois Department of Public Health for local health department certification. A 25 member steering committee guided the community through the MAPP Strategic Planning Framework. (See *MAPP Overview for details of the framework*). The assessment phase was completed in 2010, with approval of the plan in January 2011.

The Will County MAPP Collaborative was formed following the completion of the MAPP Project in 2011. The MAPP Collaborative is currently made up of an Executive Committee that provides oversight to the assessment and implementation process. Four action teams were established to address the priorities and implementation plan. Bylaws for the collaborative were adopted in June 2011. A full-time staff person dedicated to the MAPP Collaborative was appointed by the Will County Health Department in March 2013. Over 66 organizations are active partners of the MAPP Collaborative with over 100 individual participants.

The assessment and planning process is required every three years for hospitals and every five years for local health departments. The Will County Health Department has aligned its assessment process with the three year hospital requirements to avoid duplication of efforts. The second iteration of the MAPP process began in September 2012 and was completed in May 2014.

## MAPP Overview

MAPP is a community-driven strategic planning framework that assists communities in developing and implementing efforts around the prioritization of public health issues and identification of resources to address them as defined by the Ten Essential Public Health Services. There are six phases to the MAPP process. Each is described below.



### **PHASE 1: PLANNING AND ORGANIZING FOR SUCCESS**

Planning and partnership development has been a continuous process for the Will County MAPP Collaborative. The Executive Committee meets monthly to review progress of the action teams and make recommendations as needed. Funding is provided by four hospitals and the local health department: Adventist Bolingbrook Hospital, Edward Hospital, Presence Saint Joseph Medical Center, Silver Cross Hospital and Will County Health Department and Community Health Center. Partnership development is continuous. Recruitment takes place as gaps in membership are identified.

A survey was conducted in June 2013 of the MAPP Collaborative membership to evaluate the effectiveness of the collaboration, identify additional membership gaps and the impact of the collaboration on the community. Overall members of the collaborative are pleased with the leadership and the work that is being done through the MAPP Collaborative.

### **PHASE 2: VISIONING**

The vision statement for Will County was developed in the first round of MAPP in April 2009. The statement was reviewed by the Executive Committee and determined to still be a valid vision for Will County. To further validate this, a question was asked on the MAPP Collaborative survey whether or not the vision statement remained reflective of Will County. Of those responding to the survey, 64% were certain that the vision statement remained reflective of Will County.

#### ***Will County Vision***

*In Will County, every life has value. All individuals have the opportunity to realize their full potential and to achieve the highest quality of life. We are a community rich in diversity, where involvement and commitment have deep roots among our residents.*

*We strive to be a progressive community that maximizes the use of community partnerships and collaboration among all sectors to ensure, enhance and promote comprehensive, quality and equitable education, healthcare and social services.*

### **PHASE 3: ASSESSMENTS**

This phase of the MAPP framework provides a comprehensive picture of a community in its current state using both qualitative and quantitative methods. The use of four different assessments is a unique feature of MAPP. The assessments are not conducted in any particular order. A list of key findings from the four assessments can be found in the *Phase 3 - Assessment* section of this report.

1. **Community Health Status Assessment (CHSA)** – This assessment asks how healthy are our residents? What does the health status of our community look like? Information is gathered on community health indicators, quality of life and risk factors.

The Data, Evaluation and Monitoring (DEM) team completed this assessment in August 2013. Student interns were used to gather data on the eleven MAPP indicators listed below. A preliminary report was completed in December 2012. This data was reviewed and further analyzed by the DEM team. The indicators as recommended by the MAPP framework are:

- Demographics
- Socioeconomics
- Health Resource Availability
- Quality of Life
- Behavioral Risk Factors
- Environmental Health
- Social and Mental Health
- Maternal and Child Health
- Death, Illness and Injury
- Communicable Diseases
- Sentinel Events

2. **Community Themes and Strengths Assessment (CTSA)** – The questions answered by this assessment are: What is important to our community? How is the quality of life perceived in our community?

In September 2013, random surveys were mailed to 5,000 households in Will County, with 481 responses. A targeted survey sampling was conducted in January 2014 to gather additional data from underrepresented and vulnerable populations. A photovoice project was also used where residents submitted pictures that visually represented what they felt quality of life looked like in their community.

3. **Forces of Change Assessment (FOCA)** – The purpose of the assessment is to identify trends, threats and events that may affect how the public health system operates. It asks the questions: What is occurring or might occur that affects the health of our community or the public health system? What specific threats or opportunities are generated by these occurrences?

The Forces of Change Assessment was done as a half-day session in September 2013, in conjunction with the annual MAPP Fall Forum. The assessment was conducted by the Illinois Public Health Institute (IPHI). Forces were considered in eight categories: Social, Economic, Political, Legal, Environmental, Technological, Scientific and Ethical.

4. **Local Public Health System Assessment (LPHSA)** – This assessment takes a comprehensive look at all the organizations and entities that contribute to the delivery of public health services. The questions answered in the assessment are: What are the

activities, competencies and capacities of our local public health system? How are the ten essential public health services being provided in our community?

This assessment was also facilitated by IPHI. The LPHSA was held in December 2013 as a full day session. Forty-one partners participated, representing business, community coalitions, colleges and universities, community-based organizations, faith-based institutions, hospitals and health systems, the local health department and local government. Post-session key informant interviews were conducted with representatives from some sectors, with expertise relating to specific essential public health services.

**PHASE 4 – IDENTIFYING STRATEGIC ISSUES**

Information gathered in the four assessments is used to determine the strategic issues a community must address to reach its vision. For this round of the MAPP process, MAPP core staff compiled data points from the four assessments. Current MAPP action teams prepared updates on the activities their team were doing to address the current priorities. This information was presented during the *Identifying Strategic Issues Planning Session*. Led by IPHI, cross-cutting and underlying themes were identified from the four assessments. A list of 11 potential issues was identified. A nominal voting process followed with the participants identifying what they considered to be the top three issues.

Additional community input was sought via a webinar poll after the in-person Strategic Issues session. A webinar was recorded with action team updates, presentation of data and key findings. Selected priorities were reviewed by the executive committee to ensure they met the identified criteria for a strategic issue. The following framework was developed to address the 2014 priorities:

Strategic Issues	Strategies to Address the Strategic Issues				
	Access	Built Environment	Disparities	Prevention	Workforce Development
<b>Behavioral Health</b> (funding and resources for mental health care, including preventative care – especially access for low income/Medicaid patients)					
<b>Chronic Disease</b> <b>(For Adults:</b> heart disease, lung cancer, high blood pressure, high cholesterol; <b>For Youth:</b> allergies and asthma)					
<b>Primary Care</b> (medical homes for low income individuals to void unnecessary ER visits)					

## **PHASE 5 – FORMULATE GOALS AND STRATEGIES**

This phase involves specifying goals for each of the strategic issues identified in the previous phase. Following the Executive Committee’s development of the strategic framework, focus groups were held with community members and MAPP partners to gather information for developing goals and strategies. Information gathered included what was currently being done in the county to address the needs, gaps in services, resources available and resources needed. Focus group participants were also asked for suggestions on strategies to address each priority.

In addition to information gathered from the focus groups, the current goals and strategies as well as action team initiatives were reviewed by the Executive Committee. Strategic issue questions and goals were slightly modified. A list of current and suggested strategies was presented to the Executive Committee. The Pearl Test was used to determine the validity of each strategy. A nominal voting process was used to select the strategies. The 2014-2017 priorities and goals are as follows:

### Issue #1 - Primary Health Care

#### **Strategic Issue**

*How can the Will County community collaborate to maximize and expand resources that will increase access to and awareness of primary and specialty health care that is affordable, geographically accessible and culturally sensitive?*

#### **Goals**

1. Will County residents will appropriately use their primary care providers and medical homes.
2. Health care providers will provide culturally sensitive services to persons of all backgrounds and abilities.
3. The number of Will County specialty care providers that accept Medicaid patients will increase.

#### **Strategies**

- Support advocacy efforts for increased rates for Medicaid providers.
- Collaboratively work with the local Federally Qualified Health Centers (FQHC’s) to promote medical home model.
- Support advocacy efforts for more specialty care providers to accept Medicaid.
- Collaboratively work with Easter Seals, Joliet Region, Inclusive Health Coalition (IHC).
- Explore better linkages of residents to medical homes.
- Work collaboratively with the County of Will for accessible transportation.



## Issue # 2 - Behavioral Health

### Strategic Issue

*How can the public health community coordinate and enhance Will County's ability to provide access to behavioral health and substance use disorder services?*

### Goals

1. Persons with behavioral health issues will receive culturally competent and age-appropriate services.
2. The stigma related to behavioral health and substance use disorders will be reduced.
3. Will County residents and behavioral health coalitions will be well informed on advocacy and legislative issues relating to behavioral health.

### Strategies

- Continue the Anti-Stigma Social Media Campaign ([www.willfindhope.org](http://www.willfindhope.org))
- Continue Mental Health First Aid.
- Work collaboratively to support advocacy efforts of existing behavioral health and substance abuse coalitions and organizations.
- Work with Federally Qualified Health Centers to address behavioral health needs of Medicaid and uninsured populations.
- Capacity building and coordination of services among providers.

## Issue # 3 - Chronic Care

### Strategic Issue

*How can the public health community work together to decrease chronic care health issues in Will County?*

### Goals

1. Decrease obesity among Will County residents.
2. Increase awareness of available resources for healthy lifestyles amongst Will County residents.
3. Assure awareness of signs and symptoms of asthma and allergy related illnesses amongst Will County parents of asthmatic children.

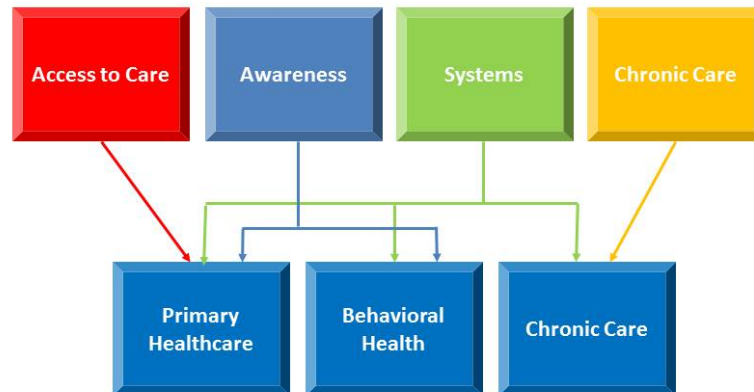
### Strategies

- Continue Worksite Wellness Development and Recognition Programs (WeWILL WorkHealthy).
- Implement WeWILLBeHealthy Program (restaurant, childcare, schools and community sites).
- Coordinate and facilitate collaboration of existing community health promotion (wellness) education programs.
- Develop linkages and partnerships with primary providers and community resources for physical activity.
- Market and disseminate community resources on nutrition and physical activity programs.
- Work collaboratively with Easter Seals, Joliet Region, Inclusive Health Coalition (IHC).
- Coordinate with community gardens in targeted communities (food desserts).
- Explore and promote asthma education programs for children.
- Explore and promote asthma management programs for parents of asthmatic children.
- Explore and align strategies with the regional efforts of the Northern Illinois Public Health Consortium (NIPHC) Chronic Disease committee.
- Explore and promote asthma education and management programs for school personnel.

**PHASE 6 – ACTION CYCLE:**

The action cycle phase of the MAPP framework is an ongoing process. The phase involves ongoing planning, implementation and evaluation of a community’s strategic plan. The current action teams were restructured to reflect the current priorities.

## Transition of Action Teams



MAPP – Executive Committee - Strategic Issues Update

The DEM team reviewed and selected a logic model to be used by the action teams in developing their action plans. Training was held May 30, 2014 for action team members on the use of logic models in developing their work plans. A member of the DEM team is assigned to work with each action team to assist in the development of measurable objectives and evaluation plans.

The action teams will continue to meet during the summer to:

- Prioritize the strategies
- Develop logic models for each strategy
- Develop action plans

Upon completion of the action plans, the Strategic Implementation Plan or Community Health Improvement Plan will be presented to the MAPP Collaborative Executive Committee for adoption.