

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)  
IMPLEMENTATION PLAN  
ALLIED SERVICES REHABILITATION HOSPITAL  
JOHN HEINZ REHABILITATION HOSPITAL  
July 1, 2024 through June 30, 2027



The following implementation strategies were adopted in response to the priority health needs identified by the CHNA. They reflect our mission, core competencies, resources, and capacity to accomplish improvements in each area.

### **Priority 1: Access to Care**

**Goal:** Alleviate healthcare access barriers, e.g., shortage of healthcare professionals, referral/admission barriers, and physical access barriers.

1. Enhance the **training, education and development** of healthcare professionals and caregivers to serve the people of our region.
  - Host residencies, clinical experiences, internships, and mentoring of students of physical, occupational or speech therapies, nursing, medicine, social work and other critical healthcare disciplines
2. Expand staff **recruitment/retention** and **professional development** initiatives to ensure full complements of compassionate, well-qualified staff.
  - Continue innovative recruitment/retention, training and professional development activities
  - Coordinate recruitment outreach, scholarship assistance and training initiatives with area colleges, career training and workforce development organizations
3. Maintain diverse **admission and treatment** options for people whose access is impeded by limited mobility, symptoms of chronic illness, inadequate social/family support, lack of transportation, etc.
  - Continue Admit-from-Home, In-Home therapies and other initiatives that expand care access and care settings for individuals with advanced chronic illnesses and disabilities
  - Continue admissions advocacy and financial aid for prospective patients who face financial/insurance coverage challenges
4. **Expand access to** hospital-based therapies for children with disabilities, chronic illnesses, and injuries
  - Expand community financial support for children who are uninsured/under-insured for the therapy services needed for optimal health, life quality and independence
  - Maintain intensive print, broadcast and social media messaging regarding our Scranton and Wilkes-Barre pediatric rehab centers, their specialized therapy services and clinical resources

## **Priority 2: Prevention and Management of Chronic Illness**

**Goal:** Improve general health literacy, health and wellness behaviors among persons already burdened by chronic illness/disability and persons at risk

- Maintain hospital-based support groups and health education events for people with chronic and age-associated illnesses
- Continue direct mail, print broadcast and electronic media messaging and in-person participation in health fairs and other community events
- Continue follow-up outreach to discharged patients to facilitate their ongoing care, support services and recovery
- Connect consumers with appropriate in-home support services using Allied Services' Community Resource Guide and referrals to community-based services, care providers, and care coordination agencies

## **Priority 3: Behavioral Health & Substance Abuse Disorders**

No Implementation Plan is proposed. The delivery of community-based mental health and substance abuse treatment programs is beyond our rehab hospitals' scope of work. However, Allied Services Behavioral Health, part of Allied Services Integrated Health System, is one of the region's leading providers of post-acute behavioral health services. Behavioral Health (BH) programs provide a safe, structured, and supportive residential rehabilitation environment for adults who've been diagnosed with serious mental illnesses, e.g., bipolar affective disorder, psychosis, obsessive compulsive disorder, schizophrenia, major depression, and other diagnoses. County BH caseworkers determine each client's medical and behavioral eligibility before referring to Allied Services BH programs. In FY 2023, these programs served 325 adults from northeastern and central PA communities. The goal of Allied Services' BH programs is to enable adults who've been diagnosed with serious mental illness to lead happier, healthier, more fulfilling lives.

### **Board Approval**

The Community Health Needs Assessment (CHNA) 2024 – 2027 Implementation Plan was approved by the Boards of Directors of Allied Services Rehabilitation Hospital and John Heinz Rehabilitation Hospital on September 16, 2024.