



Evanston Hospital | Glenbrook Hospital | Highland Park Hospital | Skokie Hospital

Community Health Needs Assessment 2019

Acknowledgements

The community health needs assessment (CHNA) for NorthShore University HealthSystem (NorthShore) supports the organization's mission to *"preserve and improve human life."*

This community health needs assessment was made possible because of the commitment toward addressing the health needs in the community. Many individuals across the organization devoted time and resources to the completion of this assessment.

NorthShore would like to thank leaders from the following community organizations who participated in focus groups and interviews and provided valuable information to be used in the assessment:

- City of Evanston-Department of Health
- CJE Senior Life
- Deerfield Parent Network
- Erie Family Health Center
- Evanston Fire Department
- Evanston/Skokie School District 65
- Faith in Action
- Family Services of Glenco
- Frisbie Senior Center
- Glenbrook South High School
- Glenview Chamber of Commerce
- Great Lakes Adaptive Sports Association
- Lake County Health Department
- McGaw YMCA
- Moraine Township
- NAMI Cook County North Suburban
- Niles Township High School District 219
- Northbrook Chamber of Commerce
- Northfield Township
- Northwest Suburban United Way
- Peer Services
- Skokie Police Department
- St. Philip Lutheran Church
- Terry Performance Group
- Tri-Con Child Care Center
- Turning Point Behavioral Health
- Village of Glenview
- Village of Skokie, Health Department

This CHNA has been facilitated by Crowe LLP ("Crowe"). Crowe is one of the largest public accounting, consulting, and technology firms in the United States. Crowe has significant healthcare experience including providing services to hundreds of large healthcare organizations across the country. For more information about Crowe's healthcare expertise visit www.crowe.com/industries/healthcare.

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Executive Summary

NorthShore University HealthSystem (NorthShore) is an integrated healthcare delivery system headquartered in Evanston, Illinois, providing a full range of medical services through its four hospitals – Evanston, Glenbrook, Highland Park, and Skokie. NorthShore also includes a 900 physician multispecialty group practice, NorthShore Medical Group, with 130 locations in the Chicagoland area.

NorthShore desires to continue providing clinical programs and services to meet community health needs, while also pursuing continuous improvement in existing and future programs to improve the overall health of individuals in the communities it serves. As such, NorthShore has conducted a Community Health Needs Assessment (CHNA), using primary and secondary data, to ensure community benefit programs and resources are focused on significant health needs as perceived by the community at large, as well as alignment with NorthShore's mission, services and strategic priorities.

NorthShore has defined its “community” to include 51 zip codes within Lake and Cook Counties in Illinois. These zip codes represent the communities primarily served by NorthShore's four hospitals. As an integrated health care system, the four hospitals collectively serve the same communities and are jointly conducting this CHNA. Defining the CHNA community similarly to its primary service area will allow NorthShore to more effectively focus its resources to address identified significant health needs, targeting areas of greatest need and health disparities.

NorthShore obtained input from 44 leaders representing public health, major employers, public schools, social services, NorthShore leaders and the community at-large through two focus groups and one-on-one interviews.

Primary input was also obtained by conducting an online community health survey distributed to members of the community. Additionally, health needs assessments prepared by four local health departments serving the NorthShore community were also reviewed and considered.

Secondary data was assessed including:

- Demographics (population, age, sex, race)
- Socioeconomic indicators (household income, poverty, unemployment, educational attainment)
- Health access indicators
- Community health status indicators (causes of death, chronic conditions, health behaviors, etc.)
- Availability of health care facilities and resources

Information gathered in the above steps was reviewed and analyzed to identify health issues in the community.

Based on the review and analysis by NorthShore's leadership, the following health issues were determined as priority health needs, divided into "External Factors Impacting Community Health" and "Disease Conditions", which NorthShore will address over the next three years.

External Factors Impacting Community Health (rank order)

- Access to Behavioral Health
- Health Literacy and Navigating the Health Care Environment
- Access and Coordination of Care (affordability, education, transportation, specialty care, cultural competency)
- Substance Abuse

Disease Conditions (rank order)

- Behavioral Health (mental health and substance abuse, psychiatry and community based services)
- Chronic Risk Factors (prevention and management of obesity, tobacco use, hypertension)
- Alzheimer's/Dementia (prevention, management, caregiver support, long-term care)
- Oral Health
- Diabetes
- Cardiovascular Disease and Stroke
- Cancer
- Lung Health
- Maternal and Child Health (infant mortality, low birth weight)

Populations of Focus (in alphabetical order)

- Caregivers
- Immigrants and refugees
- Medicaid recipients
- Older adults
- People who are uninsured or underinsured
- People with mental health issues

Opportunities for health improvement exist in each area. NorthShore will work to identify areas where NorthShore can most effectively focus its resources to have significant impact and develop an Implementation Strategy for 2020-2022.

How the Assessment was Conducted

NorthShore conducted a community health needs assessment (CHNA) to support its mission responding to the needs in the community it serves and to comply with the Patient Protection and Affordable Care Act of 2010 and federal tax-exemption requirements. Identified health needs were prioritized in order to facilitate the effective allocation of hospital resources to respond to the identified health needs. Based on current literature and other guidance from the United States Department of the Treasury, the following steps were conducted as part of NorthShore's CHNA:

- Community benefit initiatives implemented over the course of the last three years and progress on the prior implementation strategy were evaluated.
- The “community” was defined as the 51-zip code area primarily served by NorthShore. The CHNA community was determined by geography and is inclusive of medically underserved, low-income, minority populations and people with limited English proficiency.
- Population demographics and socioeconomic characteristics of the community were gathered and assessed utilizing various third party data.
- The health status of the community was assessed by reviewing community health status indicators from multiple sources. Health indicators with significant opportunity for improvement were noted. Information on the leading causes of death and morbidity information was also analyzed.
- Community input was obtained through two focus groups and seven interviews with key stakeholders. The first focus group was conducted with members of NorthShore's community advisory committees representing twenty-eight organizations. Participants provided input on behalf of public health, medically underserved and minority populations and the community as a whole. A second focus group was conducted with leaders from NorthShore's staff representing a wide range of departments.
- Community input was also obtained through an electronic survey distributed to the community. Findings are described in Primary Data Assessment.
- Findings from community health needs assessments recently completed by the four public health departments that serve the NorthShore communities were reviewed.
- An inventory of health care facilities and other community resources potentially available to address the significant health needs identified through the CHNA was prepared.
- Identified health needs were then prioritized taking into account community perception regarding the significance of each identified need as well as the ability for NorthShore to impact overall health based on alignment with NorthShore's mission and services provided. NorthShore's leadership participated in identifying and prioritizing significant health needs.

Limitations and Information Gaps

As with all data collection efforts, there are several limitations related to the assessment's research methods that should be acknowledged. Years of the most current data available differ by data source. In some instances, 2018 may be the most current year available for data, while 2010 may be the most current year for other sources. Likewise, survey data based on self-reports, such as the Behavioral Risk Factor Surveillance Survey (BRFSS), should be interpreted with particular caution. In some instances, respondents may over or under report behaviors and illnesses based on fear of social stigma or misunderstanding the question being asked.

In addition, respondents may be prone to recall bias – that is, they may attempt to answer accurately, but they remember incorrectly. In some surveys, reporting and recall bias may differ according to a risk factor or health outcome of interest. Despite these limitations, most of the self-report surveys analyzed in this CHNA, such as Behavioral Risk Factor Surveillance System, benefit from large sample sizes and repeated administrations, enabling comparison over time. Similarly, while the qualitative data collected through focus groups and the community survey for this assessment provide valuable insights, results are not statistically representative of a larger population due to nonrandom recruiting techniques and a small sample size. Data was collected at one point in time and among a limited number of individuals. Therefore, findings, while directional and descriptive, should not be interpreted as definitive.

Overview of NorthShore University HealthSystem

Headquartered in Evanston, Illinois, NorthShore University HealthSystem (NorthShore) is a comprehensive, fully integrated healthcare delivery system serving the Chicago region. The system includes four hospitals: Evanston, Glenbrook, Highland Park, and Skokie. NorthShore employs more than 10,000 people and has 2,400 affiliated physicians, including a 900+ employed physician group with over 130 office locations.

NorthShore is a not-for-profit organization principally formed to provide quality healthcare services for the communities it serves. The delivery of healthcare services is provided in a wide variety of inpatient and ambulatory healthcare settings, community-wide, employing modern technology and expertise. Support for qualified patients who may not be able to pay the entire cost of their care is a part of the organization's commitment. In support of its primary mission of patient care, the organization engages in a wide range of academic activities in medical education and research.

NorthShore Hospitals

NorthShore Evanston Hospitals - With a history dating back to 1891, Evanston Hospital is a comprehensive acute-care facility and the nucleus of NorthShore University HealthSystem. Evanston Hospital is a leader in cardiac care, cancer care via the NorthShore Kellogg Cancer Center and a variety of surgical specialties. Evanston Hospital is also the regional center for high-risk obstetrics with the Infant Special Care Unit and the Women's Hospital offering the latest technology and a highly trained staff.

Key Specialties

- NorthShore Cardiovascular Institute
- Center for Breast Health
- Infant Special Care Unit (ISCU)
- NorthShore Kellogg Cancer Center
- Level I Trauma Center
- Primary Stroke Center
- Regional Center for High-Risk Obstetrics
- Women's Hospital

NorthShore Glenbrook Hospital - Established in 1977, Glenbrook Hospital is a comprehensive medical center providing advanced diagnostic and therapeutic interventions, as well as superior medical and surgical care for all specialties. In 2011, Glenbrook Hospital opened a new 25,000 square-foot Emergency Department featuring 30 private exam/treatment rooms. A more recent hospital expansion project further enhanced Glenbrook Hospital's ability to meet the healthcare needs of the growing community.

Key Specialties

- NorthShore Cardiovascular Institute
- Center for Breast Health
- Eye and Vision Center
- Gastroenterology Lab
- NorthShore Kellogg Cancer Center
- Level II Trauma Center
- NorthShore Neurological Institute
- NorthShore Orthopaedic Institute
- Primary Stroke Center
- Total Joint Replacement Center
- John and Carol Walter Center for Urological Health

NorthShore Highland Park Hospital - Founded in 1918, Highland Park Hospital has provided high-quality healthcare to a wide range of clinical programs for the people of Lake County and beyond for over a century. The hospital is the site of the first open-heart surgery in Lake County, and continues to provide a full range of cardiac diagnosis and intervention services. Highland Park Hospital's Kellogg Cancer Center offers the most comprehensive subspecialty care for oncology patients.

Key Specialties

- Adolescent Behavioral Health
- Bariatric Center of Excellence
- NorthShore Cardiovascular Institute
- Center for Breast Health
- Center for Pelvic Health
- Gastroenterology Lab
- NorthShore Kellogg Cancer Center
- Level II Trauma Center
- Pediatric Plastic and Reconstructive Surgery
- Primary Stroke Center
- Women's Hospital

NorthShore Skokie Hospital - Skokie Hospital is a full-service healthcare provider offering patients access to a vast network of resources. Established in 1963, Skokie Hospital has provided high-quality healthcare for nearly five decades, and is nationally recognized for its expertise in orthopaedics and cardiac care. Skokie Hospital is in the midst of a multi-million-dollar renovation and expansion that will ensure the hospital's ability to provide the community with exceptional medical care for years to come.

Key Specialties

- Clinical and Interventional Cardiology
- Level II Trauma Center
- NorthShore Orthopaedic Institute
- Primary Stroke Center
- Total Joint Replacement Center

Through community health needs assessments, participation in local agencies, employee volunteer efforts and involvement in civic and social service organizations, NorthShore strives to identify and address health needs and outreach opportunities. Then, partnering with diverse community stakeholders, NorthShore works to develop programs and initiatives that advance NorthShore's mission "to preserve and improve human life."

Community Served by NorthShore

NorthShore’s patients collectively come from a large geographic area. The CHNA service area was defined based on the primary geographic area served by NorthShore which includes 51 zip codes in Lake County, northern Cook County and the north side of Chicago. The table below summarizes the cities, villages and communities included in the CHNA service area. Page 17 of this report provides a summary of the communities of highest need in the CHNA service area. As an integrated health care system, the organization continuously monitors health care activities in the CHNA service area.

Table 1
NorthShore University HealthSystem
Primary Geographic Area Served by NorthShore

| Lake County | | Cook County -- North Suburbs | | Cook County -- Chicago North Side Communities | |
|---------------|--------------|------------------------------|---------------------|---|-------|
| Fort Sheridan | 60037 | Arlington Heights | 60004, 60005 | Edgewater | 60660 |
| Grayslake | 60030 | Buffalo Grove | 60089 | Forest Glen | 60646 |
| Gurnee | 60031 | Des Plaines | 60016 | Irving Park | 60641 |
| Highland Park | 60035 | Evanston | 60201, 60202, 60203 | North Park | 60659 |
| Highwood | 60040 | Glencoe | 60022 | Norwood Park | 60631 |
| Lake Bluff | 60044 | Glenview | 60025, 60026 | Ravenswood | 60625 |
| Lake Forest | 60045 | Golf | 60029 | Rogers Park | 60626 |
| Libertyville | 60048 | Kenilworth | 60043 | Uptown | 60640 |
| Lincolnshire | 60069 | Lincolnwood | 60712 | West Ridge | 60645 |
| Long Grove | 60047 | Morton Grove | 60053 | | |
| Mundelein | 60060 | Mount Prospect | 60056 | | |
| North Chicago | 60064 | Niles | 60714 | | |
| Round Lake | 60073 | Northbrook/Techny | 60062, 60065, 60082 | | |
| Vernon Hills | 60061 | Prospect Heights | 60070 | | |
| Waukegan | 60085, 60087 | Skokie | 60076, 60077 | | |
| Zion | 60099 | Wheeling | 60090 | | |
| | | Wilmette | 60091 | | |
| | | Winnetka | 60093 | | |

Community Profile (Based on American Community Survey 2013-2017)

The U.S. Bureau of Census has compiled population and demographic data. Table 2 below shows the total population of the community. In 2017, the largest age group of the CHNA community population was between the ages of 35 and 54 at 27.6%.

In general, healthcare needs increase as age increases. The elderly (Age 65+) population represented 14.8% of the CHNA community.

Table 2
NorthShore University HealthSystem
Population by Age and Gender

| | Age 0-17 | Age 18-34 | Age 35-54 | Age 55-64 | Age 65+ | Total | Male | Female |
|----------------------------------|----------------|----------------|----------------|----------------|----------------|------------------|----------------|----------------|
| NorthShore CHNA Community | 361,062 | 355,298 | 440,750 | 205,378 | 236,710 | 1,599,198 | 787,882 | 811,316 |
| Cook County | 1,173,775 | 1,339,462 | 1,385,212 | 631,546 | 708,546 | 5,238,541 | 2,540,704 | 2,697,837 |
| Lake County | 176,654 | 149,838 | 195,927 | 92,192 | 89,865 | 704,476 | 351,847 | 352,629 |
| Illinois | 2,958,997 | 3,011,550 | 3,400,688 | 1,635,359 | 1,847,932 | 12,854,526 | 6,312,600 | 6,541,926 |
| United States | 73,601,279 | 75,175,657 | 83,747,562 | 40,747,520 | 47,732,389 | 321,004,407 | 158,018,753 | 162,985,654 |

| | Age 0-17 | Age 18-34 | Age 35-54 | Age 55-64 | Age 65+ | Total | Male | Female |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|
| NorthShore CHNA Community | 22.6% | 22.2% | 27.6% | 12.8% | 14.8% | 100.0% | 49.3% | 50.7% |
| Cook County | 22.4% | 25.6% | 26.4% | 12.1% | 13.5% | 100.0% | 48.5% | 51.5% |
| Lake County | 25.0% | 21.3% | 27.8% | 13.1% | 12.8% | 100.0% | 49.9% | 50.1% |
| Illinois | 23.0% | 23.4% | 26.5% | 12.7% | 14.4% | 100.0% | 49.1% | 50.9% |
| United States | 22.9% | 23.4% | 26.1% | 12.7% | 14.9% | 100.0% | 49.2% | 50.8% |

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract

While the relative age of the population can impact community health needs, so can the ethnicity and race of a population. The following table shows the population by ethnicity and race illustrating the Hispanic versus non-Hispanic residents. The white non-Hispanic population makes up 58.1% of the population, with Hispanic population accounting for 20.1%, Asian non-Hispanic accounting for 11.9%, black non-Hispanic 7.2%, and all others at less than 3%.

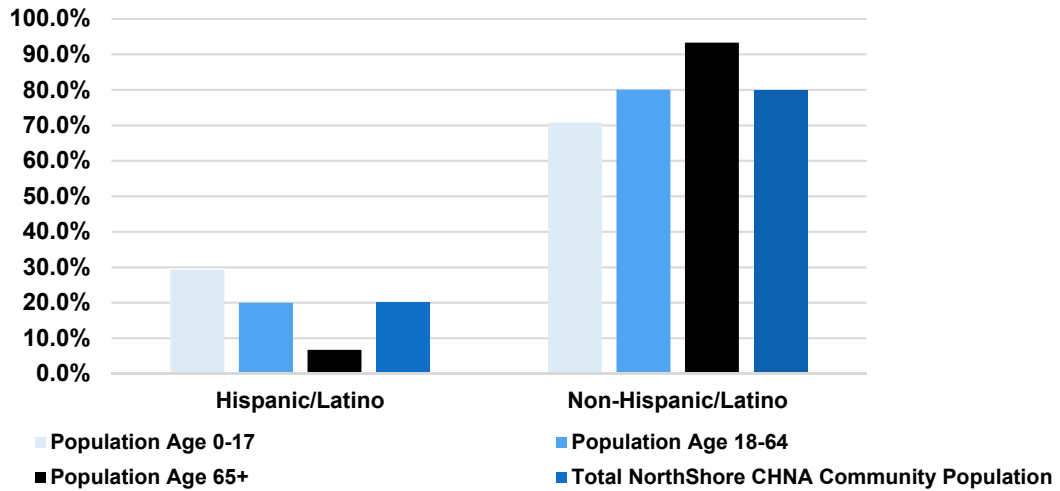
Table 3
NorthShore University HealthSystem
Population by Ethnicity and Race

| | Percentage | | | | | |
|----------------------------------|------------------|--------------------|--------------------|--------------------|--------------|-------------|
| | Total Population | White Non-Hispanic | Black Non-Hispanic | Asian Non-Hispanic | Hispanic | All Others |
| NorthShore CHNA Community | 1,599,198 | 58.1% | 7.2% | 11.9% | 20.1% | 2.7% |
| Cook County | 5,238,541 | 42.7% | 23.4% | 6.9% | 25.1% | 1.9% |
| Lake County | 704,476 | 62.8% | 6.6% | 7.1% | 21.1% | 2.3% |
| Illinois | 12,854,526 | 61.9% | 14.1% | 5.2% | 16.8% | 2.1% |
| United States | 321,004,407 | 61.5% | 12.3% | 5.3% | 17.6% | 3.4% |

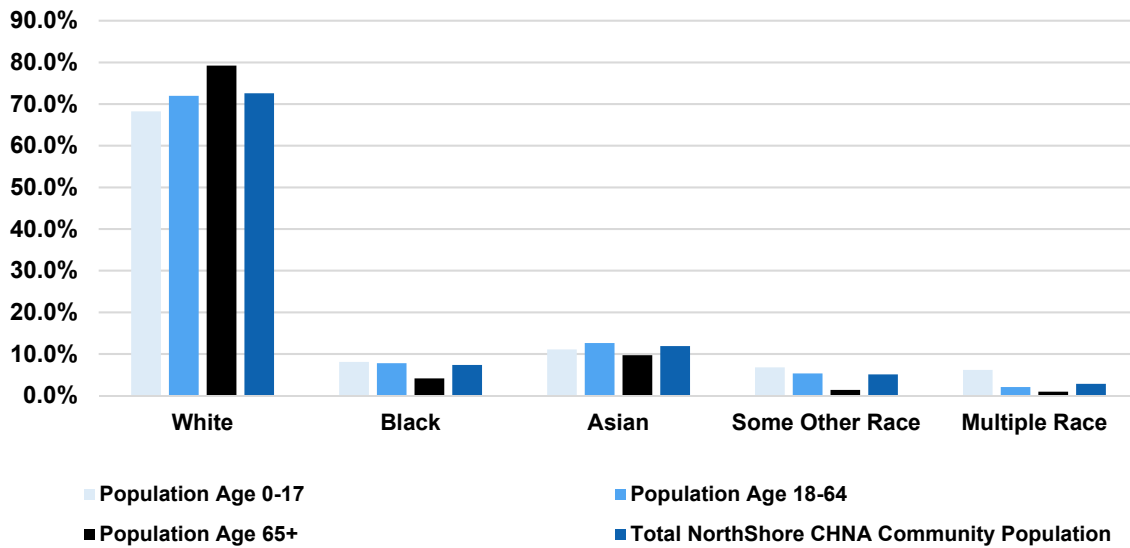
Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract

The population under age 18 is more ethnically and racially diverse compared to other age categories as illustrated below.

NorthShore CHNA Community Population by Ethnicity Alone, Percent



NorthShore CHNA Community Population by Race Alone, Percent



Population with a Disability

This indicator reports the percentage of the total civilian non-institutionalized population with a disability. This indicator is relevant because disabled individuals comprise a vulnerable population that requires targeted services and outreach by providers. Nearly 50% of the population with a disability are age 65+.

Table 4
NorthShore University HealthSystem
Population with a Disability

| | Age 0-17 | Age 18-64 | Age 65+ | Total Population with a Disability | Total Population (For Whom Disability Status is Determined) | Percent Population with a Disability |
|----------------------------------|--------------|---------------|---------------|------------------------------------|---|--------------------------------------|
| NorthShore CHNA Community | 9,429 | 66,930 | 75,653 | 152,012 | 1,581,009 | 9.6% |
| Cook County | 33,683 | 261,997 | 239,948 | 535,628 | 5,192,360 | 10.3% |
| Lake County | 5,130 | 29,058 | 25,739 | 59,927 | 689,014 | 8.7% |
| Illinois | 98,040 | 680,678 | 610,109 | 1,388,827 | 12,674,162 | 11.0% |
| United States | 3,054,559 | 20,276,199 | 16,461,324 | 39,792,082 | 316,027,641 | 12.6% |

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract

Population in Limited English Households

The percentage of the population aged 5 and older living in Limited English speaking households is reported in Table 5 below. There are over 130,000 persons living in Limited English households in the NorthShore community. This indicator is significant as it identifies households and populations that may need English-language assistance.

Table 5
NorthShore University HealthSystem
Population in Limited English Households

| | Total Population Age 5+ | Linguistically Isolated Population | Percent Linguistically Isolated Population |
|----------------------------------|-------------------------|------------------------------------|--|
| NorthShore CHNA Community | 1,501,134 | 130,085 | 8.7% |
| Cook County | 4,906,004 | 350,840 | 7.2% |
| Lake County | 662,672 | 31,203 | 4.7% |
| Illinois | 12,068,966 | 528,427 | 4.4% |
| United States | 301,150,892 | 13,323,495 | 4.4% |

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract

Socioeconomic Characteristics of the Community

The socioeconomic characteristics of a geographic area influence the way residents access health care services and perceive the need for health care services within society. The economic status of an area may be assessed by examining multiple variables within the community. Those variables also have an impact on community health, including household income and poverty, employment, uninsured population and educational attainment for the community. These standard measures will be used to compare the socioeconomic status of the community to the state of Illinois as well as the United States.

Household Income and Poverty

Table 6 presents household income statistics for the CHNA community. Average household income for the CHNA community exceeds state and national rates. Average household income for the NorthShore CHNA Community is slightly over \$106,000. The percentage of the NorthShore CHNA community below 100% Federal Poverty Level ("FPL") is 11.0% which is favorable to state and national averages. However, there are large disparities in income among the segments of the CHNA community. Sectors in North Chicago, Waukegan and Chicago North communities have the highest poverty levels.

Within the NorthShore community, 143,489 public school students, or 36.1%, are eligible for Free/Reduced Price lunches out of 397,741 total students enrolled. This indicator is relevant because it assesses populations which are more likely to have multiple health access, health status, and social support needs. Additionally, when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment

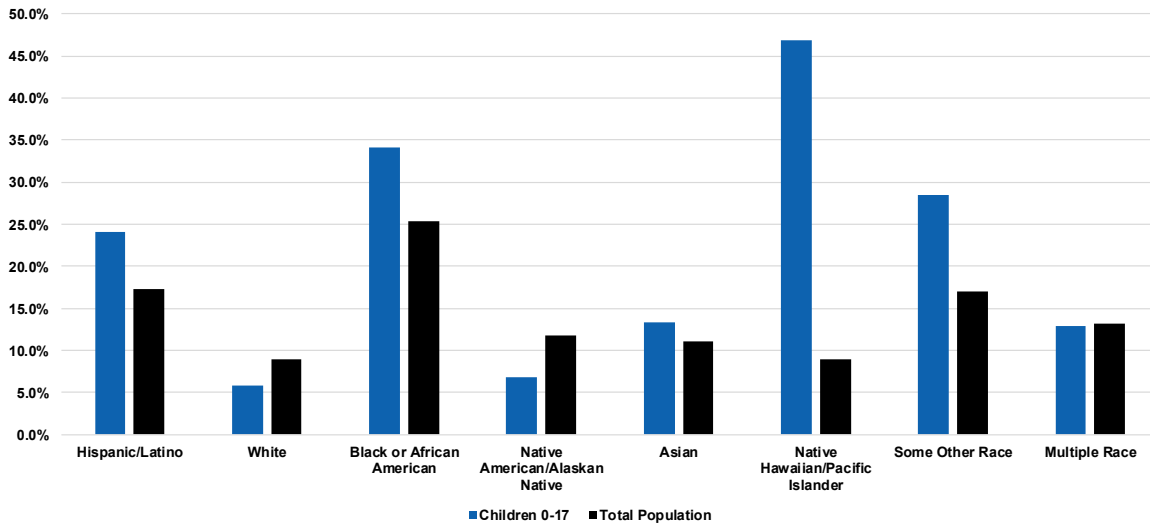
Table 6
NorthShore University HealthSystem
Household Income and Poverty

| | Average Household Income | Percentage of Population Living below 100% Federal Poverty Level | Percentage of Population under Age 18 in Poverty | Percentage of Children Eligible for Free/Reduced Price Lunch |
|----------------------------------|--------------------------|--|--|--|
| NorthShore CHNA Community | \$ 106,284 | 11.0% | 14.2% | 36.1% |
| Cook County | 86,872 | 15.9% | 23.0% | 65.0% |
| Lake County | 119,022 | 8.5% | 11.5% | 29.5% |
| Illinois | 85,262 | 13.5% | 18.9% | 49.9% |
| United States | 81,283 | 14.6% | 20.3% | 52.6% |

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract and National Center for Education Statistics, NCES -Common Core of Data. 2015-2016: Address

Poverty is a key driver of health status and is relevant because poverty creates barriers to access, including health services, healthy food choices and other factors that contribute to poor health. Poverty rates are higher for children in almost all ethnicities and races and the highest rates are among Native Hawaiian/Pacific Islanders, African Americans and Hispanics.

**NorthShore CHNA Community
Persons in Poverty by Ethnicity/Race, Percent**



Unemployment Rate

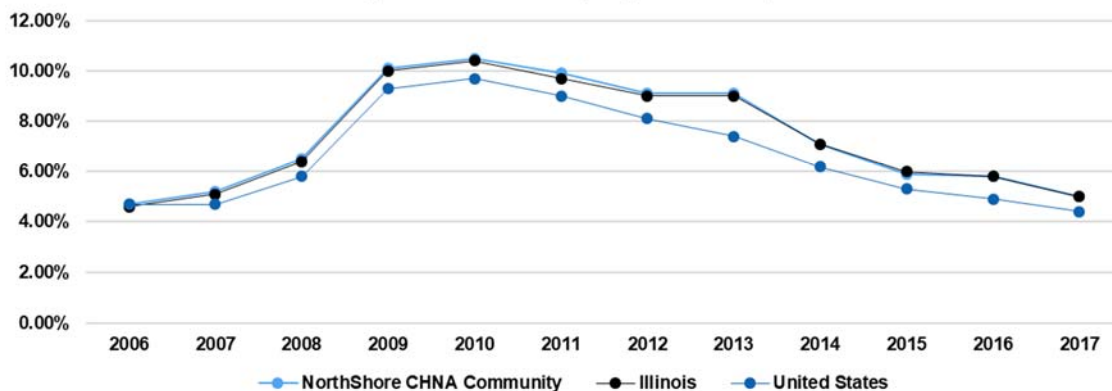
The unemployment rate increased significantly in 2009 when the community sustained tremendous unemployment; however, it has since improved. Historically, the CHNA community and Illinois have had higher rates of unemployment than the national average.

**Table 7
NorthShore University HealthSystem
Unemployment Rate**

| | Labor Force | Number Employed | Number Unemployed | Unemployment Rate |
|----------------------------------|----------------|-----------------|-------------------|-------------------|
| NorthShore CHNA Community | 832,470 | 782,867 | 49,603 | 6.0% |
| Cook County | 2,653,922 | 2,534,705 | 119,217 | 4.5% |
| Lake County | 384,552 | 368,436 | 16,116 | 4.2% |
| Illinois | 6,559,734 | 6,264,990 | 294,744 | 4.5% |
| United States | 164,383,283 | 157,469,839 | 6,913,444 | 4.2% |

Data Source: US Department of Labor, Bureau of Labor Statistics. 2018 - June. Source geography: County.

**NorthShore CHNA Community
Average Annual Unemployment Rate, 2006-2017**



Uninsured Population

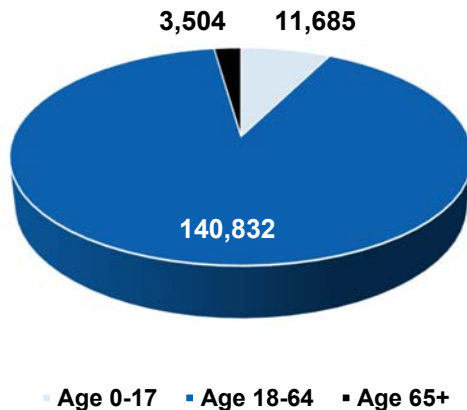
Table 8 reports the percentage of the total civilian noninstitutionalized population without health insurance. The uninsured population is relevant because lack of insurance is a primary barrier to health care access, including regular primary care, specialty care and other health services that contribute to poor health status. Within the NorthShore CHNA community, 156,021 persons are uninsured.

Table 8
NorthShore University HealthSystem
Uninsured Population

| | Total Population (For Whom Insurance Status is Determined) | Total Uninsured Population | Percent Uninsured Population |
|----------------------------------|--|----------------------------------|------------------------------------|
| NorthShore CHNA Community | 1,581,009 | 156,021 | 9.9% |
| Cook County | 5,192,360 | 575,368 | 11.1% |
| Lake County | 689,014 | 55,546 | 8.1% |
| Illinois | 12,674,162 | 1,079,822 | 8.5% |
| United States | 316,027,641 | 33,177,146 | 10.5% |

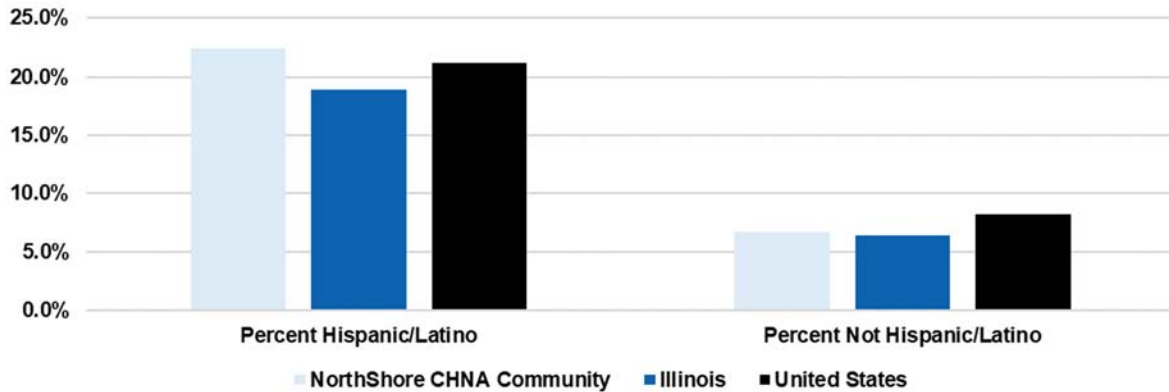
Data Source: US Census Bureau, American Community Survey, 2013-17. Source geography: Tract

NorthShore CHNA Community
Uninsured Population by Age Group

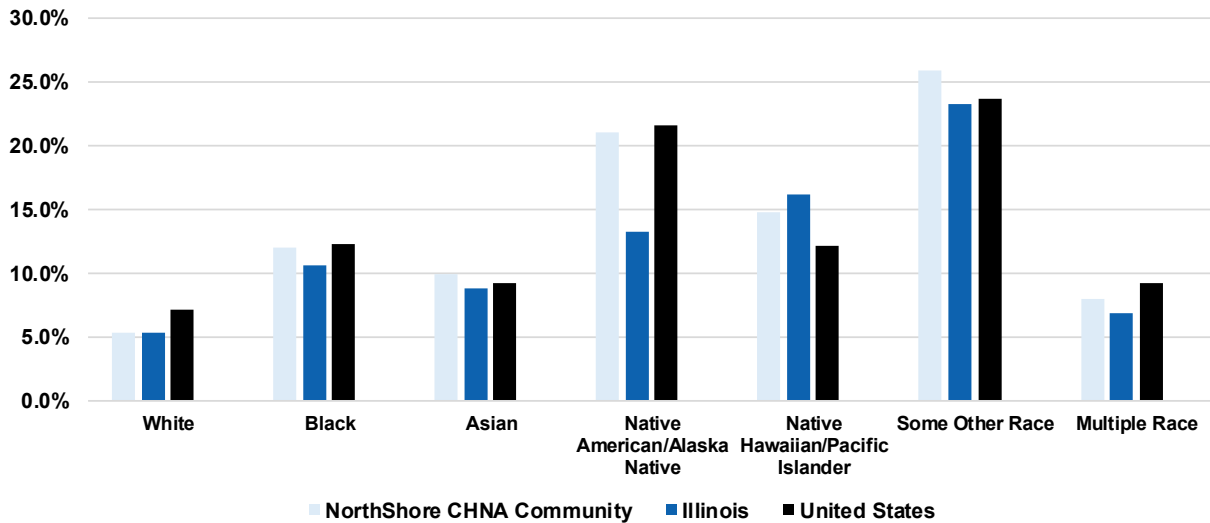


The percentage of uninsured population varies by race and ethnicity. One of the highest percentages of uninsured individuals for the NorthShore CHNA community is among the Hispanic/Latino where 22.4% of Hispanic/Latino individuals are uninsured. Native American/Alaskan Native, Native Hawaiian/Pacific Islander have uninsured rates of 21.0% and 14.8% respectively.

**NorthShore CHNA Community
Uninsured Population by Ethnicity Alone, Percent**



**NorthShore CHNA Community
Uninsured Population by Race Alone, Percent**



Educational Attainment

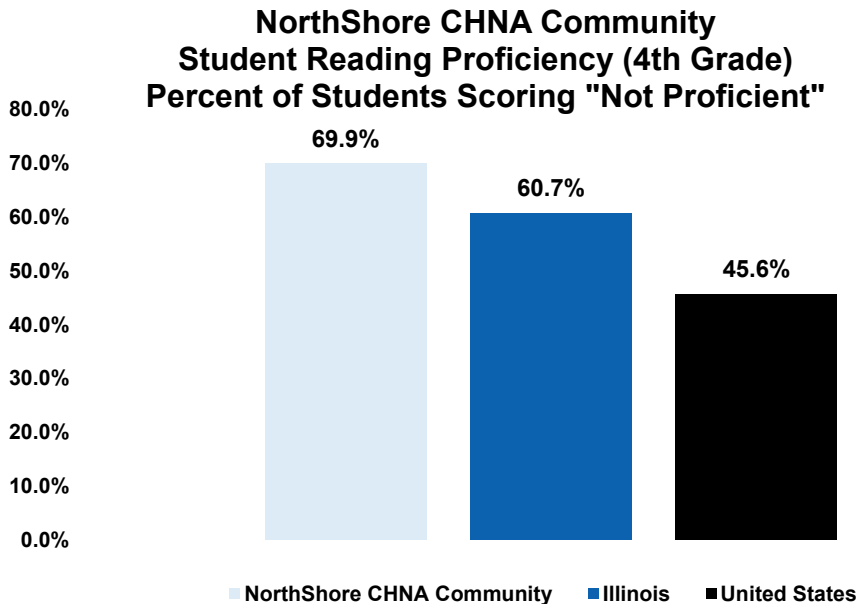
Linkages exist between education, economy and quality of life. Education often plays a key role in career success and economic self-sufficiency. Nearly 48% of the CHNA community, over 25 years old, have bachelor’s degrees or higher. However, within the CHNA community there are 117,767 persons aged 25 and older without a high school diploma (or equivalency) or higher. This represents 10.7% of the total population aged 25 and older and affects household income levels, insured population and levels of insurance coverage of the community.

**Table 9
NorthShore University HealthSystem
Educational Attainment**

| | Total Population Age 25+ | Population Age 25+ with No High School Diploma | Percent Population Age 25+ with No High School Diploma | Percent Population Age 25+ with Bachelor's Degree or Higher |
|----------------------------------|--------------------------|--|--|---|
| NorthShore CHNA Community | 1,104,202 | 117,767 | 10.7% | 47.8% |
| Cook County | 3,578,782 | 494,411 | 13.8% | 37.2% |
| Lake County | 455,774 | 44,378 | 9.7% | 44.2% |
| Illinois | 8,666,079 | 991,424 | 11.4% | 33.5% |
| United States | 216,271,644 | 27,437,114 | 12.7% | 30.9% |

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract

The inability to read English well is linked to poverty, unemployment, and barriers to healthcare access, communication with providers and healthy literacy. Within NorthShore’s CHNA community, the percentage of students in fourth grade whose reading skills tested below the “proficient” level for the English Language Arts portion of the Illinois standardized test was 69.9% or roughly 4,400 students.



Community Need Index for the CHNA Community

The nation’s first standardized Community Need Index (“CNI”) was jointly developed by Dignity Health and Truven Health in 2014 to assist in the process of gathering vital socio-economic factors in the community. The CNI is strongly linked to variations in community health care needs and is a strong indicator of a community’s demand for various health care services. The CNI score is an average of five different barrier scores that measure socioeconomic indicators of each community:

Income Barrier

- Percentage of households below poverty line, with head of household age 65 or older
- Percentage of families with children age 0-17 below poverty line
- Percentage of single female-headed families with children age 0-17 below poverty line

Cultural Barrier

- Percentage of population that is minority (including Hispanic ethnicity)
- Percentage of population over age 5 that speaks English poorly or not at all

Education Barrier

- Percentage of population over age 25 without a high school diploma

Insurance Barrier

- Percentage of population in the labor force, age 16 or older, without employment
- Percentage of population without health insurance

Housing Barrier

- Percentage of households renting their home

Based on the demographic and economic statistics listed above, the CNI provides a score for every populated zip code in the United States on a scale of 1.0 to 5.0. A score of 1.0 indicates a zip code with the least need, while a score of 5.0 represents a zip code with the most need.

Table 11 summarizes the CNI for zip codes within CHNA Community. Within the CHNA community for NorthShore, CNI scores indicate needs are greatest in the zip codes below where nearly 605,000 persons reside.

Table 10
NorthShore University HealthSystem
Zip Codes with Community Need Index Greater than 3.5

| Lake County | | Cook County -- North Suburbs | | Cook County -- Chicago North Side Communities | |
|---------------|--------------|------------------------------|-------|---|-------|
| Highwood | 60040 | Skokie | 60077 | Edgewater | 60660 |
| North Chicago | 60064 | Wheeling | 60090 | Irving Park | 60641 |
| Waukegan | 60085, 60087 | | | North Park | 60659 |
| Zion | 60099 | | | Ravenswood | 60625 |
| | | | | Rogers Park | 60626 |
| | | | | Uptown | 60640 |
| | | | | West Ridge | 60645 |

Table 11
NorthShore University HealthSystem
Community Need Index by Zip Code

| Zip Code | CNI Score | City | County |
|----------|-----------|-------------------|--------|
| 60064 | 4.8 | North Chicago | Lake |
| 60085 | 4.4 | Waukegan | Lake |
| 60659 | 4.2 | North Park | Cook |
| 60641 | 4.2 | Irving Park | Cook |
| 60640 | 4.2 | Uptown | Cook |
| 60660 | 4.2 | Edgewater | Cook |
| 60626 | 4.0 | Rogers Park | Cook |
| 60645 | 4.0 | West Ridge | Cook |
| 60625 | 4.0 | Ravenswood | Cook |
| 60099 | 4.0 | Zion | Lake |
| 60087 | 3.8 | Waukegan | Lake |
| 60077 | 3.6 | Skokie | Cook |
| 60040 | 3.6 | Highwood | Lake |
| 60090 | 3.4 | Wheeling | Cook |
| 60070 | 3.2 | Prospect Heights | Cook |
| 60714 | 3.2 | Niles | Cook |
| 60202 | 3.2 | Evanston | Cook |
| 60016 | 3.2 | Des Plaines | Cook |
| 60073 | 3.2 | Round Lake | Lake |
| 60076 | 3.0 | Skokie | Cook |
| 60201 | 2.8 | Evanston | Cook |
| 60056 | 2.6 | Mount Prospect | Cook |
| 60646 | 2.6 | Forest Glen | Cook |
| 60053 | 2.4 | Morton Grove | Cook |
| 60026 | 2.4 | Glenview | Cook |
| 60005 | 2.4 | Arlington Heights | Cook |
| 60037 | 2.4 | Fort Sheridan | Lake |
| 60060 | 2.4 | Mundelein | Lake |
| 60631 | 2.2 | Norwood Park | Cook |
| 60004 | 2.2 | Arlington Heights | Cook |
| 60030 | 2.2 | Grayslake | Lake |
| 60061 | 2.2 | Vernon Hills | Lake |
| 60712 | 2.0 | Lincolnwood | Cook |
| 60031 | 2.0 | Gurnee | Lake |
| 60044 | 2.0 | Lake Bluff | Lake |
| 60069 | 2.0 | Lincolnshire | Lake |
| 60089 | 1.8 | Buffalo Grove | Lake |
| 60062 | 1.8 | Northbrook/Techny | Cook |
| 60025 | 1.8 | Glenview | Cook |
| 60035 | 1.8 | Highland Park | Lake |
| 60091 | 1.6 | Wilmette | Cook |
| 60022 | 1.6 | Glencoe | Cook |
| 60203 | 1.6 | Evanston | Cook |
| 60048 | 1.6 | Libertyville | Lake |
| 60093 | 1.4 | Winnetka | Cook |
| 60029 | 1.4 | Golf | Cook |
| 60045 | 1.4 | Lake Forest | Lake |
| 60047 | 1.4 | Long Grove | Lake |
| 60043 | 1 | Kenilworth | Cook |

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Data Sources: 2018 Demographic Data, The Nielsen Company
 2018 Poverty Data, The Nielsen Company
 2018 Insurance Coverage Estimates, Truven Health Analytics

Physical Environment

Air Quality

The percentage of days with particulate matter 2.5 levels above the National Ambient Air Quality Standard (35 micrograms per cubic meter) per year is reported below. This indicator is relevant because poor air quality contributes to respiratory issues and overall poor health. The percentage of days exceeding standards for the NorthShore community is unfavorable to state and national percentages with Cook County having rates nearly seven times the national rate.

| | Average Daily Ambient Particulate Matter 2.5 | Number of Days Exceeding Emissions Standards | Percentage of Days Exceeding Standards, Pop. Adjusted Average |
|----------------------------------|--|--|---|
| NorthShore CHNA Community | 10.4 | 1.9 | 0.5% |
| Cook County | 11.8 | 2.9 | 0.7% |
| Lake County | 10.6 | 0.7 | 0.2% |
| Illinois | 11.1 | 1.5 | 0.4% |
| United States | 9.1 | 0.3 | 0.1% |

Data Source: Centers for Disease Control and Prevention, National Environmental Public Health Tracking Network. 2012. Source geography: Tract

Food Environment – Fast Food Restaurants

This indicator reports the number of fast food restaurants per 100,000 population. Fast food restaurants are defined as limited-service establishments primarily engaged in providing food services (except snack and non-alcoholic beverage bars) where patrons generally order or select items and pay before eating. This indicator is relevant because it provides a measure of healthy food access and environmental influences on dietary behaviors. Rates for the NorthShore community are favorable to state and national rates.

| | Total Population | Number of Establishments | Establishments, Rate per 100,000 Population |
|----------------------------------|------------------|--------------------------|---|
| NorthShore CHNA Community | 1,580,505 | 1,367 | 74.9 |
| Cook County | 5,194,675 | 4,642 | 89.3 |
| Lake County | 703,462 | 567 | 80.6 |
| Illinois | 12,830,632 | 10,145 | 79.0 |
| United States | 308,745,538 | 237,922 | 77.0 |

Data Source: US Census Bureau, County Business Patterns. Additional data analysis by CARES. 2016. Source geography: ZCTA

Food Environment – Grocery Stores

This indicator reports the number of grocery stores per 100,000 population. Grocery stores are defined as supermarkets and smaller grocery stores primarily engaged in retailing a general line of food, such as canned and frozen foods, fresh fruits and vegetables, and fresh and prepared meats, fish, and poultry. Included are delicatessen-type establishments. Convenience stores and large general merchandise stores that also retail food, such as supercenters and warehouse club stores are excluded. This indicator is relevant because it provides a measure of healthy food access and environmental influences on dietary behaviors. The rate for grocery stores per 100,000 population for the NorthShore CHNA community is favorable to state and national rates. However, Lake County has fewer establishments per 100,000 population than Illinois and the United States.

| | Total Population | Number of Establishments | Establishments, Rate per 100,000 Population |
|----------------------------------|------------------|--------------------------|---|
| NorthShore CHNA Community | 1,580,505 | 382 | 24.2 |
| Cook County | 5,194,675 | 1,465 | 28.2 |
| Lake County | 703,462 | 117 | 16.6 |
| Illinois | 12,830,632 | 2,770 | 21.5 |
| United States | 308,745,538 | 65,399 | 21.1 |

Data Source: US Census Bureau, County Business Patterns. Additional data analysis by CARES. 2016. Source geography: ZCTA

Food Environment – Supplemental Nutrition Assistance Program (SNAP) Authorized Food Stores

This indicator reports the number of SNAP-authorized food stores as a rate per 10,000 population. SNAP-authorized stores include grocery stores as well as supercenters, specialty food stores, and convenience stores that are authorized to accept SNAP benefits. The rate of SNAP-authorized retailers per 10,000 population is slightly lower for the NorthShore community compared to state and national rates.

| | Total Population | Total SNAP- Authorized Retailers | SNAP-Authorized Retailers, Rate per 10,000 Population |
|----------------------------------|------------------|----------------------------------|---|
| NorthShore CHNA Community | 1,580,505 | 891 | 5.6 |
| Cook County | 5,194,675 | 3,606 | 6.9 |
| Lake County | 703,462 | 373 | 5.3 |
| Illinois | 12,830,632 | 9,223 | 7.1 |
| United States | 312,411,142 | 257,596 | 8.2 |

Data Source: US Department of Agriculture, Food and Nutrition Service, USDA - SNAP Retailer Locator. Additional data analysis by CARES. 2017. Source geography: Tract

Housing – Housing Cost Burden

This indicator reports the percentage of the households where housing costs exceed 30% of total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. NorthShore's community has a higher percentage of cost-burdened households compared to state and national percentages with almost 213,000 households in the community having housing costs exceeding 30% of income.

| | Total Households | Cost Burdened Households (Housing Costs Exceed 30% of Income) | Percentage of Cost Burdened Households |
|----------------------------------|------------------|---|--|
| NorthShore CHNA Community | 595,402 | 212,808 | 35.7% |
| Cook County | 1,956,561 | 749,803 | 38.3% |
| Lake County | 244,523 | 78,528 | 32.1% |
| Illinois | 4,818,452 | 1,533,754 | 31.8% |
| United States | 118,825,921 | 38,077,410 | 32.0% |

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract

Housing – Substandard Housing

This indicator reports the number and percentage of owner/renter-occupied housing units having at least one of the following conditions: 1) lacking complete plumbing facilities, 2) lacking complete kitchen facilities, 3) with 1.01 or more occupants per room, 4) selected monthly owner costs as a percentage of household income greater than 30%, and 5) gross rent as a percentage of household income greater than 30%. Selected conditions provide information in assessing the quality of the housing inventory and its occupants.

This data is used to easily identify homes where the quality of living and housing can be considered substandard. Percentages of substandard housing in Lake County are consistent with state and national percentages. However, Cook County has a significantly higher percentage of substandard housing compared to state and national percentages.

| | Total Occupied Housing Units | Occupied Housing Units with One or More Substandard Conditions | Percent Occupied Housing Units with One or More Substandard Conditions |
|----------------------------------|------------------------------|--|--|
| NorthShore CHNA Community | 595,402 | 217,231 | 36.5% |
| Cook County | 1,956,561 | 765,626 | 39.1% |
| Lake County | 244,523 | 79,848 | 32.7% |
| Illinois | 4,818,452 | 1,557,144 | 32.3% |
| United States | 118,825,921 | 39,200,876 | 33.0% |

Data Source: US Census Bureau, American Community Survey. 2013-17. Source geography: Tract

Health Status of the Community-Leading Health Indicators

Healthy People 2020 provides a comprehensive set of 10-year, national goals and objectives for improving the health of all Americans. Healthy People 2020 contains 42 topic areas with more than 1,200 objectives. A smaller set of Healthy People 2020 objectives, called Leading Health Indicators (LHIs), are reported below to communicate high-priority health issues. When available, indicators are reported for NorthShore's 51-county CHNA community. In some cases, aggregated data is not available for the 51-county CHNA community and is only reported at the county level for Cook and Lake Counties.

Access to Health Services

Access to Primary Care

This indicator reports the number of primary care physicians per 100,000 population. Doctors classified as "primary care physicians" by the American Medical Association (AMA) include the following specialties: General Family Medicine, General Practice, General Internal Medicine, and General Pediatrics. Physicians age 75 and older and physicians practicing sub-specialties within the listed specialties are excluded. As reported in the table below, the number of primary care physicians per 100,000 population for the NorthShore community is favorable to state and national rates.

| | Total Population, 2014 | Primary Care Physicians, 2014 | Primary Care Physicians, Rate per 100,000 Pop. |
|----------------------------------|------------------------|-------------------------------|--|
| NorthShore CHNA Community | 1,592,393 | 1,946 | 122.2 |
| Cook County | 5,246,456 | 6,464 | 123.2 |
| Lake County | 705,186 | 848 | 120.2 |
| Illinois | 12,880,580 | 12,477 | 96.9 |
| United States | 318,857,056 | 279,871 | 87.8 |

Data Source: US Department of Health & Human Services, Health Resources and Services Administration, Area Health Resource File. 2014. Source geography: County

Preventable Hospital Events

This indicator reports the discharge rate (per 1,000 Medicare enrollees) for conditions that are ambulatory care sensitive ("ACS"). ACS conditions include pneumonia, dehydration, asthma, diabetes, and other conditions which could have been prevented if adequate primary care resources were available and accessed by those patients. The discharge rate for ACS conditions is favorable to state and national averages for the NorthShore community.

| | Total Medicare Part A Enrollees | Ambulatory Care Sensitive Condition Hospital Discharges | Ambulatory Care Sensitive Condition Discharge Rate |
|----------------------------------|---------------------------------|---|--|
| NorthShore CHNA Community | 127,010 | 6,131 | 48.3 |
| Cook County | 345,293 | 16,574 | 48.0 |
| Lake County | 58,719 | 2,866 | 48.8 |
| Illinois | 985,698 | 53,973 | 54.8 |
| United States | 22,488,201 | 1,112,019 | 49.4 |

Data Source: Dartmouth College Institute for Health Policy & Clinical Practice, Dartmouth Atlas of Health Care. 2015. Source geography: County

Clinical Preventive Services

Prevention Mammogram

This indicator reports the percentage of female Medicare enrollees, age 67-69, who have received one or more mammograms in the past two years. The percentage of female Medicare enrollees with a mammogram in the last two years for the NorthShore community is favorable to state and national percentages.

| | Total Medicare Enrollees | Female Medicare Enrollees Age 67-69 | Female Medicare Enrollees with Mammogram in Past 2 Years | Percent Female Medicare Enrollees with Mammogram in Past 2 Years |
|----------------------------------|--------------------------|-------------------------------------|--|--|
| NorthShore CHNA Community | 153,785 | 13,582 | 8,882 | 65.4% |
| Cook County | 417,290 | 35,629 | 22,842 | 64.1% |
| Lake County | 71,368 | 6,721 | 4,552 | 67.7% |
| Illinois | 1,210,320 | 108,916 | 70,923 | 65.1% |
| United States | 26,937,083 | 2,544,732 | 1,607,329 | 63.2% |

Data Source: Dartmouth College Institute for Health Policy & Clinical Practice, Dartmouth Atlas of Health Care. 2015. Source geography: County

Colorectal Cancer Screening

This indicator reports the percentage of persons (Ages 50+) who have ever had a sigmoidoscopy or colonoscopy. Rates for colorectal cancer screenings are favorable for Cook and Lake Counties compared to state and national rates.

| | Percentage of Persons (Ages 50+) who have had Colorectal Cancer Screening |
|----------------------------------|---|
| NorthShore CHNA Community | Not Available |
| Cook County | 67.4% |
| Lake County | 72.1% |
| Illinois | 65.0% |
| United States | 66.2% |

Data Source: 2014 Illinois BRFSS, Illinois Department of Health.

Prostate Cancer Screening

A Prostate-Specific Antigen test, also called a PSA test, is a blood test used to check men for prostate cancer. This indicator reports the percentage of men who have ever had a PSA test. Rates for prostate cancer screenings for Cook and Lake Counties are consistent with rates for the State of Illinois and the United States.

| Percentage of men who have had a PSA test | |
|---|----------------------|
| NorthShore CHNA Community | Not Available |
| Cook County | 56.6% |
| Lake County | 51.7% |
| Illinois | 54.2% |
| United States | 57.2% |

Data Source: 2014 Illinois BRFSS, Illinois Department of Health.

Diabetes Management

This indicator reports the percentage of diabetic Medicare patients who have had a hemoglobin A1c (hA1c) test, a blood test that measures blood sugar levels, administered by a health care professional in the past year. In NorthShore's community, 13,063 Medicare enrollees with diabetes have had an annual exam out of 15,246 Medicare enrollees in the report area with diabetes, or 85.7%.

| | Total Medicare Enrollees | Medicare Enrollees with Diabetes | Medicare Enrollees with Diabetes with Annual Exam | Percent Medicare Enrollees with Diabetes with Annual Exam |
|----------------------------------|--------------------------|----------------------------------|---|---|
| NorthShore CHNA Community | 153,785 | 15,246 | 13,063 | 85.7% |
| Cook County | 417,290 | 42,545 | 36,046 | 84.7% |
| Lake County | 71,368 | 6,675 | 5,859 | 87.8% |
| Illinois | 1,210,320 | 129,125 | 111,696 | 86.5% |
| United States | 26,937,083 | 2,919,457 | 2,501,671 | 85.7% |

Data Source: Dartmouth College Institute for Health Policy & Clinical Practice, Dartmouth Atlas of Health Care. 2015. Source geography: Count

Environmental Quality

Asthma Prevalence

This indicator reports the percentage of adults age 18 and older who self-report that they have ever been told by a doctor, nurse, or other health professional that they have asthma. The percentages of adults with asthma for the counties in the NorthShore CHNA community are slightly higher than state and national percentages.

| | Survey Population (Adults Age 18+) | Total Adults with Asthma | Percent Adults with Asthma |
|----------------------------------|---------------------------------------|-----------------------------|-------------------------------|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 3,293,831 | 448,433 | 13.6% |
| Lake County | 448,484 | 61,896 | 13.8% |
| Illinois | 9,701,927 | 1,265,744 | 13.0% |
| United States | 237,197,465 | 31,697,608 | 13.4% |

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Additional data analysis by CARES. 2011-12. Source geography: County

Injury and Violence

Homicides

This indicator reports the rate of death due to assault (homicide) per 100,000 population. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. The homicide rate is very different for the two counties primarily served by NorthShore with Lake County having a favorable rate compared to state and national rates and Cook County having a rate that is more than double the national rate.

| | Total Population | Average Annual Deaths, 2010-2014 | Crude Death Rate Per 100,000 Pop. | Age-Adjusted Death Rate Per 100,000 Pop. |
|----------------------------------|----------------------|----------------------------------|-----------------------------------|--|
| NorthShore CHNA Community | Not Available | Not Available | Not Available | Not Available |
| Cook County | 5,232,044 | 637 | 12.2 | 12.1 |
| Lake County | 703,456 | 20 | 2.8 | 3.1 |
| Illinois | 12,859,901 | 887 | 6.9 | 7.0 |
| United States | 318,689,254 | 17,167 | 5.4 | 5.5 |

Data Source: Centers for Disease Control and Prevention, National Vital Statistics System. Accessed via CDC WONDER. 2012-16. Source geography: County

Unintentional Injuries – Mortality

This indicator reports the rate of death due to unintentional injury (accident) per 100,000 population. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. This indicator is relevant because accidents are a leading cause of death in the U.S. The death rates due to unintentional injuries for the Cook and Lake Counties are favorable to state and national rates.

| | Total Population | Average Annual Deaths, 2010-2014 | Crude Death Rate Per 100,000 Pop. | Age-Adjusted Death Rate Per 100,000 Pop. |
|----------------------------------|----------------------|----------------------------------|-----------------------------------|--|
| NorthShore CHNA Community | Not Available | Not Available | Not Available | Not Available |
| Cook County | 5,232,044 | 1,620 | 31.0 | 29.8 |
| Lake County | 703,456 | 191 | 27.1 | 27.8 |
| Illinois | 12,859,901 | 4,800 | 37.3 | 35.7 |
| United States | 318,689,254 | 140,444 | 44.1 | 41.9 |

Data Source: Centers for Disease Control and Prevention, National Vital Statistics System. Accessed via CDC WONDER. 2012-16. Source geography: County

Maternal, Infant and Child Health

Infant Mortality

This indicator reports the rate of deaths to infants less than one year of age per 1,000 births. This indicator is relevant because high rates of infant mortality indicate the existence of broader issues pertaining to access to care and maternal and child health. The rate of infant mortality for Cook County is unfavorable to the state and national rates, while the rate for Lake County is favorable to the state and national rates.

| | Total Births | Total Infant Deaths | Infant Mortality Rate Per 1,000 Births |
|----------------------------------|----------------------|----------------------|--|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 382,780 | 2,833 | 7.4 |
| Lake County | 47,080 | 259 | 5.5 |
| Illinois | 879,035 | 6,065 | 6.9 |
| United States | 20,913,535 | 136,369 | 6.5 |

Data Source: US Department of Health & Human Services, Health Resources and Services Administration, Area Health Resource File. 2006-10. Source geography: County

Low Birth Weight

This indicator reports the percentage of total births that are considered low birth weight (under 2500g). This indicator is relevant because low birth weight infants are at high risk for health problems. This indicator can also highlight the existence of health disparities. Over 50,000 infants are born with low birth weight in Cook County.

| | Total Live Births | Low Birth Weight (Under 2500g) | Low Weight Births, Percent of Total |
|----------------------------------|----------------------|--------------------------------|-------------------------------------|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 552,958 | 50,319 | 9.1% |
| Lake County | 68,894 | 5,236 | 7.6% |
| Illinois | 1,251,656 | 105,139 | 8.4% |
| United States | 29,300,495 | 2,402,641 | 8.2% |

Data Source: US Department of Health & Human Services. Health Indicators Warehouse. Centers for Disease Control and Prevention, National Vital Statistics System, CDC Wonder. 2006-12. Source geography: County

Mental Health

Suicides

This indicator reports the rate of death due to intentional self-harm (suicide) per 100,000 population. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. Suicide rates for Cook and Lake Counties are lower than state and national rates.

| | Total Population | Average Annual Deaths, 2010-2014 | Crude Death Rate (Per 100,000 Pop.) | Age-Adjusted Death Rate (Per 100,000 Pop.) |
|----------------------------------|----------------------|----------------------------------|-------------------------------------|--|
| NorthShore CHNA Community | Not Available | Not Available | Not Available | Not Available |
| Cook County | 5,232,044 | 442 | 8.4 | 8.1 |
| Lake County | 703,456 | 68 | 9.7 | 9.5 |
| Illinois | 12,859,901 | 1,358 | 10.6 | 10.3 |
| United States | 318,689,254 | 42,747 | 13.4 | 13.0 |

Data Source: Centers for Disease Control and Prevention, National Vital Statistics System. Accessed via CDC WONDER. 2012-16. Source geography: County

Mental Health Providers Ratio

The ratio of the population to mental health providers is reported below. Mental health providers are defined as psychiatrists, psychologists, licensed clinical social workers, counselors, marriage and family therapists, and mental health providers that treat alcohol and other drug abuse, as well as advanced practice nurses specializing in mental health care. The ratio reported below represents the number of individuals served by one mental health provider in a county. Cook and Lake Counties have a favorable ratio of mental health providers compared to the Illinois ratio.

| | Ratio of Population to Mental Health Providers |
|----------------------------------|--|
| NorthShore CHNA Community | Not Available |
| Cook County | 410:1 |
| Lake County | 440:1 |
| Illinois | 530:1 |
| Top U.S. Performers | 330:1 |

Data Source: University of Wisconsin Population Health Institute 2018 County Health Rankings

Nutrition, Physical Activity and Obesity

Food Environment – Food Desert Census Tracts

This indicator reports the number of neighborhoods in the report area that are within food deserts. A food desert is a geographic area where affordable and nutritious food is hard to obtain, particularly for those without an automobile. Slightly over 25% of total census tracts in the NorthShore CHNA community are designated as food desert census tracts with approximately 452,000 individuals living in food deserts.

| | Total Population, 2010 | Food Desert Census Tracts | Food Desert Population |
|----------------------------------|---------------------------|------------------------------|---------------------------|
| NorthShore CHNA Community | 1,580,505 | 94 | 452,413 |
| Cook County | 5,194,675 | 168 | 851,861 |
| Lake County | 703,462 | 95 | 456,477 |
| Illinois | 12,830,632 | 994 | 4,679,620 |
| United States | 308,745,538 | 27,527 | 129,885,212 |

Data Source: US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas. 2015.

Physical Inactivity

Physical inactivity is relevant because current behaviors are determinants of future health and well-being and this indicator may be linked to significant health issues, such as obesity and poor cardiovascular health. Percentages reported for Cook and Lake Counties are consistent with state and national percentages.

| | Total Population Age 20+ | Population with no Leisure Time Physical Activity | Percent Population with no Leisure Time Physical Activity |
|----------------------------------|-----------------------------|---|---|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 3,914,769 | 814,272 | 20.5% |
| Lake County | 504,447 | 95,845 | 18.5% |
| Illinois | 9,535,048 | 2,049,168 | 20.9% |
| United States | 238,798,321 | 52,960,511 | 21.6% |

Data Source: Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. 2015. Source

Obesity

Excess weight may indicate an unhealthy lifestyle and puts individuals at risk for health issues. Over 1,200,000 adults 20 years of age and older self-report that they have a Body Mass Index (BMI) greater than 30.0 (obese) in the Cook and Lake Counties.

| | Total Population Age 20+ | Adults with BMI > 30.0 (Obese) | Percent Adults with BMI > 30.0 (Obese) |
|----------------------------------|-----------------------------|-----------------------------------|--|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 3,928,996 | 1,076,545 | 27.2% |
| Lake County | 504,956 | 127,249 | 24.7% |
| Illinois | 9,553,207 | 2,742,258 | 28.4% |
| United States | 238,842,519 | 67,983,276 | 28.3% |

Data Source: Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. 2015. Source geography: County

Oral Health

Access to Dentists

This indicator reports the number of dentists per 100,000 population. This indicator includes all dentists - qualified as having a doctorate in dental surgery (D.D.S.) or dental medicine (D.M.D.), who are licensed by the state to practice dentistry and who are practicing within the scope of that license. The rate for dentists to total population is significantly higher for NorthShore's community compared to state and national rates.

| | Total Population, 2015 | Dentists, 2015 | Dentists, Rate Per 100,000 Pop. |
|----------------------------------|------------------------|----------------|---------------------------------|
| NorthShore CHNA Community | 1,589,763 | 1,463 | 92.0 |
| Cook County | 5,238,216 | 4,437 | 84.7 |
| Lake County | 703,910 | 756 | 107.4 |
| Illinois | 12,859,995 | 9,336 | 72.6 |
| United States | 321,418,820 | 210,832 | 65.6 |

Data Source: US Department of Health & Human Services, Health Resources and Services Administration, Area Health Resource File. 2015. Source geography: County

Poor Dental Health

This indicator reports the percentage of adults 18 years of age and older who self-report that six or more of their permanent teeth have been removed due to tooth decay, gum disease, or infection. The percentage of adults with poor dental health is favorable for Cook County and significantly favorable for Lake County compared to state and national percentages.

| | Total Population Age 18+ | Total Adults with Poor Dental Health | Percent Adults with Poor Dental Health |
|----------------------------------|--------------------------|--------------------------------------|--|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 3,925,629 | 540,999 | 13.8% |
| Lake County | 502,606 | 44,688 | 8.9% |
| Illinois | 9,654,603 | 1,418,280 | 14.7% |
| United States | 235,375,690 | 36,842,620 | 15.7% |

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Additional data analysis by CARES. 2006-10. Source geography: County

Substance Abuse

Alcohol Consumption

This indicator reports the percentage of adults 18 years of age and older who self-report heavy alcohol consumption which is defined as more than two drinks per day on average for men and one drink per day on average for women.

| | Total Population Age 18+ | Estimated Adults Drinking Excessively | Estimated Adults Drinking Excessively (Age-Adjusted Percentage) |
|----------------------------------|-----------------------------|--|---|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 3,945,556 | 836,458 | 21.2% |
| Lake County | 507,251 | 95,363 | 18.5% |
| Illinois | 9,654,603 | 1,930,921 | 20.4% |
| United States | 232,556,016 | 38,248,349 | 16.9% |

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the Health Indicators Warehouse. US Department of Health & Human Services, Health Indicators Warehouse. 2006-12. Source geography: County

Tobacco

Tobacco Usage – Current Smokers

This indicator is relevant because tobacco use is linked to leading causes of death such as cancer and cardiovascular disease. The smoking rate for Cook County is consistent with state and national rates while the smoking rate for Lake County is very favorable to state and national rates and is the same as the top U.S. performers reported by 2018 County Health Rankings.

| | Total Population Age 18+ | Total Adults Regularly Smoking Cigarettes | Percent Population Smoking Cigarettes (Age-Adjusted) |
|----------------------------------|-----------------------------|--|--|
| NorthShore CHNA Community | Not Available | Not Available | Not Available |
| Cook County | 3,945,556 | 722,037 | 18.2% |
| Lake County | 507,251 | 72,537 | 14.1% |
| Illinois | 9,654,603 | 1,766,792 | 18.4% |
| United States | 232,556,016 | 41,491,223 | 18.1% |

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the Health Indicators Warehouse. US Department of Health & Human Services, Health Indicators Warehouse. 2006-12. Source geography: County

Health Status of the Community-Health Outcomes

Cancer Rates

Indicators below report the age adjusted incidence rates for various types of cancer (cases per 100,000 population per year) as well as the annual averages of new cases for each type of cancer. Data is reported for Cook and Lake Counties for each type of cancer. Additionally, the incidence rate for prostate cancer is also reported for NorthShore's CHNA community. Incident rates for the other types of cancer is not available on an aggregate basis for the 51-zip codes that make up the NorthShore CHNA community. Cancer incident rates for breast cancer are unfavorable than national rates for Cook and Lake Counties. In addition, Cook County's incident rates for colon and rectum cancer as well as prostate cancer are unfavorable to national incident rates.

Cancer Incidence Rate Per 100,000 Population

| | Breast Cancer (Female Population) | Colon and Rectum Cancer (Total Population) | Lung Cancer (Total Population) | Prostate Cancer (Male Population) |
|----------------------------------|---|--|-----------------------------------|--------------------------------------|
| NorthShore CHNA Community | Not Available | Not Available | Not Available | 113.5 |
| Cook County | 130.9 | 45.1 | 61.3 | 118.7 |
| Lake County | 144.1 | 38.0 | 56.1 | 103.1 |
| Illinois | 131.7 | 43.9 | 66.0 | 114.9 |
| United States | 124.7 | 39.2 | 60.2 | 109.0 |

Data Source: State Cancer Profiles. 2011-15. Source geography: County

New Cases (Annual Average)

| | Breast Cancer | Colon and Rectum Cancer | Lung Cancer | Prostate Cancer |
|----------------------------------|----------------------|----------------------------|----------------------|-----------------|
| NorthShore CHNA Community | Not Available | Not Available | Not Available | 898 |
| Cook County | 3,923 | 2,496 | 3,352 | 3,034 |
| Lake County | 568 | 274 | 387 | 376 |
| Illinois | 9,947 | 6,250 | 9,401 | 7,862 |
| United States | 234,445 | 139,950 | 217,545 | 190,639 |

Data Source: State Cancer Profiles. 2011-15. Source geography: County

Diabetes

The indicators below report the percentage of adult (adults age 20+) and Medicare population with diabetes. NorthShore's community has over 45,000 Medicare beneficiaries who require treatment for diabetes. Cook County's rate for diabetes is consistent with state and national rates, while Lake County's rates for diabetes are favorable to state and national rates.

| | Adult | | Medicare Population | |
|----------------------------------|----------------------------|------------------------------|-----------------------------|-------------------------------------|
| | Total Adults with Diabetes | Percent Adults with Diabetes | Beneficiaries with Diabetes | Percent Beneficiaries with Diabetes |
| NorthShore CHNA Community | Not Available | Not Available | 45,669 | 26.0% |
| Cook County | 363,585 | 8.9% | 133,985 | 27.4% |
| Lake County | 37,181 | 6.7% | 17,765 | 23.0% |
| Illinois | 890,266 | 8.5% | 381,457 | 26.3% |
| United States | 24,722,757 | 9.3% | 9,057,809 | 26.6% |

Data Source: Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. 2015. Source geography: County and Centers for Medicare and Medicaid Services. 2015. Source geography: County

Heart Disease

The indicators below report the percentage of adult (adults age 18+) and Medicare population with heart disease. NorthShore's community has over 45,000 Medicare beneficiaries who require treatment for heart disease. Cook County's rate for heart disease is consistent with state and national rates, while Lake County's rates for heart disease are favorable to state and national rates.

| | Adult | | Medicare Population | |
|----------------------------------|---------------------------------|-----------------------------------|----------------------------------|--|
| | Total Adults with Heart Disease | Percent Adults with Heart Disease | Beneficiaries with Heart Disease | Percent Beneficiaries with Heart Disease |
| NorthShore CHNA Community | Not Available | Not Available | 45,258 | 25.8% |
| Cook County | 111,186 | 3.4% | 129,443 | 26.5% |
| Lake County | 12,566 | 2.8% | 18,743 | 24.3% |
| Illinois | 369,926 | 3.8% | 389,168 | 26.8% |
| United States | 10,407,185 | 4.4% | 9,028,604 | 26.5% |

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Additional data analysis by CARES. 2011-12. Source geography: County and Centers for Medicare and Medicaid Services. 2015. Source geography: County

High Blood Pressure

The indicators below report the percentage of adult (adults age 18+) and Medicare population with high blood pressure. The prevalence of high blood pressure in the NorthShore community is consistent with state and national percentages. A significant number of individuals in the community have high blood pressure. Cook County's rate for high blood pressure is consistent with state and national rates, while Lake County's rates for high blood pressure are favorable to state and national rates.

| | Adult | | Medicare Population | |
|----------------------------------|---------------------------------------|---|--|--|
| | Total Adults with High Blood Pressure | Percent Adults with High Blood Pressure | Beneficiaries with High Blood Pressure | Percent Beneficiaries with High Blood Pressure |
| NorthShore CHNA Community | Not Available | Not Available | 96,126 | 54.7% |
| Cook County | 1,116,592 | 28.3% | 274,535 | 56.1% |
| Lake County | 132,393 | 26.1% | 39,942 | 51.7% |
| Illinois | 2,722,598 | 28.2% | 818,162 | 56.4% |
| United States | 65,476,522 | 28.1% | 18,761,681 | 55.0% |

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Additional data analysis by CARES. 2011-12. Source geography: County and Data Source: Centers for Medicare and Medicaid Services. 2015. Source geography: County

Health Status of the Community-Mortality

This indicator reports the rate of death due to various conditions. Figures reported are age-adjusted to the year 2000 standard. Coronary heart disease, cancer, lung disease and stroke are leading causes of death in the United States. Adjusted death rates for Lake County are favorable to state and national rates for all causes of death, while rates for Cook County are primarily consistent with state and national rates with the exception of Cook County's adjusted death rate for cancer, which is higher than state and national rates.

Age Adjusted Death Rate (Per 100,000 Population)

| | Drug Poisoning | Coronary Heart Disease | Cancer | Lung Disease | Stroke |
|----------------------------------|----------------------|------------------------|----------------------|----------------------|----------------------|
| NorthShore CHNA Community | Not Available | Not Available | Not Available | Not Available | Not Available |
| Cook County | 13.6 | 99.5 | 170.1 | 30.1 | 37.9 |
| Lake County | 11.8 | 74.6 | 154.3 | 33.4 | 30.3 |
| Illinois | 14.1 | 94.4 | 169.4 | 38.7 | 37.7 |
| United States | 15.6 | 99.6 | 160.9 | 41.3 | 36.9 |

Data Source: Centers for Disease Control and Prevention, National Vital Statistics System. Accessed via CDC WONDER. 2012-2016. Source geography: County.

Primary Data Assessment

Primary data was obtained through two focus groups, stakeholder interviews, and an online community survey described on the following pages.

Two focus groups were conducted on December 5 and 6, 2018. One focus group was comprised of members of the Community Advisory Committees serving each of the hospitals of NorthShore. One-on-one interviews, via telephone, were conducted with each of the hospitals of NorthShore representing public health who were unable to attend the scheduled focus group. A second focus group was conducted with 11 staff members representing a range of departments throughout NorthShore. In addition, one-on-one interviews were conducted with five NorthShore physicians who were unable to attend the scheduled focus group.

Focus groups explored five areas to identify significant health needs of the community as well as potential ways to address identified needs. The areas included 1.) health and quality of life; 2.) barriers to improving community health; 3.) health disparities; 4.) community assets; and 5.) significant health needs.

Key themes regarding significant health issues in the community surfaced in the focus groups and interviews which are summarized below. The key themes below are listed in random order and is not intended to prioritize the key themes in any manner.

- The community has high mental health needs and mental health is a big issue in the community. Steps need to be taken to provide supportive services to those in need and the community needs increased training and education regarding mental health issues. When participants were asked what issues NorthShore should focus on over the next three years, mental health was the highest recommended priority.
- Challenges with navigating insurance and the healthcare system are increasing. Insurance is complicated and individuals often do not understand what type of insurance and/or which insurance network would best suit their needs from a cost perspective as well as location of providers. Patients also have many questions about follow-up care, scheduling, billing and how to access supportive services. Resources to assist with these matters are scarce which leads to patients not securing appropriate follow-up care or needed resources from fear of cost and frustration.
- Continued efforts are needed to increase access to health care, particularly for persons who are uninsured and/or have low incomes. NorthShore has responded to this need through its support of Erie Family Health Center and expansion of urgent care sites. Access may further be expanded through additional financial assistance, mobile medicine and referral assistance.
- Many different cultures are represented in the NorthShore community. Increased efforts are needed to develop relationships with immigrant and refugee populations and provide culturally competent care.
- There are many resources available to assist people with needs in the community. However, social services are somewhat disconnected and there is a general lack of awareness of the available resources. Centralized centers are needed in the community to provide information and assistance with accessing social support services.
- The community has a need for increased education on preventive care, insurance and available medical services for low-income and uninsured.

Community Leader Focus Group and Interviews

Table 12
NorthShore University HealthSystem
Community Leader – Focus Group Participants

| Name | Organization Providing Input | Medically Underserved, Low-Income or Minority Population Represented by Organization |
|----------------------|---|--|
| Betsy Baer | Glenview Chamber of Commerce | Community at-large |
| Robbie Boudreau | Faith in Action | Low-income, uninsured, homeless and families and children |
| Jill Brickman | Northfield Township | Community at-large |
| Gayle Byck | Deerfield Parent Network | Children and Families |
| Catherine Counard MD | Village of Skokie | Community at-large |
| Lara Cummings | Glenbrook South High School | Adolescents and Families |
| Lisa Edelson | Niles Township High School District 219 | Community at-large |
| Pam Feinberg | Tri-Con Child Care Center | Low-income and families and children |
| Anne Flanigan Bassi | Moraine Township | Community at-large |
| Noy Frial | Turning Point Behavioral Health | Individuals with mental health needs |
| Tensley Garris | Northbrook Chamber of Commerce | Community at-large |
| Judy Graff | NAMI Cook County North Suburban | Individuals with mental health needs |
| Kim Hand | Village of Glenview | Community at-large |
| William Hansen | Family Services of Glencoe | Community at-large |
| Cynthia Hoffman | McGaw YMCA | Community at-large |
| Cindy Housner | Great Lakes Adaptive Sports Association | Individuals with disabilities |
| Julie Kim | Skokie Police Department | Community at-large |
| Lisa Kritz | Lake County Health Department | Community at-large |
| Mary Larson | Evanston/Skokie School District 65 | Families and Children |
| Michele Mangrum | CJE Senior Life | Senior citizens |
| Maureen McDonnell | Peer Services | Individuals with substance abuse |
| Marcia McMahon | Northwest Suburban United Way | Low-income, uninsured, homeless and families and children |
| Paul Polep | Evanston Fire Department | Community at-large |
| Steve Samuelson | Frisbie Senior Center | Senior citizens |
| Pastor Kyle Severson | St. Philip Lutheran Church | Community at-large |
| Evonda Thomas-Smith | City of Evanston-Department of Health | Community at-large |
| Keith Terry | Terry Performance Group | Community at-large |
| Robin Varnado | Erie Family Health Center | Low-income and uninsured families and children |

1. General Opinions Regarding Health in the Community

Mental Health

Mental health was consistently reported as a big issue in the community. Participants noted overall health, for many, is declining due to mental health issues. In recent years, there have been increasing levels of stress in daily lives, which has resulted in a significant increase in anxiety and depression among community members. Various factors contributing to the rising problems with mental health include substance abuse and addiction, complicated family dynamics, homelessness, and isolation. A recent program in the community known as “Resilient Families” identified two thirds of the population have mental health issues that are not being addressed.

Participants also noted the growing understanding of how adverse childhood experiences, (“A.C.E.’s”), impact individuals throughout their adult life. In order to address current behaviors and conditions, there is a need to put an increasing emphasis on understanding the underlying causes behind the current behaviors and conditions.

Participants noted mental health resources were scarce. One of the biggest unmet health needs in the community is the lack of mental health providers. The number of mental health providers who accept patients with Medicaid is also extremely limited.

In addition, education surrounding mental health and well-being as well as outreach regarding available mental health services within the community are needed. Participants expressed that programs such as Mental Health First Aid could be very valuable for the community and recommended that steps should be taken to offer this training for schools, employers, churches, social services and medical providers.

Access to Care

Participants noted the high cost of care prohibits them from seeking care. High-deductible plans are shifting more of the cost of healthcare to the patient. In many cases, patients are unable to quantify and budget for medical treatment. Fear of the unknown and potentially high cost of care results in individuals delaying medical care.

Participants acknowledged that NorthShore has been instrumental in helping establish Erie Family Health Center in the community, which is providing much needed access for families and children who are uninsured or who have low incomes and are unable to afford healthcare. Within the community, there is a large percentage of persons who are eligible to utilize the services of Erie Family Health Center and with support from organizations, such as NorthShore, Erie Family Health Center plans to double its capacity in 2019. Participants expressed a need for additional providers and resources serving low-income and uninsured populations. They suggested expanding Erie Family Health Center into Lake County as a potential strategy to provide resources to low-income and uninsured populations.

Focus group participants noted an increased need to deliver services outside the hospital setting through mobile outreach efforts and telemedicine to create access where people need it.

Navigation and Coordination of Care

Focus group participants also discussed the challenges with navigating the healthcare system. The healthcare and insurance systems are confusing and many individuals need assistance to understand what healthcare services are available. Individuals also need education on what insurance benefits will or will not cover and how to best access needed services.

Coordination of care and appropriate referrals to specialists were also noted as challenges. The availability of urgent care services was noted as a positive factor relating to access. However, once treated at an urgent care site, patients often have a difficult time securing follow-up or routine medical appointments. Increased resources are needed to facilitate appropriate continuity of care for patients.

Information and Support Services

NorthShore serves a large geographic area that is highly populated. Often persons in the community simply do not know where to go to obtain education or needed services. The impact from budget cuts has resulted in public health not being able to provide certain services. Educating the public on where to go for help is challenging. Focus group participants recommended the need for centralized hubs or resource centers throughout the community to provide consistent and non-threatening information on the available support services. Participants noted that government centers and libraries provide a natural setting for a physical location of such hubs, but there is a need to provide trained and knowledgeable staff for such resource centers.

In addition, there are opportunities for community organizations, local government, schools and employers to collaborate with NorthShore. Participants acknowledged NorthShore is actively involved in committees throughout the community working on community health plans. Participants recommended such collaborations and partnerships be expanded.

Substance Abuse

Participants noted increasing rates of substance abuse and deaths related to drug overdoses. Unhealthy habits such as binge drinking and vaping are also negatively impacting the health of the community and contributing to increased mental health issues. Substance abuse affects many individuals and families and is a big concern in the community.

Adult Dental Services

Participants noted an increasing need for affordable adult dentistry services.

2. Underserved Populations and Communities of Need

Focus group participants were asked to provide their opinions regarding specific populations or groups of people whose health or quality of life may not be as good as others. They were also asked identify underlying causes for the health disparities.

Uninsured and Persons with Low-Incomes

Virtually, all of the key stakeholders identified persons living with low-incomes or in poverty, particularly children, as most likely to be underserved due to lack of access to services. Lack of financial resources prevents persons with low-income from seeking medical care and receiving the resources they need. This population may lack the necessary resources or education to recognize health problems and seek help in a timely manner. Stakeholders acknowledged NorthShore's expansion into the community and their efforts to establish care facilities in underserved communities.

Continual efforts are needed to get the word out about the many resources available at NorthShore and other community resources available to the uninsured population and low-income populations. Another suggested response was for employers to become stewards of helping employees access adult care.

Low-Income Elderly

Stakeholders also identified the low-income elderly as an underserved population within the community. This population may be struggling financially and socially due to the high cost of living and isolation.

It was also mentioned that seniors sometimes lack the ability to carry out activities of daily living. Many seniors do not have family members living nearby who can provide needed support. Without additional support, they are often not equipped to take care of themselves when they are released from an inpatient stay at the hospital.

Additionally, older adults with cognitive impairments such as Alzheimer's or Dementia were identified as an underserved population as many are not getting the care they need. For many elderly, the cost of housing with assisted living and memory care units is more than they can afford and many remain in their homes which is unsafe and allows medical conditions to remain untreated.

Persons with Mental Health Needs

Persons with mental health issues and drug addiction have unmet health needs because there are not a lot of services to treat and support them. In addition, the stigma surrounding mental health and drug addiction can limit one's ability to seek treatment. Drug addicts have unmet health care needs because often there are mental health issues which are not being addressed for persons dealing with drug addiction.

Immigrants and Refugees

The last group of underserved persons noted was immigrants and refugees who live in the community. The language barrier and lack of legal status for many of these undocumented immigrants limits the health care and social services they are able to access.

Participants noted that there are over 100 different languages spoken in the community. Communication and outreach needs to be culturally diverse and customized for the many different cultures and languages present in the community. Some participants suggested NorthShore should rethink messaging in marketing materials to include more diverse faces on billboards and print materials to communicate NorthShore's commitment to serving persons with differing cultural backgrounds. Another suggestion was to identify leaders among the various immigrant and refugee groups to help develop relationships and trust with NorthShore and other available sources of support in the community.

3. Barriers

Key stakeholders were asked what barriers or problems keep community residents from obtaining necessary health services and improving health in their community.

Financial/Lack of Insurance

The majority of the key stakeholders indicated that managing the cost of healthcare with other needs is the biggest barrier to improving health in the community. Many families are forced to choose between basic needs such as food and housing versus insurance. Many employers do not provide insurance and there is a growing number of persons who are unable to afford suitable plans for the coverage needed.

In addition, the increase in high-deductible health plans increases fear of unexpected costs as a result of seeking medical treatment leading many to forego going to the doctor on a regular basis or to address medical concerns.

The number of providers who accept low-income patients is decreasing. For persons who are uninsured or have Medicaid, finding a provider or certain specialists, can be challenging and individuals often are not able to make an appointment in a reasonable time. Often hours of operation for medical offices, diagnostic centers and labs prohibit these patients' ability to timely schedule appointments.

Access to Care

Navigating the health system is challenging and there is a lack of coordination with social services to assist with accessing healthcare, transportation issues and other needed support. People of all ages are overwhelmed with understanding health insurance and do not understand how to access health care in the appropriate setting. Convenient hours and locations also contribute to individuals seeking care from

multiple providers and not establishing routine preventive care plans with a consistent primary care provider.

Language

As noted above, over 100 languages are spoken in the community. Language barriers prevent certain populations from accessing health care they need. Education and outreach needs to be specifically designed for the multiple languages and cultures represented in the NorthShore community.

Lack of Affordable Healthy Food

Focus group participants noted the high cost of healthy food being a barrier to improved health in the community. Often, seniors are foregoing healthy food to pay for high cost of prescriptions. Children are particularly impacted by food deserts and high cost of nutritious food. For many children, lunch provided at school may be the only access to healthy food they have. Participants expressed challenges with providing healthy food for children in low-income families when school is not in session.

4. Community Assets

When asked about the most significant assets supporting community health, focus group members mentioned the following:

Erie Community Health Center

The opening of Erie Community Health Center, a federally qualified health center has provided increased access for individuals who are uninsured or have low-incomes in the community.

Libraries and Government Centers

Participants reported libraries and government centers as important community resources that provide gathering spaces and access for community members of all ages and socioeconomic status. Both are valuable partners to provide information on health issues and social services to the public.

Collaboration and Partnerships

Many organizations throughout the community are willing to provide assistance and collaborate to make positive changes in the community. NorthShore's Community Advisory Committees provide a forum for organizations to work together to address community concerns. Partnerships can be expanded and increasingly utilized to distribute health information and education to the community. In addition, NorthShore may want to consider promoting the many non-profit organizations serving the community by educating its employees on the available services these nonprofits provide.

5. Significant Health Issues

After the four areas above were discussed, participants were asked to identify the most serious health issues facing the community. The following issues were identified and are not intended to indicate any ranking or priority.

- Access to health services for low-income/uninsured
- Need for navigation and referral assistance through the health system
- Lack of awareness and need for communication on what agencies/resources are already available
- High mental health needs

- Substance abuse
- Need for increased education on preventive care, insurance and available medical services for low-income and uninsured
- Chronic diseases such as diabetes
- Issues with aging population such as Alzheimer's and Dementia
- Need for increased outreach to various immigrant and refugee population, including culturally competent care

Each participant was also asked to provide his/her opinion as to the top three issues that NorthShore should focus its community benefit investments over the next 3-5 years. The chart below summarizes their recommendations.



Focus Group and Interviews with NorthShore Staff Leaders and Physicians

Table 13
NorthShore University HealthSystem
NorthShore Staff Leaders – Focus Group Participants

| Name | Title and Hospital Department |
|-------------------------|---|
| Kathy Ashlevitz | Director of Cardiology, NorthShore Medical Group |
| Tyler Bauer | Vice President, NorthShore Medical Group |
| Dr. Woody Denham | NorthShore Medical Group |
| Cindy Geaslin | Director, Patient Registration |
| Linda Green | Director, Kellogg Cancer Center |
| Jeannine Herbst | Assistant Vice President, Psychiatry & Behavioral Health |
| Kevin Katz | Assistant Vice President of Neurology, NorthShore Medical Group |
| Dr. Morris Kharasch | NorthShore Medical Group |
| Maria Knecht | Vice President of Nursing, Glenbrook Hospital |
| Dr. Frederick Miller | NorthShore Medical Group |
| Dolores Perez | Director of Managed Care |
| Dr. John Revis | NorthShore Medical Group |
| Mike Vernon | Director of Infection Control |
| Dr. Gregory Wallman | NorthShore Medical Group |
| Gwen Wilson | Supervisor, Patient Registration, Outpatient Services |
| Heather Woodhouse Ellis | Clinical Manager, Emergency Department, Highland Park Hospital |

1. General Opinions Regarding Health in the Community

Access to Specialists

Focus group participants indicated challenges with access to specialists, particularly for mental health professionals and providers who treat conditions such as diabetes.

Access to Care

Participants noted certain populations have challenges with accessing care. Many young adults are underinsured or uninsured and do not seek care due to the potential costs and lack of resources to pay for services. In addition, persons with low incomes or who are uninsured are unaware of the financial assistance that may be available to them. Cost of care prohibits individuals in the community from seeking needed medical services and more outreach is needed to educate the public on resources available in the community.

Mental Health

Health behaviors and outcomes for many individuals are directly linked to mental health issues that are not being addressed. Participants expressed many in the community are not addressing mental health issues because they do not understand the linkages and there are not enough mental health providers in the community. High stress and limited personal resources are leading to increased rates of mental health issues within the community.

Chronic Diseases and Support Services

The community is aging and NorthShore is treating chronic diseases at higher rates. The most prevalent health issues include chronic disease risk factors such as hypertension and obesity. Over recent years, contact with primary care physicians has declined and individuals are not receiving basic screenings and check-ups which is negatively impacting health in the community. Diseases such as cancer and diabetes are going undetected and untreated leading to poorer outcomes and additional health issues for individuals. Increased communication and promotion of the available screenings and resources are needed throughout the community. In addition, staff would benefit from training and education on the abundant community resources that are available to provide supportive services in the community as they have opportunities to provide needed outreach to patients on a regular basis.

Navigation of Care

Navigating today's healthcare system is challenging and patients have questions related to a wide range of topics including insurance, scheduling and how to access support services. Newly insured individuals often struggle to understand how their insurance plan works and individuals often do not understand what type of insurance and/or which insurance network would best suit their needs from a cost perspective as well as location of providers. For many, the inability to obtain assistance with these issues prohibits them from taking the necessary steps to secure medical care.

Expansion of NorthShore's urgent care services was noted as a positive step in providing increased access to care. However, participants reported that once a condition is diagnosed, through an urgent care or emergency room visit, patients might encounter challenges with securing appropriate follow-up care with primary care physicians or specialists due to long wait times for appointments or specialists who may not be accepting new patients.

Today's insurance and health system model is complicated and more and more individuals are seeking assistance, but assistance is hard to find. Patients seek answers from multiple avenues within the healthcare system which is an inefficient and ineffective allocation of healthcare system resources. In addition, many people are unaware of the available resources and assistance that is available to them. Without knowledge regarding the available resources and an understanding of how to access needed services, patients are forgoing care.

A centralized resource center to address the many questions patients have and to provide assistance with accessing resources may be a solution to this issue.

2. Underserved Populations and Communities of Need

Focus group participants were asked to provide their opinions regarding specific populations or groups of people whose health or quality of life may not be as good as others. They were also asked identify underlying causes for the health disparities.

Uninsured and Persons with Low-Incomes

Focus group participants identified uninsured persons as most likely to be underserved due to lack of access to services. Uninsured persons are often unaware of the many available resources that are available to them throughout the community. More outreach is needed to provide awareness of services available for those who are uninsured.

Immigrants and Refugees

Participants expressed that undocumented persons seem terrified to seek assistance for fear of deportation. Fear of deportation also prohibits them from seeking healthcare. In addition, there is a need for increased education and outreach, which is tailored for specific cultures and available in appropriate languages.

Chronically Mentally Ill

Persons who are chronically mentally ill often have many health issues. There are limited mental health providers serving the community and a lack of funding to provide mental health services to low-income and uninsured individuals.

Unvaccinated Children

Unvaccinated children were also identified as a population with unmet health needs due to their risk for serious illnesses.

3. Barriers

The focus group participants were asked what barriers or problems keep community residents from accessing necessary health services and improving health in their community. The following barriers were identified in no particular order.

- Stigma surrounding mental health
- Lack of financial resources limits access to medical and support services
- Complexity of the health care system impacts coordination of care
- General lack of knowledge on preventive care, health issues and insurance
- Transportation is an issue for persons with limited financial resources and elderly population

4. Community Assets

When asked about the most significant assets supporting community health, focus group members mentioned the following:

Strong Public Health Departments

Participants reported that the local health departments are model health departments. The health departments were described as very engaged and active in the community and are collaboratively working with the community in health improvement efforts.

Colleges and Universities

Participants felt the number and quality of colleges and university in the community provide opportunities to train and educate medical providers.

Large Employers

Large employers provide access to insurance for employees. In addition, large employers are important partners in providing health education and wellness programs to employees.

Strong Community Partners

Participants noted that community cultural centers, senior centers and religious organizations provide gathering spaces and venues for community events. These and other community partners can be leveraged to provide health information and services to the community.

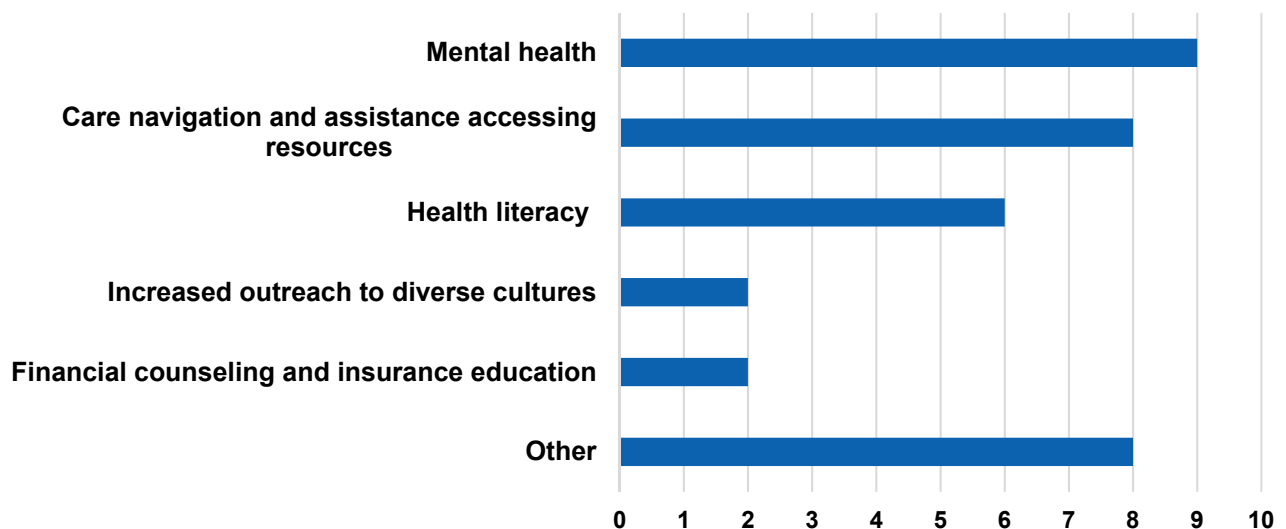
5. Significant Health Issues

After the four areas above were discussed, participants were asked to identify those issues that were the most serious health issues facing the community. The following issues were identified. The following list of issues is not intended to indicate any ranking or priority.

- Cancer
- Diabetes
- Cardiac Disease
- Challenges with navigation of care and addressing questions
- High mental health needs
- Lack of awareness of community resources

Each participant was also asked to provide his/her opinion as to the top three issues that NorthShore should focus its community benefit investments over the next 3-5 years. The chart below summarizes their recommendations.

Provider Focus Group-Recommended Areas to Focus



Community Input – Online Community Health Survey

In order to develop a broad understanding of community health needs, NorthShore conducted an online community survey in January 2019. A link to the survey was distributed via e-mail, social media and word of mouth to the community-at-large. A total of 372 surveys were completed.

Of the majority of respondents, 82% identified White/Caucasian, 7% identified as Black or African American, 4% identified as Hispanic and 3% identified as Asian. The remaining 3% of respondents either identified with other racial or ethnic identities, or indicated they preferred not to answer.

Respondents by Age Group:

| Age Group | Percent of Total Respondents |
|-----------|------------------------------|
| 18-35 | 14% |
| 36-45 | 18% |
| 46-55 | 18% |
| 56-65 | 27% |
| 65+ | 23% |

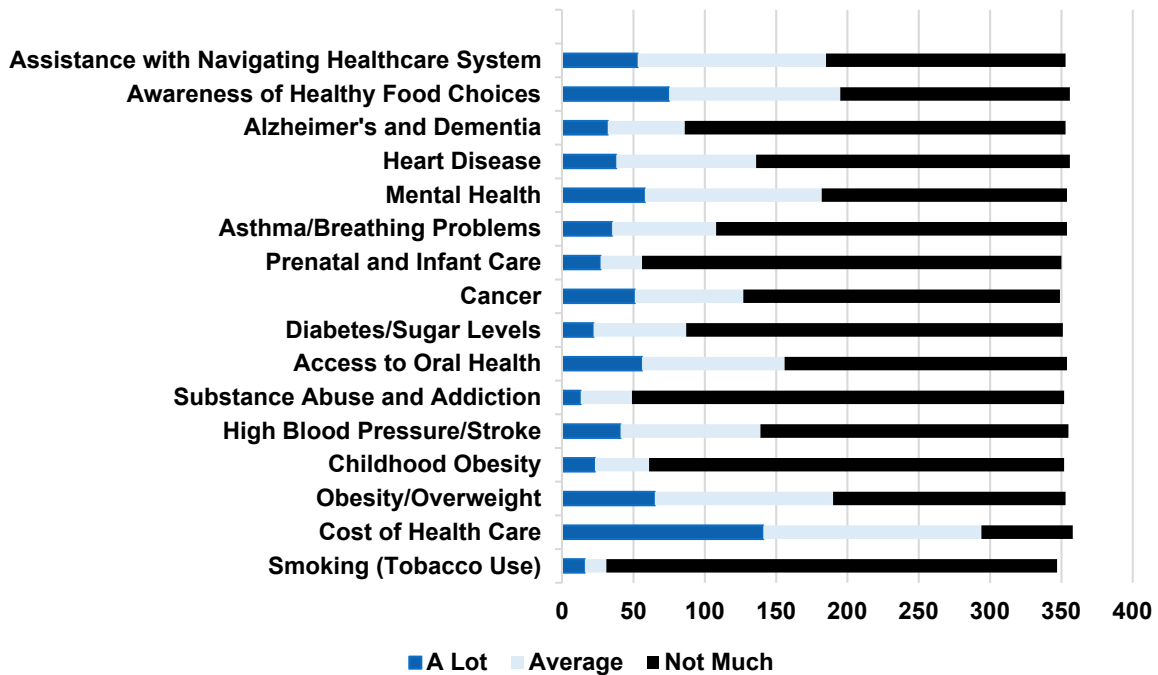
Persons who identify as female represented 80% of the respondents while persons who identify as male represented 20%.

The other demographics of survey respondents varied with a variety of household income levels, education and household size.

Given the reported demographics above, care should be taken with interpreting the survey results. The ethnicities, ages and gender of survey respondents do not match demographics for the CHNA Community. Specifically, the survey reached more white/Caucasians and more females compared to demographic information reported earlier in this report. Additionally fewer older adults, aged 65+, completed the survey compared to the demographics for the CHNA Community.

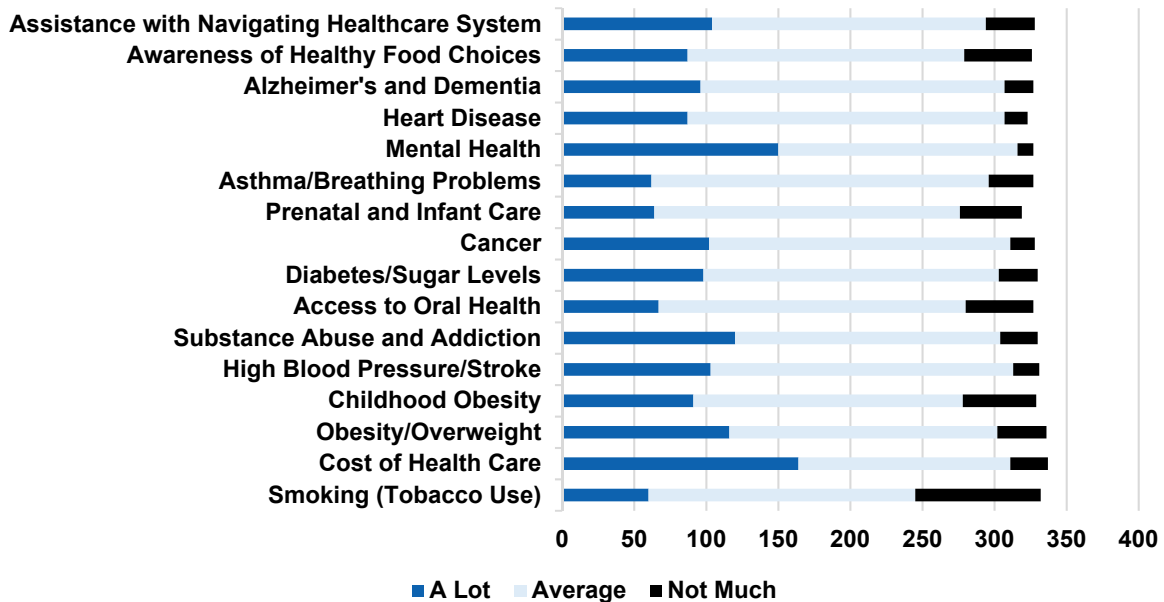
When asked “How much do these health issues affect YOU?” cost of health care, awareness of healthy food choices, obesity, mental health, and access to oral health were the issues that affected respondents most. Responses to this question are summarized on the following page.

How much do these health issues affect YOU?



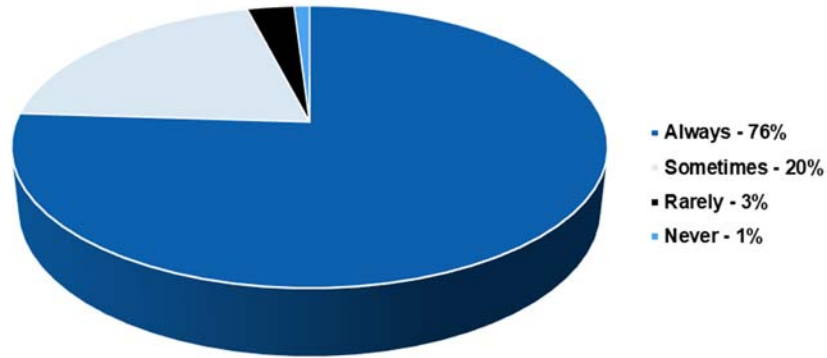
When asked to rate how the same issues impacted the community, respondents identified cost of health care, mental health, substance abuse and addiction, and obesity as the issues that affected the community most.

How much do these health issues affect YOUR COMMUNITY?

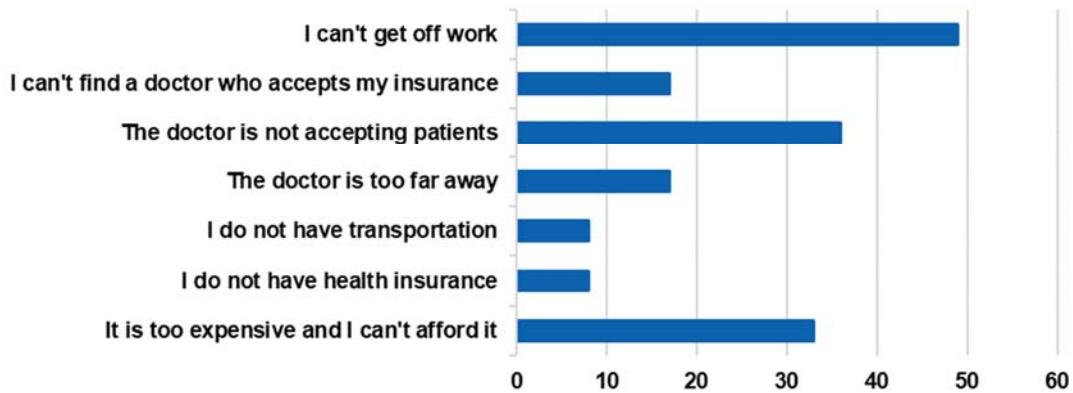


When respondents were asked, “Are you able to visit a doctor when needed?” a large majority of individuals responded that they were always able to see a doctor when needed. For respondents who were unable to visit a doctor when needed, the primary reasons for not visiting a doctor included: challenges with getting off work; difficulty in finding doctors who accept new patients, and cost. Results from the survey question surrounding ability to visit a doctor when needed are shown in the charts below.

Are you able to visit a doctor when needed?



If you are unable to visit a doctor, which of the following reasons apply?

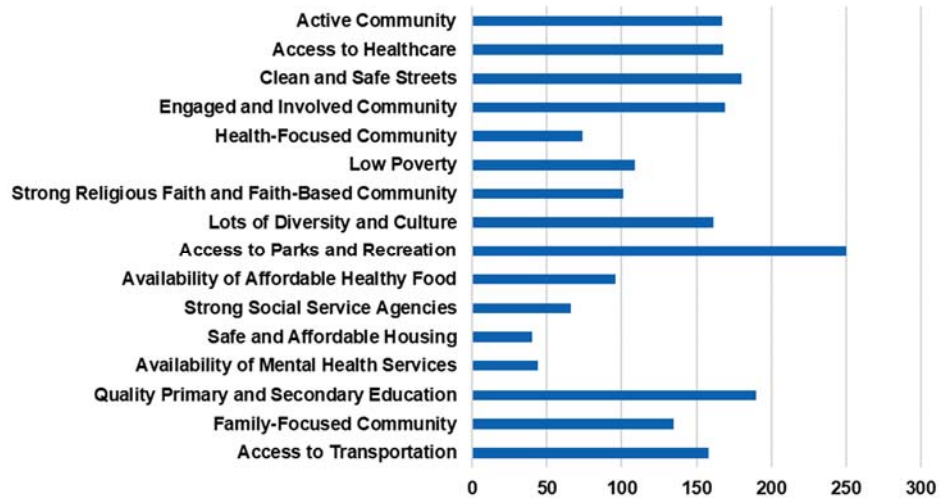


The survey asked the following two questions:

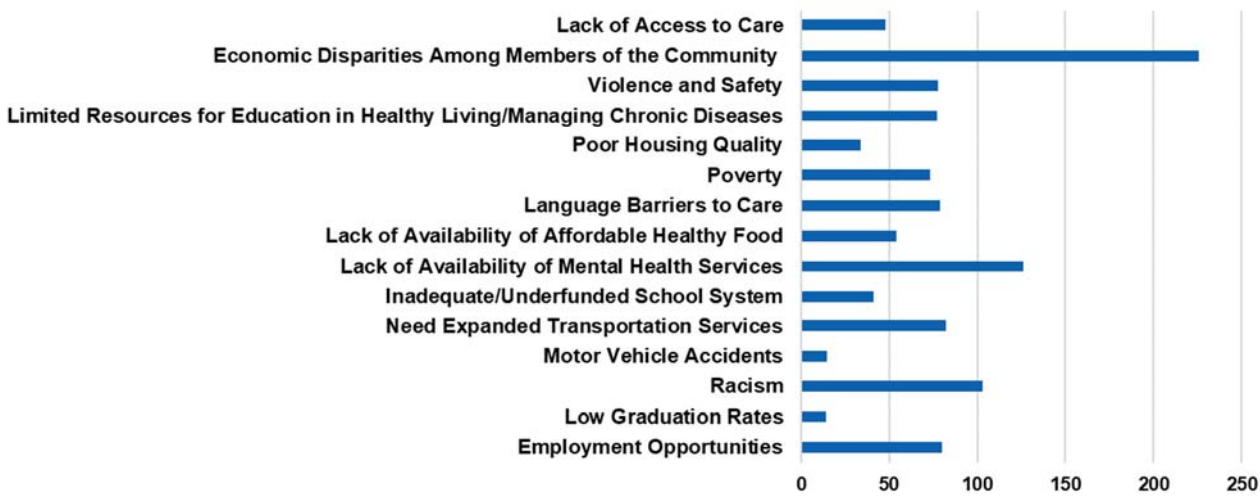
- “What do you believe are the current STRENGTHS of your community?”
- “What do you believe are the WEAKNESSES in your community?”

The survey provided predetermined responses that could be selected from the list. Respondents were instructed to mark up to five selections. It is interesting to note that over 2,100 responses were provided for strengths of the community but only 1,100 weaknesses were provided – signaling a general feeling of optimism among survey respondents. Below is a summary of strengths and weaknesses identified.

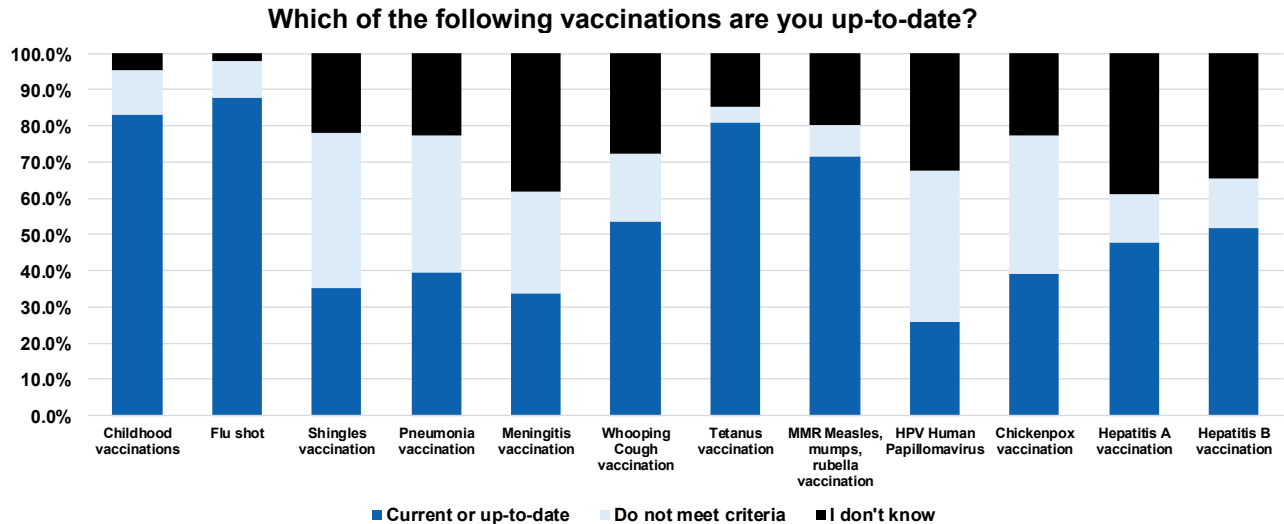
Strengths of the Community



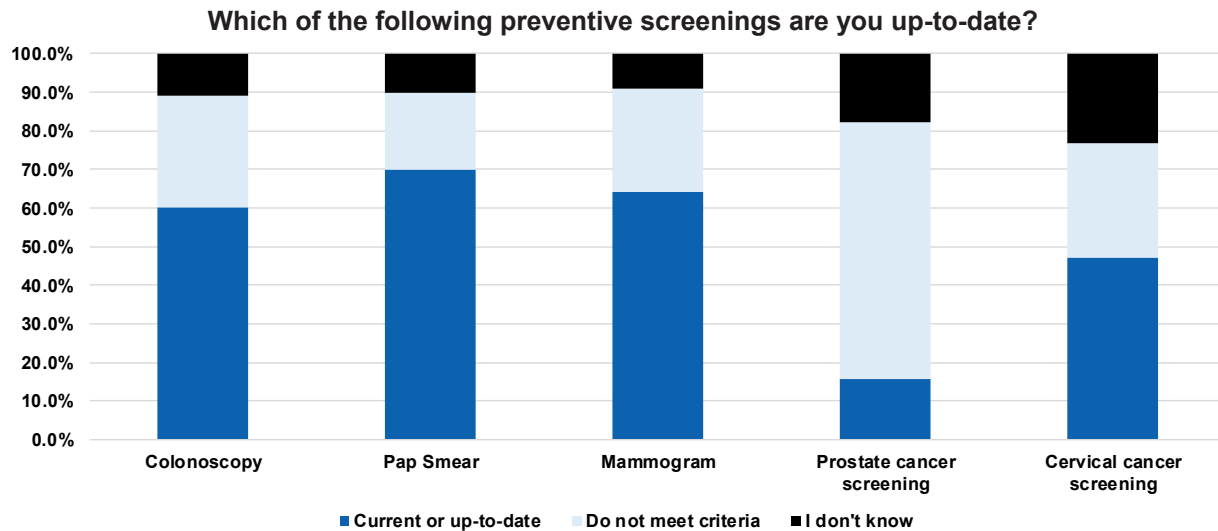
Weaknesses of the Community



A series of survey questions were focused on gathering information regarding the community's health behaviors related to preventive vaccinations and screenings. The following three charts summarize information for these questions. As reflected in the first chart below, a high percentage of respondents do not know if they are up-to-date on vaccinations, particularly for Meningitis, Hepatitis A and Hepatitis B.

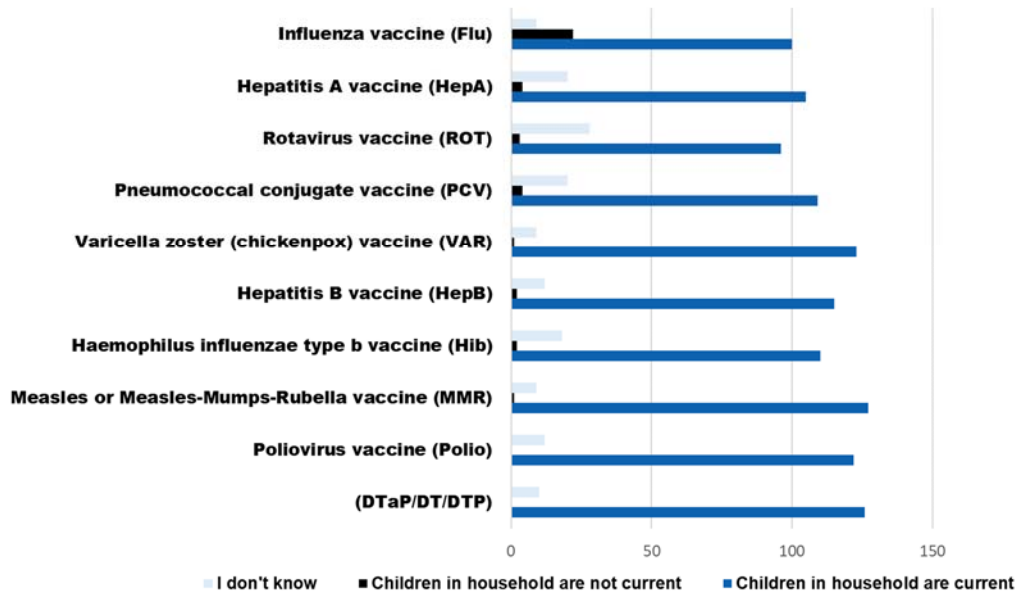


Rates for preventive screenings are reported in the chart below.



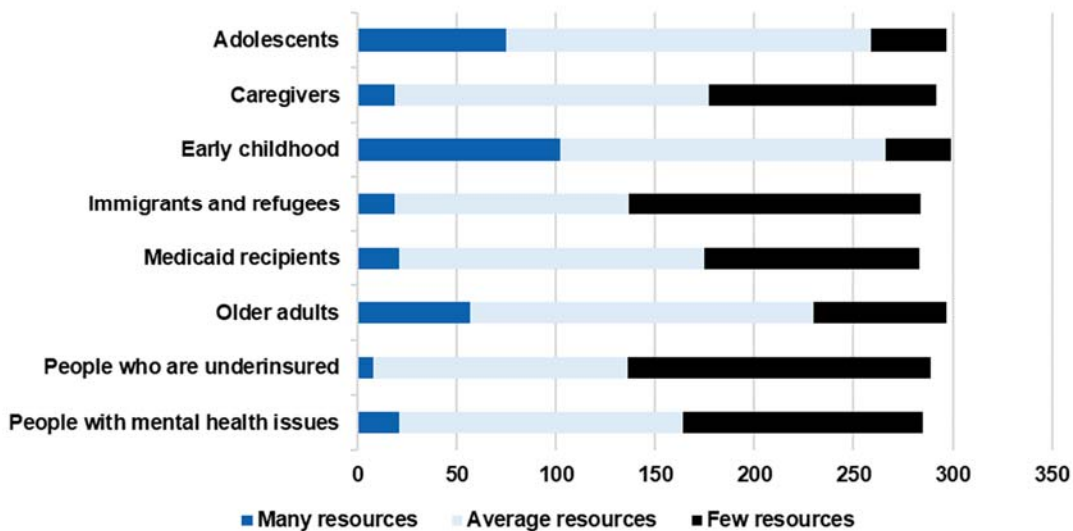
Responses for preventive vaccinations for children indicate the community has a high percentage of children who are vaccinated. However, opportunities exist to inform and educate families on recommended vaccinations and their schedules.

If children live in your household, please indicate whether or not they are up to date on the following preventive vaccinations.



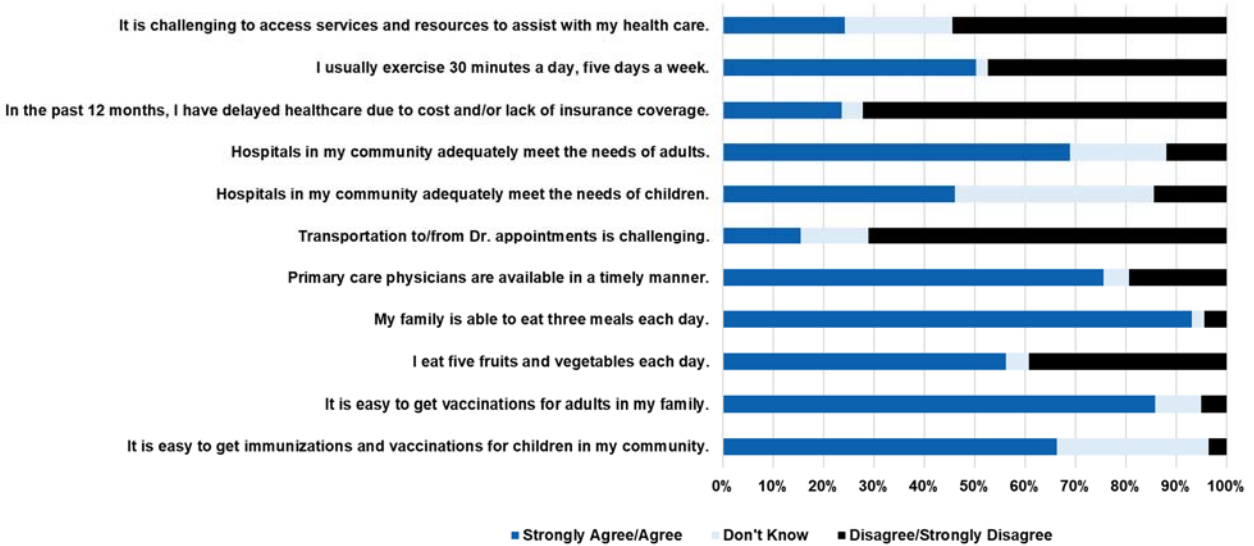
When respondents were asked to provide their opinion as to the availability of services in their community for specific populations, they indicated the community has fewest resources for immigrants and refugees, people who are underinsured and people with mental health issues.

Please provide your opinion as to the availability of services in your community to assist with health needs for the specific populations identified below.



Below is summary of the survey results regarding specific statements regarding community health resources and health behaviors.

Please indicate how strongly you agree or disagree with the following statements.



Additional survey results:

- The majority of respondents, over 71%, have had a routine physical in the last year.
- When asked to provide their opinion regarding the need for more services, respondents generally agreed that additional services are needed for 1) addiction and alcohol abuse, 2) home health care services, and 3) assistance with daily activities for seniors. However, the most common answer for these questions was “Don’t know” indicating respondents are unaware of available services in the community.
- When asked where you get information about health resources available in your community, participants indicated they got health information most frequently from the following sources:
 - Health professional
 - The internet
 - Family and friends
 - Hospital/medical center

Community Input – Summary of Health Needs Assessments Conducted by Public Health Departments

Findings from community health needs assessments recently completed by the four public health departments that serve the NorthShore community are summarized below. Health needs and priorities identified through the assessments conducted by the health departments will be taken into consideration as NorthShore determines which needs it will or will not address over the next three years.

| Evanston Health and Human Services Department | Lake County Health Department and Community Health Center | Skokie Health Department | Cook County Department of Public Health |
|--|--|--|---|
| EPLAN 2016-2021 | Live Well Lake County Community Health Improvement Plan | Skokie Community 2017 Health Plan | WePlan 2020 |
| Identified Health Needs | | | |
| Mental health issues Physical inactivity Obesity Problems related to aging Injury/violence | Poor diet and inactivity Chronic diseases Substance use Safe affordable housing Older adult health | Aging Obesity Mental health Affordable care Access to healthcare Smoking | Aging Cancer Heart disease Diabetes Mental health |
| Alcohol/substance abuse Smoking/tobacco use Heart disease/stroke Diabetes | Community safety Food environment Mental health Cultural sensitivity and linguistic capacity Health literacy | | Physical inactivity Poor diet High blood pressure |
| Priorities | | | |
| Mental Health Violence | Cardiovascular Disease and Hypertension Behavioral Health | Healthy Active Living Social and Psychological Support Social Determinants of Health Access to Healthcare | Health Equity Chronic Disease Behavioral Health |
| Obesity | Obesity Diabetes | | |

Community Resources

The availability of health care resources is a critical component to the health of a county's residents and a measure of the soundness of the area's health care delivery system. An adequate number of health care facilities and health care providers are vital for sustaining a community's health status. Fewer health care facilities and health care providers not only impact the access to services but also the timely delivery of services.

Hospital Facilities

| Hospital Facility | Address | City | State | Zip Code | Telephone Number |
|---|------------------------------|-------------------|-------|----------|------------------|
| Advocate Condell Medical Center | 801 South Milwaukee Avenue | Libertyville | IL | 60048 | 847-362-2900 |
| Advocate Lutheran General Hospital | 1775 Dempster Street | Park Ridge | IL | 60068 | 847-723-2210 |
| Advocate Good Shepherd Hospital | 450 West Highway 22 | Barrington | IL | 60010 | 847-381-0123 |
| Cancer Treatment Centers of America, Midwestern Regional Medical Center | 2520 Elisha Avenue | Zion | IL | 60099 | 844-540-9842 |
| Lake Behavioral Hospital | 2615 Washington Street | Waukegan | IL | 60085 | 855-990-1900 |
| NorthShore University HealthSystem Evanston Hospital | 2650 Ridge Avenue | Evanston | IL | 60201 | 847-570-2000 |
| NorthShore University HealthSystem Glenbrook Hospital | 2100 Pfingsten Road | Glenview | IL | 60026 | 847-657-5800 |
| NorthShore University HealthSystem Highland Park Hospital | 777 Park Avenue | Highland Park | IL | 60035 | 847-432-8000 |
| NorthShore University HealthSystem Skokie Hospital | 9600 Gross Point Road | Skokie | IL | 60076 | 847-677-9600 |
| Northwest Community Hospital | 800 West Central Road | Arlington Heights | IL | 60005 | 847-618-1000 |
| Northwestern Lake Forest Hospital | 1000 North Westmoreland Road | Lake Forest | IL | 60045 | 847-234-5600 |
| Presence Holy Family Medical Center | 100 North River Road | Des Plaines | IL | 60016 | 847-297-1800 |
| Presence Saint Francis Medical Center | 355 Ridge Avenue | Evanston | IL | 60202 | 847-316-4000 |
| Vista Health System | 1324 N. Sheridan Road | Waukegan | IL | 60085 | 847-360-3000 |

Health Departments

| Health Department | Address | City | State | Zip Code | Telephone Number |
|---|---------------------------|------------|-------|----------|------------------|
| Chicago Department of Public Health | 333 South State Street | Chicago | IL | 60604 | 312-747-2374 |
| Cook County Department of Public Health | 15900 South Cicero Avenue | Oak Forest | IL | 60452 | 708-633-4000 |
| Evanston Health Department | 2100 Ridge Avenue | Evanston | IL | 60201 | 847-448-4311 |
| Village of Skokie Health Department | 5127 Oakton Street | Skokie | IL | 60077 | 847-673-0500 |
| Lake County Health Department | 3010 Grand Avenue | Waukegan | IL | 60085 | 847-377-8000 |

Mental Health Treatment Facilities

| Mental Health Facility | Address | City | State | Zip Code | Telephone Number |
|--|-----------------------------|-------------------|-------|----------|------------------|
| Alexian Bros Center for Mental Health | 3436 North Kennicott Avenue | Arlington Heights | IL | 60004 | 847-952-7460 |
| Allendale Association | 5465 Grand Avenue | Gurnee | IL | 60031 | 847-356-3322 |
| Behavioral Health Services for Lake County | 3010 Grand Avenue | Waukegan | IL | 60085 | 847-377-8950 |
| Chicago Behavioral Hospital | 555 Wilson Lane | Des Plaines | IL | 60016 | 847-768-5430 |
| Chicago Lakeshore Hospital | 4720 North Clarendon Street | Chicago | IL | 60640 | 773-878-9700 |
| Chicago Lakeshore Hospital | 4840 North Marine Drive | Chicago | IL | 60640 | 773-878-9700 |
| Children's Home/Aid Society | 1101 Washington Street | Evanston | IL | 60202 | 847-866-3800 |
| Comm Counseling Center of Chicago | 4740 North Clark Street | Chicago | IL | 60640 | 773-769-0205 |
| Heartland Alliance Health | 1015 West Lawrence Avenue | Chicago | IL | 60640 | 773-275-2586 |
| Holbrook Counseling Center | 998 East Maple Street | Mundelein | IL | 60060 | 847-566-5168 |
| Independence Center Inc | 2025 Washington Street | Waukegan | IL | 60085 | 847-360-1020 |
| Josselyn Center | 405 Central Avenue | Winnetka | IL | 60093 | 847-441-5600 |
| Lake County Group Home | 2410 Belvidere Road | Waukegan | IL | 60085 | 847-377-8686 |
| Lake County Health Dept | 18698 West Peterson Road | Libertyville | IL | 60048 | 847-377-8855 |
| Lawrence Center for Outpatient Servs | 850 West Lawrence Avenue | Chicago | IL | 60640 | 773-907-4622 |
| Lawrence Hall | 4833 North Francisco Avenue | Chicago | IL | 60625 | 773-769-3500 |
| Lutheran Social Services of Illinois | 4840 West Byron Street | Chicago | IL | 60641 | 773-282-7800 |
| MacNeal Hospital | 3249 South Oak Park Avenue | Berwyn | IL | 60402 | 708-783-3140 |
| Methodist Hospital of Chicago | 5025 North Paulina Street | Chicago | IL | 60640 | 773-271-9040 |
| Metropolitan Family Services | 5210 Main Street | Skokie | IL | 60077 | 847-425-7500 |
| Northwest Community Hospital | 901 West Kirchoff Road | Arlington Heights | IL | 60005 | 847-618-4100 |
| Pillars | 6918 Windsor Avenue | Berwyn | IL | 60402 | 708-745-5277 |
| Portrait Health Centers | 175 East Hawthorn Parkway | Vernon Hills | IL | 60061 | 847-868-3435 |
| Presence Behavioral Health | 355 Ridge Avenue | Evanston | IL | 60202 | 847-316-6262 |
| SunCloud Health | 40 Skokie Boulevard | Northbrook | IL | 60062 | 866-729-1012 |
| Thrive Counseling Center | 120 South Marion Street | Oak Park | IL | 60302 | 708-383-7500 |
| Trilogy Inc | 1400 West Greenleaf Avenue | Chicago | IL | 60626 | 773-508-6100 |
| Turning Point Behav Health Center | 8324 Skokie Boulevard | Skokie | IL | 60077 | 847-933-0051 |
| Zion Apartment Program/CILA | 2905 Willow Lane | Zion | IL | 60099 | 847-377-4970 |

Data Source: www.sahmhsa.gov (February, 2019)

Substance Abuse Centers

| Substance Abuse Treatment Facility | Address | City | State | Zip Code | Telephone Number |
|---|-----------------------------------|-------------------|-------|----------|------------------|
| A Rincon Family Services | 3413 North Milwaukee Avenue | Chicago | IL | 60641 | 773-564-9070 |
| A Safe Haven | 7349-7355 North Damen Avenue | Chicago | IL | 60645 | 312-372-6707 |
| Addictions Associates Therapy Inc | 322 Peterson Road | Libertyville | IL | 60048 | 847-549-0083 |
| Adult Counseling Center Inc | 415 East Golf Road | Arlington Heights | IL | 60005 | 847-593-6201 |
| Alexian Brothers | 826 North Avenue | Waukegan | IL | 60085 | 847-782-8015 |
| Alliance Behavioral Services Inc | 4715 West Belmont Avenue | Chicago | IL | 60641 | 773-777-8635 |
| Alternatives Inc | 4730 North Sheridan Road | Chicago | IL | 60640 | 773-506-7474 |
| Arbor Counseling Center | 1401 McHenry Road | Buffalo Grove | IL | 60089 | 847-913-0393 |
| Arden Shore Child and Family Services | 329 North Genesee Street | Waukegan | IL | 60085 | 847-623-1730 |
| Arlington Center for Recovery LLC | 1655 South Arlington Heights Road | Arlington Heights | IL | 60005 | 847-427-9680 |
| Association for Multicultural | 6650 North Northwest Highway | Chicago | IL | 60631 | 773-313-3757 |
| Avance Inc | 4765 North Lincoln Avenue | Chicago | IL | 60625 | 773-293-1770 |
| Behavior Services Center | 8707 Skokie Boulevard | Skokie | IL | 60077 | 847-673-8577 |
| Behavioral Services Center | 25975 Diamond Lane Road | Mundelein | IL | 60060 | 847-929-4068 |
| Bobby Buonauro Clinic Inc | 1029 West Howard Street | Evanston | IL | 60202 | 847-869-1808 |
| Brightside Clinic | 333 Skokie Boulevard | Northbrook | IL | 60062 | 224-205-7866 |
| Captain James A Lovell FHCC | 3001 Green Bay Road | North Chicago | IL | 60064 | 224-610-4673 |
| Chicago Lakeshore Hospital | 4840 North Marine Drive | Chicago | IL | 60640 | 773-878-9700 |
| Chicago Treatment and Counseling Center | 4453 North Broadway Avenue | Chicago | IL | 60640 | 773-506-2900 |
| Compass Addiction Trt Center LLC | 60 Revere Drive | Northbrook | IL | 60062 | 224-306-1879 |
| Counseling Center of Illinois Inc | 115 South Wilke Road | Arlington Heights | IL | 60005 | 773-777-6767 |
| Counseling Center of Illinois Inc | 2700 Patriot Boulevard | Glenview | IL | 60026 | 773-777-6767 |
| DUI Alternatives Treatment Center Inc | 5250 Old Orchard Road | Skokie | IL | 60077 | 847-983-3700 |
| DUI and Addiction Counseling Center | 333 East Route 83 | Mundelein | IL | 60060 | 847-949-4596 |
| DUI Counseling Center | 2334 West Lawrence Avenue | Chicago | IL | 60625 | 773-271-4858 |
| DUI Counseling Center Inc | 1098 South Milwaukee Avenue | Wheeling | IL | 60090 | 847-459-8879 |
| DUI Csl Center/Wilke Commons | 17 North Wilke Road | Arlington Heights | IL | 60005 | 847-632-1740 |
| Family Behavioral Health Clinic | 1455 East Golf Road | Des Plaines | IL | 60016 | 847-390-3004 |
| Family Guidance Centers Inc | 484 Lee Street | Des Plaines | IL | 60016 | 847-827-7517 |
| Family Recovery Centers LLC | 900 North Shore Drive | Lake Bluff | IL | 60044 | 847-457-6730 |
| Footprints to Recovery | 3265 North Arlington Heights Road | Arlington Heights | IL | 60004 | 855-628-2899 |
| Gateway Foundation Inc | 222 South Greenleaf Street | Gurnee | IL | 60031 | 847-473-6233 |
| Hanul Family Alliance | 1166 South Elmhurst Road | Mount Prospect | IL | 60056 | 847-439-5195 |
| Heartland Alliance Health | 1015 West Lawrence Avenue | Chicago | IL | 60640 | 773-275-2586 |
| Holy Family Medical Center | 100 North River Road | Des Plaines | IL | 60016 | 847-298-9355 |
| Howard Brown Health Center | 6500 North Clark Street | Chicago | IL | 60626 | 773-388-1600 |
| JEM Treatment Inc | 2424 Washington Street | Waukegan | IL | 60085 | 847-336-7733 |
| Lake County Health Dept/CHC | 24647 North Milwaukee Avenue | Vernon Hills | IL | 60061 | 847-377-7950 |
| Lake County Health Dept/CHC | 3002 Grand Avenue | Waukegan | IL | 60085 | 847-377-8200 |
| Lake County Substance Abuse Prog | 3004 Grand Avenue | Waukegan | IL | 60085 | 847-377-8120 |
| Latino Treatment Center | 3434 West Peterson Avenue | Chicago | IL | 60659 | 773-465-1161 |
| Lifeline Counseling Center Inc | 3330 Dundee Road | Northbrook | IL | 60062 | 847-832-0047 |
| LSSI Northwest Suburban OP | 415 West Golf Road | Arlington Heights | IL | 60005 | 847-640-7954 |
| Lutheran Social Services of Illinois | 5517 North Kenmore Avenue | Chicago | IL | 60640 | 773-275-7962 |
| Maryville Acad/Des Plaines Campus | 1150 North River Road | Des Plaines | IL | 60016 | 847-294-1999 |
| NICASA Bridgehouse | 3016 Grand Avenue | Waukegan | IL | 60085 | 847-662-4124 |
| Nicasa NFP | 1724 1st Street | Highland Park | IL | 60035 | 847-433-1303 |
| Nicasa NFP | 1401 South Lake Street | Mundelein | IL | 60060 | 847-546-6450 |
| Nicasa NFP | 2031 Dugdale Road | North Chicago | IL | 60064 | 847-785-8660 |
| Nicasa NFP | 31979 North Fish Lake Road | Round Lake | IL | 60073 | 847-546-6450 |
| Nicasa NFP | 1113 Greenwood Avenue | Waukegan | IL | 60087 | 847-244-4434 |
| Nicasa NFP | 2900 North Main Street | Buffalo Grove | IL | 60089 | 847-634-6422 |
| NorthShore University HealthSystem, Evanston Hospital | 2650 Ridge Avenue | Evanston | IL | 60201 | 847-570-3100 |
| Northwest Community Healthcare | 901 West Kirchoff | Arlington Heights | IL | 60005 | 847-618-2700 |
| OMNI Youth Services | 1111 West Lake Cook Road | Buffalo Grove | IL | 60089 | 847-353-1500 |
| OMNI Youth Services Inc | 210 North Wolf Road | Wheeling | IL | 60090 | 847-353-1500 |
| PEER Services Inc | 3633 West Lake Avenue | Glenview | IL | 60026 | 847-657-7337 |
| PEER Services Inc | 906 Davis Street | Evanston | IL | 60201 | 847-492-1778 |
| Polish American Association | 3834 North Cicero Avenue | Chicago | IL | 60641 | 773-282-8206 |
| Relapse Prevention Counseling Center | 1330 Webford Street | Des Plaines | IL | 60016 | 847-824-2475 |
| Renacer Latino Inc | 4255 Commercial Way | Glenview | IL | 60025 | 847-336-7302 |
| Renacer Latino Inc | 620 Washington Street | Waukegan | IL | 60085 | 847-336-7302 |
| Renaissance Center for Counseling | 2101 South Arlington Heights Road | Arlington Heights | IL | 60005 | 847-800-3105 |
| Rosecrance Inc | 701 Lee Street | Des Plaines | IL | 60016 | 815-391-1000 |
| Soft Landing Recovery | 1460 Market Street | Des Plaines | IL | 60016 | 847-813-2558 |
| SunCloud Health SC | 40 Skokie Boulevard | Northbrook | IL | 60062 | 847-908-1505 |
| Sundance Methadone Trt Ctr | 4545 North Broadway Street | Chicago | IL | 60640 | 773-784-1111 |
| Symetria Recovery | 1910 1st Street | Highland Park | IL | 60035 | 847-813-2559 |
| Victory Vision Counseling | 500 West Central Road | Mount Prospect | IL | 60056 | 847-788-9622 |
| Weckler and Associates Ltd | 68 Ambrogio Drive | Gurnee | IL | 60031 | 847-662-5588 |

Data Source: www.sahmhsa.gov (February, 2019)

Federally Qualified Health Centers (FQHC's)

| Federally Qualified Health Center | Address | City | State | Zip Code |
|---|-----------------------------------|-------------------|-------|----------|
| Access Mount Prospect Family Health Center | 1715 West Algonquin Road | Mount Prospect | IL | 60056 |
| Access Arlington Heights Family Health Center | 121 South Wilkie Road | Arlington Heights | IL | 60005 |
| Access at Saint Francis Health Center | 7464 North Clark Street | Chicago | IL | 60626 |
| Access Elk Grove Village Family Health Center | 800 Biesterfeld Road | Elk Grove Village | IL | 60007 |
| Access Northwest Family Health Center | 1120 North Arlington Heights Road | Arlington Heights | IL | 60004 |
| Asian Human Services Family Health Center | 2820 West Peterson Avenue | Chicago | IL | 60640 |
| Asian Human Services Family Health Center Niles | 8565 West Dempster Street | Niles | IL | 60714 |
| Asian Human Services Family Health Center | 8800 Lockwood Avenue | Skokie | IL | 60077 |
| Erie Amundsen School Based Health Center | 5110 North Damen Avenue | Chicago | IL | 60625 |
| Erie Evanston Health Center | 1285 Hartrey Avenue | Evanston | IL | 60202 |
| Erie Family Health Center | 4745-47 North Kedzie Avenue | Chicago | IL | 60625 |
| Erie Foster Avenue Health Center | 5215 North California Avenue | Chicago | IL | 60625 |
| Erie Waukegan Health Center | 2323 Grand Avenue | Waukegan | IL | 60085 |
| Evanston Family Health Center | 1723 Howard Street | Evanston | IL | 60202 |
| Evanston Rogers Park Family Health Center | 1550 West Howard Street | Chicago | IL | 60626 |
| Genesis Center | 1 North Broadway Street | Des Plaines | IL | 60016 |
| Hamdard - Chicago | 1542 West Devon Avenue | Chicago | IL | 60660 |
| Heartland Health Center - Albany Park | 3737 West Lawrence Avenue | Chicago | IL | 60625 |
| Heartland Health Center - Broadway | 5710 North Broadway Street | Chicago | IL | 60660 |
| Heartland Health Center - Devon | 1300 West Devon Avenue | Chicago | IL | 60660 |
| Heartland Health Center - Rogers Park | 2200 West Touhy Avenue | Chicago | IL | 60640 |
| Heartland Health Center - Wilson | 845 West Wilson Avenue | Chicago | IL | 60640 |
| Howard Brown Health Center | 6500 North Clark Street | Chicago | IL | 60626 |
| Howard Brown Health Center at TPAN | 5537 North Broadway Street | Chicago | IL | 60640 |
| Lake County Health Department - Community Health Center | 1819 27th Street | Zion | IL | 60099 |
| Lake County Health Department - Community Health Center | 3010 Grand Avenue | Waukegan | IL | 60085 |
| Lake County Health Department - Community Health Center | 2400 Belvidere Road | Waukegan | IL | 60085 |
| Libertyville Behavioral Health Home | 18698 Peterson Road | Libertyville | IL | 60048 |
| McHenry Community Health Center | 3901 Mercy Drive | McHenry | IL | 60050 |
| NorthShore Health Center | 1840 Greenbay Road | Highland Park | IL | 60035 |

Data Source: U.S. Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File: March 2018.

Skilled Nursing Facilities

| Skilled Nursing Facility | Address | City | State | Zip Code |
|--|------------------------------|---------------|-------|----------|
| Alden Des Plaines Rehabilitation and Healthcare Center | 1221 East Golf Road | Des Plaines | IL | 60016 |
| Alden Estates of Evanston | 2520 Gross Point Road | Evanston | IL | 60201 |
| Alden Estates of Northmoor | 5831 North Northwest Highway | Chicago | IL | 60631 |
| Alden Estates of Skokie | 4626 Old Orchard Road | Skokie | IL | 60076 |
| Alden Lakeland Rehabilitation and Healthcare Center | 820 West Lawrence Avenue | Chicago | IL | 60640 |
| Alden North Shore Rehabilitation and Healthcare Center | 5050 West Touhy Avenue | Skokie | IL | 60077 |
| Ambassador Nursing and Rehabilitation Center | 4900 North Bernard Street | Chicago | IL | 60625 |
| Aperion Care Evanston | 1300 Oak Avenue | Evanston | IL | 60201 |
| Aperion Care Highwood | 50 Pleasant Avenue | Highwood | IL | 60040 |
| Astoria Place Living and Rehabilitation | 6300 North California Avenue | Chicago | IL | 60659 |
| Avantara Long Grove | 1666 Checker Road | Long Grove | IL | 60047 |
| Avanti Wellness and Rehabilitation | 6840 West Touhy Avenue | Niles | IL | 60714 |
| Beacon Health Center | 4538 North Beacon | Chicago | IL | 60640 |
| Bella Terra Morton Grove | 8425 Waukegan Road | Morton Grove | IL | 60053 |
| Birchwood Plaza | 1426 West Birchwood | Chicago | IL | 60626 |
| Buckingham Pavilion | 2625 West Touhy Avenue | Chicago | IL | 60645 |
| Cambridge Nursing and Rehabilitation Center | 9615 North Knox Avenue | Skokie | IL | 60076 |
| Chalet Living and Rehabilitation | 7350 North Sheridan Road | Chicago | IL | 60626 |
| Citadel Care Center-Wilmette | 432 Poplar Drive | Wilmette | IL | 60091 |
| Clark Manor | 7433 North Clark Street | Chicago | IL | 60626 |
| Continental Nursing and Rehabilitation Center | 5336 North Western Avenue | Chicago | IL | 60625 |
| Dobson Plaza | 120 Dodge Avenue | Evanston | IL | 60202 |
| Elston Nursing and Rehabilitation Center | 4340 North Keystone Avenue | Chicago | IL | 60641 |
| Foster Health and Rehabilitation Center | 2840 West Foster Avenue | Chicago | IL | 60625 |
| Generations at Regency | 6631 Milwaukee Avenue | Niles | IL | 60714 |
| Glen Bridge North and Rehabilitation Centre | 8333 West Golf Road | Niles | IL | 60714 |
| Glen Saint Andrew Living Community | 7000 North Newark Avenue | Niles | IL | 60714 |
| Glencrest Healthcare and Rehabilitation Center | 2451 West Touhy Avenue | Chicago | IL | 60645 |
| Glenview Terrace Nursing Center | 1511 Greenwood Road | Glenview | IL | 60025 |
| Grosse Pointe Manor | 6601 West Touhy Avenue | Niles | IL | 60714 |
| The Grove at the Lake | 2534 Elim Avenue | Zion | IL | 60099 |
| Harmony Nursing and Rehabilitation Center | 3919 West Foster Avenue | Chicago | IL | 60625 |
| Helia Healthcare of Zion | 1805 27th Street | Zion | IL | 60099 |
| Lakefront Nursing and Rehabilitation Center | 7618 North Sheridan Road | Chicago | IL | 60626 |
| Landmark of Des Plaines Rehabilitation | 9300 Ballard Road | Des Plaines | IL | 60016 |
| Lieberman Geriatric Health Center | 9700 Gross Point Road | Skokie | IL | 60076 |
| Methodist Hospital of Chicago | 5025 North Paulina Street | Chicago | IL | 60640 |
| The Mosaic of Lakeshore | 7200 North Sheridan Road | Chicago | IL | 60626 |
| Niles Nursing and Rehabilitation Center | 9777 Greenwood Avenue | Niles | IL | 60714 |
| Pavilion of Highland Park | 50 Pleasant Avenue | Highwood | IL | 60040 |
| Peterson Park Health Care Center | 6141 North Pulaski Road | Chicago | IL | 60646 |
| Rosewood Care Center Northbrook | 4101 Lake Cook Road | Northbrook | IL | 60062 |
| Symphony of Buffalo Grove | 150 North Weiland Road | Buffalo Grove | IL | 60089 |
| Uptown Health Center | 4920 North Kenmore Avenue | Chicago | IL | 60640 |
| Warren Barr North Shore | 2773 Skokie Valley Road | Highland Park | IL | 60035 |
| The Waterford Care Center | 7445 North Sheridan Road | Chicago | IL | 60626 |
| Wesley Place | 1415 West Foster Avenue | Chicago | IL | 60640 |
| Winchester House | 1125 North Milwaukee Avenue | Libertyville | IL | 60048 |

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File: March 2018.

Hospice Services

| Hospice Provider | Address | City | State | Zip Code |
|---|----------------------------|-------------------|-------|----------|
| Rainbow Hospice and Palliative Care | 1550 Bishop Court | Mount Prospect | IL | 60056 |
| NorthShore University HealthSystem Home and Hospice | 4901 Searle Parkway | Skokie | IL | 60077 |
| Midwest Palliative and Hospice Care Center | 2050 Claire Court | Glenview | IL | 60025 |
| Northwest Community Hospice | 800 West Central Road | Arlington Heights | IL | 60005 |
| Saint Francis Hospice | 355 Ridge Avenue | Evanston | IL | 60202 |
| Star Hospice | 1790 Nations Drive | Gurnee | IL | 60031 |
| Samaritan Care | 3130 Commercial Avenue | Northbrook | IL | 60062 |
| Condell Medical Center Hospice | 115 West Church Street | Libertyville | IL | 60048 |
| Seasons Hospice and Palliative Care | 606 Potter Road | Des Plaines | IL | 60016 |
| Heartland Home Health Care and Hospice | 2100 Sanders Road | Northbrook | IL | 60062 |
| Hospice of Highland Park Hospital | 718 Glenview Avenue | Highland Park | IL | 60035 |
| Hospice Services of Presbyterian Homes | 3200 Grant Street | Evanston | IL | 60201 |
| Odyssey Healthcare of Chicago | 415 West Golf Road | Arlington Heights | IL | 60005 |
| Kindred Hospice | 85 West Algonquin Road | Arlington Heights | IL | 60005 |
| Loving Hands Hospice | 6535 North Olmstead Avenue | Chicago | IL | 60631 |
| Integrated Palliative and Hospice | 900 Technology Way | Libertyville | IL | 60048 |
| V Care Hospice Services of Illinois | 3100 Dundee Road | Northbrook | IL | 60062 |
| Chicago Family Hospice Care | 3500 West Peterson Avenue | Chicago | IL | 60659 |
| Evergreen Hospice Care Inc | 6067 Dempster Street | Morton Grove | IL | 60053 |
| Brookdale Hospice | 8975 W Gold Road | Niles | IL | 60714 |
| Meridian Palliative and Hospice Care Services | 4 North Deer Point Drive | Hainesville | IL | 60030 |
| Suncrest Hospice Illinois | 5750 Old Orchard Road | Skokie | IL | 60077 |
| United Hospice | 8340 Lincoln Avenue | Skokie | IL | 60077 |

Data Source: U.S. Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File: March 2018.

Prioritization of Identified Health Needs

Priority setting is a required step in the community benefit planning process. The Internal Revenue Service regulations indicate that the CHNA must provide a prioritized description of the community health needs identified through the CHNA and include a description of the process and criteria used in prioritizing significant health needs.

The following data was assessed to identify health needs for the community:

Socioeconomic Indicators

- Household Income and Poverty
- Employment
- Insurance Coverage
- Educational Attainment

Community Health Status Indicators

- Leading Causes of Death
- Community Health Status Indicators

Primary Data

- Community Leader Focus Group
- Provider Focus Group
- Community Health Survey

Other Sources

- Community Health Needs Assessments Conducted by Local Health Departments in NorthShore's Community

The following community health issues have been identified for NorthShore in rank order:

External Factors Impacting Community Health

- Access to Behavioral Health
- Health Literacy and Navigating the Health Care Environment
- Access and Coordination of Care (affordability, education, transportation, specialty care, cultural competency)
- Access to Healthy, Affordable Food
- Substance Abuse
- Access to Oral Health
- Violence

Disease Conditions

- Behavioral Health (mental health and substance abuse, psychiatry and community based services)
- Chronic Risk Factors (prevention and management of obesity, tobacco use, hypertension)
- Alzheimer's/Dementia (prevention, management, caregiver support, long-term care)
- Oral Health
- Diabetes
- Cardiovascular Disease and Stroke
- Cancer
- Lung Health
- Maternal and Child Health (infant mortality, low birth weight)

Using findings obtained through the collection of primary and secondary data, NorthShore completed a summary of key findings for each identified health need.

Summary of Identified Health Needs

| Secondary Data for NorthShore CHNA Community (51 zip codes) | Community Leader Focus Group | Provider Focus Group | Community Health Survey | Evanston Health Department | Lake County Health Department | Village of Skokie Health Department | Cook County Department of Public Health |
|---|--|---|---|---|--|--|--|
| Access to Behavioral Health | <ul style="list-style-type: none"> Adult and mental health services and resources was the #1 recommended priority from community leaders. | <ul style="list-style-type: none"> Identified as a significant health issue in the community. Mental health was #1 recommended priority. | <ul style="list-style-type: none"> Mental health identified as an issue that impacts the community most. Lack of available mental health services was identified as one of the biggest weaknesses in the community. | <ul style="list-style-type: none"> 10% of survey respondents answered there was a time in the last 12 months when they needed mental health treatment but didn't get it. Mental Health Issues were the #1 biggest perceived health issue on community survey. | <ul style="list-style-type: none"> Health Priority 2016-2021. 18% of Lake County adults have been diagnosed with depression. 19.2% of US adults with mental illness also have a substance abuse disorder. | <ul style="list-style-type: none"> Health Priority 2017 Health Plan. 26% of the people who completed the Skokie Community Health Survey indicated they had a hard time getting mental health care. | <ul style="list-style-type: none"> Health priority for 2020 WePlan. |
| Health Literacy and Navigating the Health Care Environment | <ul style="list-style-type: none"> The community has a need for increased education on preventive care, insurance and available medical services for low-income and uninsured. Centralized centers are needed in the community to provide information on and assistance with accessing social support services. Community leaders identified issues with navigating the healthcare and insurance systems as a significant barrier to accessing health care. | <ul style="list-style-type: none"> Participants expressed there is a need for education and training on preventive care, health issues and insurance. Lack of awareness of community resources was noted as a significant health issue in the community. Participants highlighted many issues and barriers with navigating the health system. Care navigation and assistance accessing resources was #1 recommended priority. | <ul style="list-style-type: none"> Answers to questions on community survey surrounding vaccinations and preventive screenings indicate there is a need for education. When asked to provide their opinion regarding available resources for addiction and alcohol abuse, home health services and daily activities for seniors, the majority of respondents answered "I don't know." | | <ul style="list-style-type: none"> Identified Health Need on CHNA. | | |

Summary of Identified Health Needs

| | Secondary Data for NorthShore CHNA Community (51 zip codes) | Community Leader Focus Group | Provider Focus Group | Community Health Survey | Evanston Health Department | Lake County Health Department | Village of Skokie Health Department | Cook County Department of Public Health |
|---|---|--|---|---|--|-------------------------------|--|---|
| Access and Coordination of Care | <ul style="list-style-type: none"> The rate of primary care physicians per 100,000 population is favorable to state and national averages. Illinois is ranked 10th among 50 states for the number of primary care physicians. (AHR 2017) Preventable hospital events are favorable to state and national averages. | <ul style="list-style-type: none"> Access (financial assistance, mobile medicine and referral assistance) was the 2nd most recommended priority from community leaders. Community leaders expressed that efforts are needed to further develop relationships with immigrant and refugee populations and provide culturally competent care. | <ul style="list-style-type: none"> Focus group participants noted challenges with access to specialists. | <ul style="list-style-type: none"> Cost of healthcare identified as the issue that impacts the community most. | <ul style="list-style-type: none"> 52% of 2015 Health Survey respondents answered yes to having one person as their personal doctor or healthcare providers. This is much lower than state and national averages. | | <ul style="list-style-type: none"> Health Priority 2017 Health Plan. 11% of Skokie residents who completed the 2016 Community Health Survey still found it difficult to access medical care. Dental care was the most difficult to access. | |
| Access to Healthy, Affordable Food | <ul style="list-style-type: none"> The rate of SNAP authorized food stores is significantly less than state and national averages. 452,413 persons live in food deserts in the NorthShore community. | | | <ul style="list-style-type: none"> 40% of survey respondents indicated they did not eat five fruits and vegetables each day. | <ul style="list-style-type: none"> 79% of survey respondent indicated it was very easy to get fresh produce. | | <ul style="list-style-type: none"> Health Priority 2017 Health Plan. Cost of fruits and vegetables was indicated as a barrier limiting the servings of fruits and vegetable consumed per day. | |
| Substance Abuse | | <ul style="list-style-type: none"> Participants noted increasing rates of substance abuse and deaths related to drug overdose. | | <ul style="list-style-type: none"> Substance abuse identified as an issue that impacts the community most. | | | | |
| Oral Health | <ul style="list-style-type: none"> Access to dentists is favorable to state and national averages. 13.8% (over 540,000 persons) of Cook County residents have poor dental health. | <ul style="list-style-type: none"> Participants noted an increasing need for adult dentistry services that are affordable. | | | | | | |

Summary of Identified Health Needs

| | Secondary Data for NorthShore CHNA Community (51 zip codes) | Community Leader Focus Group | Provider Focus Group | Community Health Survey | Evanston Health Department | Lake County Health Department | Village of Skokie Health Department | Cook County Department of Public Health |
|-----------------------------|---|---|---|---|---|---|-------------------------------------|--|
| Violence | <ul style="list-style-type: none"> In the past two years, violent crime increased 15% from 380 to 436 offenses per 100,000 population for the State of Illinois. (AHR 2017) Cook County's Homicide rate is significantly higher than state and national averages. | | | | <ul style="list-style-type: none"> Priority Health Issue 2016-2021. Injury/violence was the #5 biggest perceived health issue on community survey. | | | |
| Chronic Risk Factors | <ul style="list-style-type: none"> 54.70% or 96,126 of Medicare beneficiaries in the CHNA have high blood pressure. | | | <ul style="list-style-type: none"> Obesity identified as an issue that impacts the community most. | <ul style="list-style-type: none"> Priority Health Issue 2016-2021. Physical Inactivity and Obesity were the #2 and #3 biggest perceived health issues on community survey. | <ul style="list-style-type: none"> Health Priority 2016-2021. Approximately 320,000 of Lake County adults are overweight or obese. | | <ul style="list-style-type: none"> Health priority for 2020 WePlan. |
| Alzheimer's/Dementia | | <ul style="list-style-type: none"> Issues with aging population were identified as a significant health issue. | | | <ul style="list-style-type: none"> Problems related to aging was the #4 biggest perceived health issue on community survey. | | | |
| Diabetes | <ul style="list-style-type: none"> Illinois is ranked 23rd of 50 states for rates of diabetes. (AHR 2017) 45,669 Medicare beneficiaries in the CHNA Community have diabetes. | | <ul style="list-style-type: none"> Identified as a significant health issue. | | | <ul style="list-style-type: none"> Health Priority 2016-2021. 6% of Lake County adults have been diagnosed with diabetes and 14% of Lake County adults have been diagnosed with pre-diabetes. | | |

Summary of Identified Health Needs

| | Secondary Data for NorthShore CHNA Community (51 zip codes) | Community Leader Focus Group | Provider Focus Group | Community Health Survey | Evanston Health Department | Lake County Health Department | Village of Skokie Health Department | Cook County Department of Public Health |
|--|---|------------------------------|---|-------------------------|----------------------------|---|-------------------------------------|---|
| Cardiovascular Disease and Stroke | <ul style="list-style-type: none"> 45,258 Medicare beneficiaries in the CHNA Community have heart disease. | | | | | <ul style="list-style-type: none"> Health Priority 2016-2021. 35% (181,000) of Lake County adults have been diagnosed with hypertension. Cardiovascular Disease accounts for 25% of all deaths in Lake County. | | |
| Cancer | <ul style="list-style-type: none"> Cancer death rates for the CHNA Community are higher than national averages. Cancer screening rates are favorable to state and national rates for mammograms, colorectal cancer screenings and prostate cancer screenings. | | <ul style="list-style-type: none"> Identified as a significant health issue. | | | | | |
| Maternal and Child Health | <ul style="list-style-type: none"> Infant Mortality for Cook County is higher than state and national averages. Lake County's rate is lower than state and national averages. | | | | | | | |

Health needs were prioritized with input from a broad base of members of NorthShore's Leadership Team.

Based on the information gathered through this CHNA and the prioritization process described above, NorthShore chose the needs below to address over the next three years.

External Factors Impacting Community Health

- Access to Behavioral Health
- Health Literacy and Navigating the Health Care Environment
- Access and Coordination of Care (affordability, education, transportation, specialty care, cultural competency)
- Substance Abuse

Disease Conditions

- Behavioral Health (mental health and substance abuse, psychiatry and community based services)
- Chronic Risk Factors (prevention and management of obesity, tobacco use, hypertension)
- Alzheimer's/Dementia (prevention, management, caregiver support, long-term care)
- Oral Health
- Diabetes
- Cardiovascular Disease and Stroke
- Cancer
- Lung Health
- Maternal and Child Health (infant mortality, low birth weight)

NorthShore does not have resources to respond to the needs listed below, but will work to address them through community collaboration and support.

- Access to Healthy, Affordable Food
- Access to Oral Health
- Violence

Opportunities for health improvement exist in each area listed above. NorthShore will work to identify areas where NorthShore can most effectively focus its resources to have significant impact and develop an Implementation Strategy for 2020-2022.

Evaluation of the Impact of Actions Taken Since the Last CHNA

NorthShore implements a three-fold strategy to address the identified health needs of the communities that it serves as follows.

1. Community benefits programs and partnerships will address a need identified in the community health needs assessment (CHNA) conducted by NorthShore. If an identified health need is not to be addressed by NorthShore, rationale will be provided.
2. Community benefits programs, initiatives and partnerships will address a need requested by the community.
3. Community benefits programs, initiatives and partnerships will be aligned with the guiding principles outlined in *Advancing the State of the Art of Community Benefits for Nonprofit Hospitals*. The guiding principles are: Disproportionate Unmet Health-Related Needs; Primary Prevention; Seamless Continuum of Care; and, Build Community Capacity and Community Collaboration.

NorthShore places priority on providing community benefits and services in the communities located nearest to our hospitals, where we believe we have the greatest capacity and responsibility to serve.

Community health needs data is used in NorthShore's annual planning processes. Stakeholder participation is critical and influences NorthShore's prioritization and execution of its community benefits programs. In addition, collaboration with local leadership allows NorthShore to detect urgent and growing needs that may be under-represented or absent from aggregate data, in a timely and effective manner. Lastly, collaboration with local leaders has facilitated the development of programs and partnerships to provide real time solutions to critical health challenges.

Overview of Anticipated Impact: For the fiscal year 2016 CHNA and Implementation Strategy, NorthShore evaluated the anticipated impact of the initiatives listed for each hospital outlined in the strategic plan by collecting data on how many individuals utilized components of the initiative. Measurement of the impact will also be assessed by gathering ongoing feedback from the hospitals' Community Advisory Committees, senior leadership and physician leadership.

In accordance with Internal Revenue Code §501(r) and final regulations outlined in §1.501(r)-3(b)(6)(i)(F), NorthShore presents the following review and evaluation of implementation activities carried out over the past two years related to the fiscal year 2016 CHNA and Implementation Strategy (2016-2018).

The table below lists the initiatives based out of the **Evanston Hospital** campus, which addressed the health needs identified in the NorthShore 2015 CHNA.

Implementation Strategy Plan Activities/Initiatives/Events and Programs Reporting:

1. Initiatives identified by named hospital are managed from that site
2. Corporate/System initiatives are applied to all four NorthShore hospitals
3. Financial contributions to community organizations correlate as indirect impact to identified community health needs

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|---|---|
| <p>The Community Health Center plans to continue to provide medical care to adults and children who lack private medical insurance. Medical services include, but are not limited to: Primary Care, Obstetrics/Gynecology, General Surgery, Orthopedics, Diabetes Education and Podiatry.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>Evanston Hospital's Community Health Center provided 11,000 adult patients with 40,000 visits.</p> |
| <p>Emergency Departments within NorthShore are staffed 24/7 with physicians, nurses and technicians who are trained to respond to medical emergencies. Evanston Hospital plans to continue to provide Level 1 trauma services.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health</p> | <p>On an annual basis, the Emergency Departments at NorthShore had approximately 127,000 patient visits.</p> |
| <p>The Dental Center plans to continue to provide primary care dental services and special consultations for medically underserved adult patients, pre-screenings for cardiovascular patients, management for oral complications in oncology patients and refractory dental problems.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cancer Diabetes Oral Health</p> | <p>Annually, the Dental Center served approximately 4,600 underserved individuals.</p> |
| <p>The Cardiovascular Center plans to continue to provide comprehensive cardiology services, which has a combined expertise of cardiologists and cardiac surgeons working together to develop treatment plans designed to provide patients with exceptional heart care including cardiac imaging, cardiovascular surgery, clinical cardiology, electrophysiology, heart failure, interventional cardiology and a women's heart program.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore hospitals had an average of 134,000 cardiology procedures each year including open-heart surgeries, coronary interventions, echocardiograms, and stress tests.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|---|---|
| <p>The Primary Stroke Center follows national standards and guidelines that include an Acute Stroke Team for rapid diagnosis and treatment. A team of neurologists plans to staff the center 24 hours a day, 7 days a week.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore continues to maintain Primary Stroke Centers at each hospital with an Acute Stroke Team available 24 hours a day, seven days a week, for rapid diagnosis and treatment.</p> |
| <p>The Kellogg Cancer Center is a cancer treatment center that plans to continue offering comprehensive, compassionate cancer care and treatments for oncology patients and their families. Our collaborative cancer treatment model focuses on each patient's individual needs, providing medical, surgical, radiation, psychological and emotional care.</p> | <p>Access and Coordination of Care Cancer</p> | <p>The Kellogg Cancer Centers at Evanston, Glenbrook, and Highland Park Hospitals had an average of 84,000 patient visits each year.</p> |
| <p>The Gastroenterology (GI) Department plans to continue to provide a full complement of services including early diagnosis and prevention of colorectal, esophageal, pancreatic cancer, Inflammatory Bowel Disease and other GI conditions.</p> | <p>Access and Coordination of Care Cancer</p> | <p>NorthShore hospitals had an average of 43,000 GI procedures each year including colonoscopies, endoscopies, and advanced therapeutics.</p> |
| <p>The Division of Pulmonary, Allergy and Critical Care Medicine plans to continue to provide consultative services, diagnosis, and treatment of all aspects of lung disease in adults including allergy, asthma, lung cancer, bronchiectasis, COPD, cystic fibrosis, pulmonary fibrosis, persistent cough, shortness of breath, lung infections, and other diseases of the lung.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cancer Lung Health</p> | <p>The NorthShore Division of Pulmonary, Allergy, and Critical Care had an average of 20,000 patient visits each year.</p> |
| <p>The Division of Endocrinology, Diabetes and Metabolism plans to continue to provide consultative services, diagnosis and management of diseases of the endocrine system. The program offers a multidisciplinary approach to diabetes, gestational diabetes and those requiring insulin pumps. The staff consists of physicians, nurses, dietitians and certified diabetes educators who work together for diabetes management.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Diabetes</p> | <p>The NorthShore Division of Endocrinology, Diabetes and Metabolism had an average of 24,000 patient visits each year.</p> |
| <p>The Center for Brain Health at NorthShore Neurological Institute plans to continue to provide therapies to slow brain aging to reduce the risk for Alzheimer's disease and other aging brain disorders include medical, physical, cognitive, dietary and integrative approaches.</p> | <p>Access and Coordination of Care Alzheimer's/Dementia</p> | <p>NorthShore Neurological Institute had an average of 116,000 patient visits each year.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|--|--|
| <p>The Maternal Health department at Evanston Hospital offers comfortable, high-tech birthing facilities. Evanston Hospital also serves as a Regional Perinatal Network hospital for northeastern Illinois. Both high-risk mothers and high-risk babies are transferred to Evanston Hospital for access to the latest technology and highly trained staff.</p> | <p>Access and Coordination of Care Maternal and Child Health</p> | <p>NorthShore Maternal Health Department saw an average of 43,000 patients per year.</p> |
| <p>The Infant Special Care Unit (ISCU) at Evanston Hospital provides services to families whose babies are born prematurely or with medical complications. The ISCU is a designated level three nursery, the highest designation for nurseries, where neonatologists oversee a baby's care 24 hours a day. The ISCU uses innovative technology to care for infants with conditions ranging from extreme prematurity to complex genetic disorders. The ISCU's medical team also works in tandem with the Perinatal Family Support Center to provide emotional support and developmental guidance to parents as they adjust to parenting their babies in a complex medical environment.</p> | <p>Access and Coordination of Care Maternal and Child Health</p> | <p>NorthShore's Infant Special Care unit saw an average of 400 premature infants per year.</p> |
| <p>The Pediatric Rehabilitation Clinic offers a wide array of outpatient services for young patients (from birth through adolescence) with special needs. A team of licensed physical, occupational and speech therapists specializing in pediatric care provide one-on-one individualized treatment as well as group classes to help patients achieve or regain functional skills.</p> | <p>Access and Coordination of Care Maternal and Child Health</p> | <p>NorthShore's Pediatric Rehabilitation Clinic saw an average of 10,000 patients per year.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|---|---|--|
| <p>Perinatal Depression Program plans to continue to identify women who are suffering from perinatal depression and offers referrals for women who may need additional help. The program screens women for perinatal depression during and after their pregnancy and offers a 24/7 crisis hotline for women and their family members who may find themselves in an emergent situation. All services are provided free of charge.</p> | <p>Access and Coordination of Care Behavioral Health Maternal and Child Health</p> | <p>The Perinatal Family Support Center responded to more than 600 annual referrals from the Perinatal Depression Program for women identified as at-risk-for perinatal mood disorder.</p> |
| <p>The Perinatal Family Support Center plans to continue to provide a wide array of services free of charge to women and their families experiencing challenges related to pregnancy, birth, prematurity or perinatal loss. Services are provided in both inpatient and outpatient settings and include groups, sibling tours and a literacy program in the Child and Adolescent Clinic.</p> | <p>Access and Coordination of Care Behavioral Health Maternal and Child Health</p> | <p>The Perinatal Family Support Center responded to more than 1,500 referrals annually.</p> |
| <p>Child Passenger Safety & Injury Prevention Services plan to continue to offer certified technicians to provide one-on-one training to new parents on proper car seat placement, harness placement and infant/child safety.</p> | <p>Maternal and Child Health Community Request</p> | <p>On average, 30 child passenger safety inspections were offered on an annual basis.</p> |
| <p>Interpretive Services plans to continue to provide comprehensive, in-person and telephonic translation and interpretation services for patients and family members receiving medical treatment at any of the NorthShore facilities.</p> | <p>Community Request Access and Coordination of Care</p> | <p>Over the last three years, NorthShore provided \$4,400,000 for interpretive services.</p> |
| <p>The Medication Assistance Program plans to continue to provide help with the cost of prescriptions for patients of the Outpatient Department (OPD).</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer Diabetes Lung Health</p> | <p>NorthShore provided an average of 20,000 prescriptions per year to approximately 2,500 low-income patients.</p> |

| Initiative | Community Health Need Assessed | | Outcomes/Individuals Served |
|---|---|---|---|
| <p>NorthShore plans to continue to support Healthcare Services to patients of the Erie Evanston/Skokie Health Center, a Federally Qualified Health Center by providing primary, mental and dental care services to under and uninsured patients in the community.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer Diabetes</p> | <p>Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>Nearly 1,400 Erie Evanston/Skokie Health Center clients received specialty care services at NorthShore on an annual basis.</p> |
| <p>NorthShore plans to continue to provide Financial Support to a variety of national and local non-profit organizations on behalf of Evanston Hospital that support NorthShore's mission to preserve and improve human life and to help NorthShore connect with the communities it serves. Additionally, fund allocations will be focused to those organizations who are addressing an identified health need in our communities.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer Diabetes</p> | <p>Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>Over the last three years, NorthShore donated a total of \$6 million to an average of 85 organizations per year.</p> |
| <p>Inpatient and intensive outpatient Mental Health Services plan to continue to be offered for adults and children along a continuum of care including group, individual and family services.</p> | <p>Access and Coordination of Care Behavioral Health</p> | | <p>Annually, NorthShore provides mental health services to nearly 45,000 patients. This also includes nearly 1,500 intake calls, which are patients registering for NorthShore programs. Over 4,000 emergency department crisis visits occur with an additional 5,700 crisis hotline calls.</p> |

| Initiative | Community Health Need Assessed | | Outcomes/Individuals Served |
|---|---|---|--|
| <p>The Bridges Early Childhood and Adolescent Program focuses on comprehensive, multidisciplinary mental health intervention and direct care to insured and uninsured children between the ages of 3 and 17 living in the Evanston community.</p> | <p>Access and Coordination of Care Behavioral Health</p> | | <p>The program focused on comprehensive, multidisciplinary mental health intervention and direct care to insured and uninsured children between the ages of 3 and 17 living in the Evanston community. The Bridges team also treated children in other communities surrounding NorthShore.</p> |
| <p>LIFE: Living in the Future Cancer Survivorship Program plans to continue to provide a unique cancer survivorship program designed to create a bridge for continued care of post-treatment cancer survivors. At its cornerstone, there is a customized survivorship care plan that facilitates a dynamic partnership between the patient, the oncologist and the primary care physician.</p> | <p>Cancer</p> | | <p>The LIFE program provided 1,300 adaptive visits for Kellogg Cancer Center patients. Over the last three years, nearly 350 cancer survivors, family members and healthcare professionals attended survivorship education programs.</p> |
| <p>NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large through the Understanding Cancer Lecture Series.</p> | <p>Cancer</p> | | <p>NorthShore Kellogg Cancer Center offered approximately eight educational programs annually. Over the last three years, nearly 1,200 individuals attended a cancer awareness program.</p> |
| <p>NorthShore plans to continue to offer educational programs on various heart related topics to the community at large through the Understanding Your Heart Lecture Series.</p> | <p>Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | | <p>NorthShore offered approximately three educational programs annually. Over the last three years, more than 350 individuals attended a heart health awareness program.</p> |
| <p>Health Education Programs plan to continue to be offered at Evanston Hospital.</p> | <p>Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer Diabetes</p> | <p>Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore provided an average of 400 health education programs in its service area to nearly 9,500 individuals per year.</p> |
| <p>Experts from Evanston Hospital plan to continue to be available to provide Speaking Engagements to organizations throughout the NorthShore service area. Presentations range from health related topics to issues relevant to communities and hospitals.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer Diabetes</p> | <p>Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore provided an average of 100 speaking engagements in its service area to nearly 4,800 individuals per year.</p> |

| Initiative | Community Health Need Assessed | | Outcomes/Individuals Served |
|--|--|---|---|
| <p>Staff members, from Evanston Hospital, plan to continue to participate in community Health Fairs throughout the year.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer Diabetes</p> | <p>Oral Health Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore participated in an average of 20 health fairs per year.</p> |
| <p>Health Screenings plan to continue to be offered at Evanston Hospital, as well as by community request.</p> | <p>Chronic Disease Risk Factors Cardiovascular Disease/Stroke Cancer Diabetes Community Request</p> | | <p>NorthShore provided on average 200 health screenings in its service area to nearly 3,300 individuals per year.</p> |
| <p>Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, collaborating with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer Diabetes</p> | <p>Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore employees volunteer to carry out community service projects that met community needs and promoted goodwill. Countless charitable organizations and schools benefited from the generosity and hard work of NorthShore volunteers.</p> |
| <p>Rethink Your Drink is a public education campaign to increase public awareness about the negative health impact of consuming sugar-sweetened beverages. NorthShore is a financial sponsor and program partner with the City of Evanston's Public Health Department in the campaign's planning, implementation and measurement.</p> | <p>Chronic Disease Risk Factors Cardiovascular Disease/Stroke Diabetes Maternal and Child Health Community Request</p> | | <p>A NorthShore physician was available to conduct lessons and provide staff training on the health impact of sugar-sweetened beverages. Additionally, NorthShore purchased filtered water bottle refilling stations at Willard and Chute Elementary schools.</p> |
| <p>Evanston Township High School Health Center is a school-based health clinic, funded and staffed by NorthShore. NorthShore plans to continue providing physical exams, immunizations, treatment of acute and chronic illnesses, individual counseling, health education, gynecological care and support groups to students whose parents allow them to enroll in the health center.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Diabetes Lung Health Community Request</p> | | <p>An average of 900 ETHS students made 3,300 visits to the Health Center annually.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|---|--|---|
| <p>Evanston Township High School Health Center Wellkits program is a clinic-based, healthy weight program at the school-based health center at Evanston Township High School. A NorthShore physician manages the program and dedicates at least five hours of work per week. The program is based upon six evidence-based goals that improve weight and overall health. Overweight and obese students are identified by clinic and school staff and asked to participate in the program.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke Diabetes</p> | <p>An estimated 400 students per year participate in the program. Additionally, a NorthShore physician collaborates with the physical education department to adopt components of Wellkits into the freshman curriculum of approximately 45 students.</p> |
| <p>NorthShore plans to continue to provide a Nurse Practitioner at Evanston/Skokie School District 65 to provide specific health care services one day per week for the students. The nurse makes in-school visits in addition to seeing students at the Evanston Township High School Health Center.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Diabetes Community Request</p> | <p>Over a three-year period, the nurse made an average of 100 student visits per year.</p> |
| <p>Connections for Pregnant & Parenting Teens plans to continue to partner with a consortium of agencies to network and share resources to provide education and assistance to pregnant and parenting teens.</p> | <p>Access and Coordination of Care Behavioral Health Maternal and Child Health</p> | <p>NorthShore provided services to nearly 70 teenagers and their families on an annual basis.</p> |
| <p>NorthShore plans to continue collaborating with the Cancer Wellness Center, Northbrook by providing both financial and staff support for programs and services that address the needs of cancer patients, cancer survivors, family members and caregivers.</p> | <p>Access and Coordination of Care Behavioral Health Cancer</p> | <p>Annually, NorthShore Kellogg Cancer Center offered 16 educational programs to Cancer Wellness clients.</p> |

The table below lists the initiatives based out of the **Glenbrook Hospital** campus, which addressed the health needs identified in the NorthShore 2015 CHNA.

Implementation Strategy Plan Activities/Initiatives/Events and Programs Reporting:

1. Initiatives identified by named hospital are managed from that site
2. Corporate/System initiatives are applied to all four NorthShore hospitals
3. Financial contributions to community organizations correlate as indirect impact to identified community health needs

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
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| <p>Emergency Departments within NorthShore are staffed 24/7 with physicians, nurses and technicians who are trained to respond to medical emergencies. Glenbrook Hospital plans to continue to provide Level 2 trauma services.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> | <p>On an annual basis, the Emergency Departments at NorthShore had approximately 127,000 patient visits.</p> |
| <p>Glenbrook Hospital plans to continue to provide comprehensive care for people of all ages and serves as a training site for Family Medicine resident physicians and medical students from University of Chicago Pritzker School of Medicine at the Family Care Center at Glenbrook Hospital.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> | <p>Annually, 18 residents and fellows were trained through the Family Care Center.</p> |
| <p>The Cardiovascular Center plans to continue to provide comprehensive cardiology services, which has a combined expertise of cardiologists and cardiac surgeons working together to develop treatment plans designed to provide patients with exceptional heart care including cardiac imaging, cardiovascular surgery, clinical cardiology, electrophysiology, heart failure, interventional cardiology and a women’s heart program.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore hospitals had an average of 134,000 cardiology procedures each year including open-heart surgeries, coronary interventions, echocardiograms, and stress tests.</p> |
| <p>The Primary Stroke Center follows national standards and guidelines that include an Acute Stroke Team for rapid diagnosis and treatment. A team of neurologists plans to staff the center 24 hours a day, 7 days a week.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore continues to maintain Primary Stroke Centers at each hospital with an Acute Stroke Team available 24 hours a day, seven days a week, for rapid diagnosis and treatment.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
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| <p>The Kellogg Cancer Center is a cancer treatment center that plans to continue offering comprehensive, compassionate cancer care and treatments for oncology patients and their families. Our collaborative cancer treatment model focuses on each patient's individual needs, providing medical, surgical, radiation, psychological and emotional care.</p> | <p>Access and Coordination of Care Cancer</p> | <p>The Kellogg Cancer Centers at Evanston, Glenbrook, and Highland Park Hospitals had an average of 84,000 patient visits each year.</p> |
| <p>The Gastroenterology (GI) Department plans to continue to provide a full complement of services including early diagnosis and prevention of colorectal, esophageal, pancreatic cancer, Inflammatory Bowel Disease and other GI conditions.</p> | <p>Access and Coordination of Care Cancer</p> | <p>NorthShore hospitals had an average of 43,000 GI procedures each year including colonoscopies, endoscopies, and advanced therapeutics.</p> |
| <p>The Division of Pulmonary, Allergy and Critical Care Medicine plans to continue to provide consultative services, diagnosis, and treatment of all aspects of lung disease in adults including allergy, asthma, lung cancer, bronchiectasis, COPD, cystic fibrosis, pulmonary fibrosis, persistent cough, shortness of breath, lung infections, and other diseases of the lung.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cancer Lung Health</p> | <p>The NorthShore Division of Pulmonary, Allergy, and Critical Care had an average of 20,000 patient visits each year.</p> |
| <p>The Division of Endocrinology, Diabetes and Metabolism plans to continue to provide consultative services, diagnosis and management of diseases of the endocrine system. The program offers a multidisciplinary approach to diabetes, gestational diabetes and those requiring insulin pumps. The staff consists of physicians, nurses, dietitians and certified diabetes educators who work together for diabetes management.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Diabetes</p> | <p>The NorthShore Division of Endocrinology, Diabetes and Metabolism had an average of 24,000 patient visits each year.</p> |
| <p>The Center for Brain Health at NorthShore Neurological Institute plans to continue to provide therapies to slow brain aging to reduce the risk for Alzheimer's disease and other aging brain disorders include medical, physical, cognitive, dietary and integrative approaches.</p> | <p>Access and Coordination of Care Alzheimer's/Dementia</p> | <p>NorthShore Neurological Institute had an average of 116,000 patient visits each year.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|---|---|--|
| <p>The Pediatric Rehabilitation Clinic offers a wide array of outpatient services for young patients (from birth through adolescence) with special needs. A team of licensed physical, occupational and speech therapists specializing in pediatric care provide one-on-one individualized treatment as well as group classes to help patients achieve or regain functional skills.</p> | <p>Access and Coordination of Care Maternal and Child Health</p> | <p>NorthShore's Pediatric Rehabilitation Clinic saw an average of 10,000 patients per year.</p> |
| <p>Perinatal Depression Program plans to continue to identify women who are suffering from perinatal depression and offers referrals for women who may need additional help. The program screens women for perinatal depression during and after their pregnancy and offers a 24/7 crisis hotline for women and their family members who may find themselves in an emergent situation. All services are provided free of charge.</p> | <p>Access and Coordination of Care Behavioral Health Maternal and Child Health</p> | <p>The Perinatal Family Support Center responded to more than 600 annual referrals from the Perinatal Depression Program for women identified as at-risk-for perinatal mood disorder.</p> |
| <p>Interpretive Services plans to continue to provide comprehensive, in-person and telephonic translation and interpretation services for patients and family members receiving medical treatment at any of the NorthShore facilities.</p> | <p>Access and Coordination of Care Community Request</p> | <p>NorthShore provided \$4,400,000 for interpretive services.</p> |
| <p>NorthShore plans to continue to provide Financial Support to a variety of national and local non-profit organizations on behalf of Evanston Hospital that support NorthShore's mission to preserve and improve human life and to help NorthShore connect with the communities it serves. Additionally, fund allocations will be focused to those organizations who are addressing an identified health need in our communities.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>Over the last three years, NorthShore donated a total of \$6 million to an average of 85 organizations per year.</p> |
| <p>The Eye and Vision Center plans to continue to host ophthalmology clinics for medically underserved clients referred through the Community Health Center at Evanston Hospital, providing a spectrum of pediatric and adult vision services.</p> | <p>Access and Coordination of Care</p> | <p>The Eye & Vision Center on average treats 850 medically underserved patients per year.</p> |

| Initiative | Community Health Need Assessed | | Outcomes/Individuals Served |
|---|---|--|--|
| <p>LIFE: Living in the Future Cancer Survivorship Program plans to continue to provide a unique cancer survivorship program designed to create a bridge for continued care of post-treatment cancer survivors. At its cornerstone, there is a customized survivorship care plan that facilitates a dynamic partnership between the patient, the oncologist and the primary care physician.</p> | Cancer | | <p>The LIFE program provided 1,300 adaptive visits for Kellogg Cancer Center patients. Over the last three years, nearly 350 cancer survivors, family members and healthcare professionals attended survivorship education programs.</p> |
| <p>NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large through the Understanding Cancer Lecture Series.</p> | Cancer | | <p>NorthShore Kellogg Cancer Center offered approximately eight educational programs annually. Over the last three years, nearly 1,200 individuals attended a cancer awareness program.</p> |
| <p>NorthShore plans to continue to offer educational programs on various heart related topics to the community at large through the Understanding Your Heart Lecture Series.</p> | Chronic Disease Risk Factors Cardiovascular Disease/Stroke | | <p>NorthShore offered approximately three educational programs annually. Over the last three years, more than 350 individuals attended a heart health awareness program.</p> |
| <p>Health Education Programs plan to continue to be offered at Glenbrook Hospital.</p> | Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer | Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request | <p>NorthShore provided an average of 400 health education programs in its service area to nearly 9,500 individuals per year.</p> |
| <p>Experts from Glenbrook Hospital plan to continue to be available to provide Speaking Engagements to organizations throughout the NorthShore service area. Presentations range from health related topics to issues relevant to communities and hospitals.</p> | Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer | Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request | <p>NorthShore provided an average of 100 speaking engagements in its service area to nearly 4,800 individuals per year.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|---|--|
| <p>Staff members, from Glenbrook Hospital, plan to continue to participate in community Health Fairs throughout the year.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore participated in an average of 20 health fairs per year.</p> |
| <p>Health Screenings plan to continue to be offered at Glenbrook Hospital, as well as by community request.</p> | <p>Chronic Disease Risk Factors Cardiovascular Disease/Stroke Cancer Community Request</p> | <p>NorthShore provided on average 200 health screenings in its service area to nearly 3,300 individuals per year.</p> |
| <p>Glenbrook Hospital plans to continue to offer Access to Care Program through the Family Care Center (Residency Program in Family Medicine) providing immediate access to care to all Glenbrook South High School students, especially reaching out to those without access to primary care services. Back-to-school physicals are also provided to students in need at the start of the school year.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke Cancer Diabetes Community Request</p> | <p>Glenbrook Hospital provided immediate access to care to Glenbrook South High School students, especially reaching out to those without access to primary care services.</p> |
| <p>Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, collaborating with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore employees volunteer to carry out community service projects that met community needs and promoted goodwill. Countless charitable organizations and schools benefited from the generosity and hard work of NorthShore volunteers.</p> |
| <p>NorthShore plans to continue collaborating with the Cancer Wellness Center, Northbrook by providing both financial and staff support for programs and services that address the needs of cancer patients, cancer survivors, family members and caregivers.</p> | <p>Access and Coordination of Care Behavioral Health Cancer</p> | <p>Annually, NorthShore Kellogg Cancer Center offered 16 educational programs to Cancer Wellness clients.</p> |

The table below lists the initiatives based out of the **Highland Park Hospital** campus, which addressed the health needs identified in the NorthShore 2015 CHNA.

Implementation Strategy Plan Activities/Initiatives/Events and Programs Reporting:

1. Initiatives identified by named hospital are managed from that site
2. Corporate/System initiatives are applied to all four NorthShore hospitals
3. Financial contributions to community organizations correlate as indirect impact to identified community health needs

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|---|---|
| <p>Emergency Departments within NorthShore are staffed 24/7 with physicians, nurses and technicians who are trained to respond to medical emergencies. Highland Park Hospital plans to continue to provide Level 2 trauma services.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health</p> | <p>On an annual basis, the Emergency Departments at NorthShore had approximately 127,000 patient visits.</p> |
| <p>Highland Park Hospital's Emergency Department maintains a program to support care for sexual assault patients in the ED. The ED RNs receive specialized education and training and provide survivors of sexual assault with comprehensive medical-forensic care.</p> | <p>Access and Coordination of Care Behavioral Health Community Request</p> | <p>Highland Park Hospital currently has three nurses certified as nurse examiners working in the emergency department, each of whom completed 80 hours of training in addition to annual continuing education. On average, 20 individuals receive care by nurse examiners per year.</p> |
| <p>Be Well Lake County, a collaboration between Highland Park Hospital and Lake County Health Department and Community Health Center, plans to continue to provide greater access for services for the underserved diabetes population in Lake County.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke Cancer Diabetes Oral Health</p> | <p>As of fiscal year 2018, more than 1,100 patients are enrolled in Be Well Lake County.</p> |
| <p>The Cardiovascular Center plans to continue to provide comprehensive cardiology services, which has a combined expertise of cardiologists and cardiac surgeons working together to develop treatment plans designed to provide patients with exceptional heart care including cardiac imaging, cardiovascular surgery, clinical cardiology, electrophysiology, heart failure, interventional cardiology and a women's heart program.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore hospitals had an average of 134,000 cardiology procedures each year including open-heart surgeries, coronary interventions, echocardiograms, and stress tests.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|---|---|--|
| <p>The Primary Stroke Center follows national standards and guidelines that include an Acute Stroke Team for rapid diagnosis and treatment. A team of neurologists plans to staff the center 24 hours a day, 7 days a week.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore continues to maintain Primary Stroke Centers at each hospital with an Acute Stroke Team available 24 hours a day, seven days a week, for rapid diagnosis and treatment.</p> |
| <p>The Kellogg Cancer Center is a cancer treatment center that plans to continue offering comprehensive, compassionate cancer care and treatments for oncology patients and their families. Our collaborative cancer treatment model focuses on each patient's individual needs, providing medical, surgical, radiation, psychological and emotional care.</p> | <p>Access and Coordination of Care Cancer</p> | <p>The Kellogg Cancer Centers at Evanston, Glenbrook, and Highland Park Hospitals had an average of 84,000 patient visits each year.</p> |
| <p>LIFE: Living in the Future Cancer Survivorship Program plans to continue to provide a unique cancer survivorship program designed to create a bridge for continued care of post-treatment cancer survivors. At its cornerstone, there is a customized survivorship care plan that facilitates a dynamic partnership between the patient, the oncologist and the primary care physician.</p> | <p>Cancer</p> | <p>The LIFE program provided 1,300 adaptive visits for Kellogg Cancer Center patients. Over the last three years, nearly 350 cancer survivors, family members and healthcare professionals attended survivorship education programs.</p> |
| <p>The Gastroenterology (GI) Department plans to continue to provide a full complement of services including early diagnosis and prevention of colorectal, esophageal, pancreatic cancer, Inflammatory Bowel Disease and other GI conditions.</p> | <p>Access and Coordination of Care Cancer</p> | <p>NorthShore hospitals had an average of 43,000 GI procedures each year including colonoscopies, endoscopies, and advanced therapeutics.</p> |
| <p>The Division of Pulmonary, Allergy and Critical Care Medicine plans to continue to provide consultative services, diagnosis, and treatment of all aspects of lung disease in adults including allergy, asthma, lung cancer, bronchiectasis, COPD, cystic fibrosis, pulmonary fibrosis, persistent cough, shortness of breath, lung infections, and other diseases of the lung.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cancer Lung Health</p> | <p>The NorthShore Division of Pulmonary, Allergy, and Critical Care had an average of 20,000 patient visits each year.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|--|--|
| <p>The Division of Endocrinology, Diabetes and Metabolism plans to continue to provide consultative services, diagnosis and management of diseases of the endocrine system. The program offers a multidisciplinary approach to diabetes, gestational diabetes and those requiring insulin pumps. The staff consists of physicians, nurses, dietitians and certified diabetes educators who work together for diabetes management.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Diabetes</p> | <p>The NorthShore Division of Endocrinology, Diabetes and Metabolism had an average of 24,000 patient visits each year.</p> |
| <p>The Center for Brain Health at NorthShore Neurological Institute plans to continue to provide therapies to slow brain aging to reduce the risk for Alzheimer's disease and other aging brain disorders include medical, physical, cognitive, dietary and integrative approaches.</p> | <p>Access and Coordination of Care Alzheimer's/Dementia</p> | <p>NorthShore Neurological Institute had an average of 116,000 patient visits each year.</p> |
| <p>The Family Birthing Center at Highland Park is committed to providing the best in family care and strives to provide individualized care for each family. The Center's state-of-the-art birthing center rooms were designed to achieve the labor-delivery-recovery-postpartum or single-room care experience with the latest technology.</p> | <p>Access and Coordination of Care Behavioral Health Maternal and Child Health</p> | <p>The Family Birthing Center saw an average of 3,400 patients a year.</p> |
| <p>The Pediatric Rehabilitation Clinic offers a wide array of outpatient services for young patients (from birth through adolescence) with special needs. A team of licensed physical, occupational and speech therapists specializing in pediatric care provide one-on-one individualized treatment as well as group classes to help patients achieve or regain functional skills.</p> | <p>Access and Coordination of Care Maternal and Child Health</p> | <p>NorthShore's Pediatric Rehabilitation Clinic saw an average of 10,000 patients per year.</p> |
| <p>Perinatal Depression Program plans to continue to identify women who are suffering from perinatal depression and offers referrals for women who may need additional help. The program screens women for perinatal depression during and after their pregnancy and offers a 24/7 crisis hotline for women and their family members who may find themselves in an emergent situation. All services are provided free of charge.</p> | <p>Access and Coordination of Care Behavioral Health Maternal and Child Health</p> | <p>The Perinatal Family Support Center responded to more than 600 annual referrals from the Perinatal Depression Program for women identified as at-risk-for perinatal mood disorder.</p> |

| Initiative | Community Health Need Assessed | | Outcomes/Individuals Served |
|---|--|--|---|
| <p>Child Passenger Safety & Injury Prevention Services plan to continue to offer certified technicians to provide one-on-one training to new parents on proper car seat placement, harness placement and infant/child safety.</p> | <p>Maternal and Child Health Community Request</p> | | <p>On average, 30 child passenger safety inspections were offered on an annual basis.</p> |
| <p>Interpretive Services plans to continue to provide comprehensive, in-person and telephonic translation and interpretation services for patients and family members receiving medical treatment at any of the NorthShore facilities.</p> | <p>Access and Coordination of Care Community Request</p> | | <p>Over the last three years, NorthShore provided \$4,400,000 for interpretive services.</p> |
| <p>NorthShore plans to continue to provide Financial Support to a variety of national and local non-profit organizations on behalf of Evanston Hospital that support NorthShore's mission to preserve and improve human life and to help NorthShore connect with the communities it serves. Additionally, fund allocations will be focused to those organizations who are addressing an identified health need in our communities.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> | <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>Over the last three years, NorthShore donated a total of \$6 million to an average of 85 organizations per year.</p> |
| <p>Inpatient and intensive outpatient Mental Health Services plan to continue to be offered for adults and children along a continuum of care including group, individual and family services.</p> | <p>Access and Coordination of Care Behavioral Health</p> | | <p>Annually, NorthShore provides mental health services to nearly 45,000 patients. This also includes nearly 1,500 intake calls, which are patients registering for NorthShore programs. Over 4,000 emergency department crisis visits occur with an additional 5,700 crisis hotline calls.</p> |
| <p>NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large through the Understanding Cancer Lecture Series.</p> | <p>Cancer</p> | | <p>NorthShore Kellogg Cancer Center offered approximately eight educational programs annually. Over the last three years, nearly 1,200 individuals attended a cancer awareness program.</p> |
| <p>NorthShore plans to continue to offer educational programs on various heart related topics to the community at large through the Understanding Your Heart Lecture Series.</p> | <p>Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | | <p>NorthShore offered approximately three educational programs annually. Over the last three years, more than 350 individuals attended a heart health awareness program.</p> |
| <p>Health Education Programs plan to continue to be offered at Highland Park Hospital.</p> | <p>Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> | <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore provided an average of 400 health education programs in its service area to nearly 9,500 individuals per year.</p> |

| Initiative | Community Health Need Assessed | | Outcomes/Individuals Served |
|---|--|--|--|
| <p>Experts from Highland Park Hospital plan to continue to be available to provide Speaking Engagements to organizations throughout the NorthShore service area. Presentations range from health related topics to issues relevant to communities and hospitals.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> | <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore provided an average of 100 speaking engagements in its service area to nearly 4,800 individuals per year.</p> |
| <p>Staff members, from Highland Park Hospital, plan to continue to participate in community Health Fairs throughout the year.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> | <p>Diabetes Oral Health Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore participated in an average of 20 health fairs per year.</p> |
| <p>Health Screenings plan to continue to be offered at Highland Park Hospital, as well as by community request.</p> | <p>Chronic Disease Risk Factors Cardiovascular Disease/Stroke Cancer Diabetes Community Request</p> | | <p>NorthShore provided on average 200 health screenings in its service area to nearly 3,300 individuals per year.</p> |
| <p>Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, collaborating with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> | <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore employees volunteer to carry out community service projects that met community needs and promoted goodwill. Countless charitable organizations and schools benefited from the generosity and hard work of NorthShore volunteers.</p> |
| <p>NorthShore plans to continue collaborating with the Cancer Wellness Center, Northbrook by providing both financial and staff support for programs and services that address the needs of cancer patients, cancer survivors, family members and caregivers.</p> | <p>Access and Coordination of Care Behavioral Health Cancer</p> | | <p>Annually, NorthShore Kellogg Cancer Center offered 16 educational programs to Cancer Wellness clients.</p> |

The table below lists the initiatives based out of the **Skokie Hospital** campus, which addressed the health needs identified in the NorthShore 2015 CHNA.

Implementation Strategy Plan Activities/Initiatives/Events and Programs Reporting:

1. Initiatives identified by named hospital are managed from that site
2. Corporate/System initiatives are applied to all four NorthShore hospitals
3. Financial contributions to community organizations correlate as indirect impact to identified community health needs

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|---|---|
| <p>Emergency Departments within NorthShore are staffed 24/7 with physicians, nurses and technicians who are trained to respond to medical emergencies. Skokie Hospital plans to continue to provide Level 2 trauma services.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health</p> | <p>On an annual basis, the Emergency Departments at NorthShore had approximately 127,000 patient visits.</p> |
| <p>The Cardiovascular Center plans to continue to provide comprehensive cardiology services, which has a combined expertise of cardiologists and cardiac surgeons working together to develop treatment plans designed to provide patients with exceptional heart care including cardiac imaging, cardiovascular surgery, clinical cardiology, electrophysiology, heart failure, interventional cardiology and a women's heart program.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore hospitals had an average of 134,000 cardiology procedures each year including open-heart surgeries, coronary interventions, echocardiograms, and stress tests.</p> |
| <p>The Primary Stroke Center follows national standards and guidelines that include an Acute Stroke Team for rapid diagnosis and treatment. A team of neurologists plans to staff the center 24 hours a day, 7 days a week.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cardiovascular Disease/Stroke</p> | <p>NorthShore continues to maintain Primary Stroke Centers at each hospital with an Acute Stroke Team available 24 hours a day, seven days a week, for rapid diagnosis and treatment.</p> |
| <p>The Gastroenterology (GI) Department plans to continue to provide a full complement of services including early diagnosis and prevention of colorectal, esophageal, pancreatic cancer, Inflammatory Bowel Disease and other GI conditions.</p> | <p>Access and Coordination of Care Cancer</p> | <p>NorthShore hospitals had an average of 43,000 GI procedures each year including colonoscopies, endoscopies, and advanced therapeutics.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|--|--|--|
| <p>The Division of Pulmonary, Allergy and Critical Care Medicine plans to continue to provide consultative services, diagnosis, and treatment of all aspects of lung disease in adults including allergy, asthma, lung cancer, bronchiectasis, COPD, cystic fibrosis, pulmonary fibrosis, persistent cough, shortness of breath, lung infections, and other diseases of the lung.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Cancer Lung Health</p> | <p>The NorthShore Division of Pulmonary, Allergy, and Critical Care had an average of 20,000 patient visits each year.</p> |
| <p>The Division of Endocrinology, Diabetes and Metabolism plans to continue to provide consultative services, diagnosis and management of diseases of the endocrine system. The program offers a multidisciplinary approach to diabetes, gestational diabetes and those requiring insulin pumps. The staff consists of physicians, nurses, dietitians and certified diabetes educators who work together for diabetes management.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Diabetes</p> | <p>The NorthShore Division of Endocrinology, Diabetes and Metabolism had an average of 24,000 patient visits each year.</p> |
| <p>The Center for Brain Health at NorthShore Neurological Institute plans to continue to provide therapies to slow brain aging to reduce the risk for Alzheimer's disease and other aging brain disorders include medical, physical, cognitive, dietary and integrative approaches.</p> | <p>Access and Coordination of Care Alzheimer's/Dementia</p> | <p>NorthShore Neurological Institute had an average of 116,000 patient visits each year.</p> |
| <p>The Pediatric Rehabilitation Clinic offers a wide array of outpatient services for young patients (from birth through adolescence) with special needs. A team of licensed physical, occupational and speech therapists specializing in pediatric care provide one-on-one individualized treatment as well as group classes to help patients achieve or regain functional skills.</p> | <p>Access and Coordination of Care Maternal and Child Health</p> | <p>NorthShore's Pediatric Rehabilitation Clinic saw an average of 10,000 patients per year.</p> |
| <p>Perinatal Depression Program plans to continue to identify women who are suffering from perinatal depression and offers referrals for women who may need additional help. The program screens women for perinatal depression during and after their pregnancy and offers a 24/7 crisis hotline for women and their family members who may find themselves in an emergent situation. All services are provided free of charge.</p> | <p>Access and Coordination of Care Behavioral Health Maternal and Child Health</p> | <p>The Perinatal Family Support Center responded to more than 600 annual referrals from the Perinatal Depression Program for women identified as at-risk-for perinatal mood disorder.</p> |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
|---|---|--|
| <p>Interpretive Services plans to continue to provide comprehensive, in-person and telephonic translation and interpretation services for patients and family members receiving medical treatment at any of the NorthShore facilities.</p> | <p>Access and Coordination of Care Community Request</p> | <p>Over the last three years, NorthShore provided \$4,400,000 for interpretive services.</p> |
| <p>NorthShore plans to continue to support Healthcare Services to patients of the Erie Evanston/Skokie Health Center, a Federally Qualified Health Center by providing primary, mental and dental care services to under and uninsured patients in the community.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>Nearly 1,400 Erie Evanston/Skokie Health Center clients received specialty care services at NorthShore on an annual basis.</p> |
| <p>NorthShore plans to continue to provide Financial Support to a variety of national and local non-profit organizations on behalf of Evanston Hospital that support NorthShore's mission to preserve and improve human life and to help NorthShore connect with the communities it serves. Additionally, fund allocations will be focused to those organizations who are addressing an identified health need in our communities.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>Over the last three years, NorthShore donated a total of \$6 million to an average of 85 organizations per year.</p> |
| <p>The Eye and Vision Center plans to continue to host ophthalmology clinics for medically underserved clients referred through the Community Health Center at Evanston Hospital, providing a spectrum of pediatric and adult vision services.</p> | <p>Access and Coordination of Care</p> | <p>The Eye & Vision Center on average treats 850 medically underserved patients per year.</p> |
| <p>LIFE: Living in the Future Cancer Survivorship Program plans to continue to provide a unique cancer survivorship program designed to create a bridge for continued care of post-treatment cancer survivors. At its cornerstone, there is a customized survivorship care plan that facilitates a dynamic partnership between the patient, the oncologist and the primary care physician.</p> | <p>Cancer</p> | <p>The LIFE program provided 1,300 adaptive visits for Kellogg Cancer Center patients. Over the last three years, nearly 350 cancer survivors, family members and healthcare professionals attended survivorship education programs.</p> |

| Initiative | Community Health Need Assessed | | Outcomes/Individuals Served |
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| NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large through the Understanding Cancer Lecture Series . | Cancer | | NorthShore Kellogg Cancer Center offered approximately eight educational programs annually. Over the last three years, nearly 1,200 individuals attended a cancer awareness program. |
| NorthShore plans to continue to offer educational programs on various heart related topics to the community at large through the Understanding Your Heart Lecture Series . | Chronic Disease Risk Factors Cardiovascular Disease/Stroke | | NorthShore offered approximately three educational programs annually. Over the last three years, more than 350 individuals attended a heart health awareness program. |
| Health Education Programs plan to continue to be offered at Skokie Hospital. | Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer | Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request | NorthShore provided an average of 400 health education programs in its service area to nearly 9,500 individuals per year. |
| Experts from Skokie Hospital plan to continue to be available to provide Speaking Engagements to organizations throughout the NorthShore service area. Presentations range from health related topics to issues relevant to communities and hospitals. | Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer | Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request | NorthShore provided an average of 100 speaking engagements in its service area to nearly 4,800 individuals per year. |
| Staff members, from Skokie Hospital, plan to continue to participate in community Health Fairs throughout the year. | Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer | Diabetes Oral Health Lung Health Maternal and Child Health Community Request | NorthShore participated in an average of 20 health fairs per year. |
| Health Screenings plan to continue to be offered at Skokie Hospital, as well as by community request. | Chronic Disease Risk Factors Cardiovascular Disease/Stroke Cancer Diabetes Community Request | | NorthShore provided on average 200 health screenings in its service area to nearly 3,300 individuals per year. |

| Initiative | Community Health Need Assessed | Outcomes/Individuals Served |
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| <p>Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, collaborating with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Cancer</p> <p>Diabetes Oral Health Alzheimer's/Dementia Lung Health Maternal and Child Health Community Request</p> | <p>NorthShore employees volunteer to carry out community service projects that met community needs and promoted goodwill. Countless charitable organizations and schools benefited from the generosity and hard work of NorthShore volunteers.</p> |
| <p>Rethink Your Drink is a public education campaign to increase public awareness about the negative health impact of consuming sugar-sweetened beverages. NorthShore is a financial sponsor and program partner with the City of Evanston's Public Health Department in the campaign's planning, implementation and measurement.</p> | <p>Chronic Disease Risk Factors Cardiovascular Disease/Stroke Diabetes Maternal and Child Health Community Request</p> | <p>A NorthShore physician was available to conduct lessons and provide staff training on the health impact of sugar-sweetened beverages. Additionally, NorthShore purchased filtered water bottle refilling stations at Willard and Chute Elementary schools.</p> |
| <p>NorthShore plans to continue collaborating with the Cancer Wellness Center, Northbrook by providing both financial and staff support for programs and services that address the needs of cancer patients, cancer survivors, family members and caregivers.</p> | <p>Access and Coordination of Care Behavioral Health Cancer</p> | <p>Annually, NorthShore Kellogg Cancer Center offered 16 educational programs to Cancer Wellness clients.</p> |
| <p>NorthShore plans to continue to provide a Nurse Practitioner at Evanston/Skokie School District 65 to provide specific health care services one day per week for the students. The nurse makes in-school visits in addition to seeing students at the Evanston Township High School Health Center.</p> | <p>Access and Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Disease/Stroke Diabetes Community Request</p> | <p>Over a three-year period, the nurse made an average of 100 student visits per year.</p> |