

2009 – 2010 Community Benefits Report

Transforming Lives through **Community** Engagement



 **NorthShore**
University HealthSystem

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

Transforming Lives through Community Engagement

Being sick or injured can be a frightening experience, and many of our neighbors have an added fear: their inability to pay for the medical care they need. Even for those with health insurance, higher deductibles and higher co-pays have led some people to forgo or delay medical care. Without nonprofit healthcare systems like ours, many more people would have to make a difficult choice between their physical health and their financial well-being.



NorthShore University HealthSystem (NorthShore) provided close to \$196 million in community benefits last year—an increase of 14 percent over the previous year. Nearly 13,000 patients received free or discounted care in our Hospitals and clinics. Our Medication Assistance Program alone helped patients fill nearly 20,000 prescriptions they otherwise couldn't afford. Even more people benefited from the clinics, screenings, educational programs, support groups and other services we bring into our communities.

NorthShore is an integrated healthcare delivery system. Our four Hospitals, physician offices and ambulatory care clinics are all connected through one of the nation's most sophisticated electronic medical records systems. We have the combined knowledge and expertise of thousands of physicians, nurses, scientists and other healthcare professionals. And we're an integral part of the communities we serve, working side-by-side with our local officials and organizations to identify health issues and find creative solutions.

As just one example, we partner with the Lake County Health Department and Community Health Center on Be Well—Lake County. This multiyear initiative focuses on diabetes, which is the area's fastest growing health issue. The \$1 million in funding NorthShore provided this year supports a clinic in North Chicago, as well as a community garden where patients are able to grow affordable fresh produce.

Those of us who work at NorthShore have an important mission: to preserve and improve human life. Despite the challenges of our economy, we are privileged to be here, taking care of patients and families, educating tomorrow's physicians and finding ways to deliver better and more cost-effective quality care.

A handwritten signature in black ink that reads "Mark R. Neaman". The signature is fluid and cursive, with a prominent "M" and "N".

Mark R. Neaman
President and Chief Executive Officer
NorthShore University HealthSystem

“We’re an integral part of the communities we serve, working side-by-side with our local officials and organizations to identify health issues and find creative solutions.”

Mark R. Neaman

Be Well—Lake County Helps Residents Improve Diabetes Management

More than 325 diabetes patients were enrolled in just the first year of NorthShore University HealthSystem's (NorthShore) ambitious community engagement pilot program, Be Well—Lake County.

Designed to improve diabetes management, education and support for underserved patients in Lake County, this important partnership with the Lake County Health Department and Community Health Center (LCHD/CHC) boasts promising statistics for a new initiative, yet those statistics really aren't what matter to Carole Stewart and Ignacio Cortez. *continued on page 2 >>*

Be Well—Lake County patient Carole Stewart (left) and her daughter Yasmine Stewart



Both Stewart and Cortez have diabetes, but are well on their way to much brighter, healthier futures thanks to their participation in Be Well. “Excruciating pain” in her legs as well as chronic tingling in her hands and feet were among the biggest problems Stewart faced before she was ultimately diagnosed with diabetes, a condition she now believes went undiagnosed for years.

“I was quite heavy,” the 70-year-old Stewart acknowledged. She was motivated to lose weight, but really didn’t know how best to go about it. Be Well Dietician Michele Nord, MS, RD, LDN, provided the critical answers and guidance for Stewart, who has now lost close to 50 pounds and dropped at least two dress sizes.

“Michele is a tremendous help. She has taught me that food really is your medicine if you are a diabetic,” Stewart said. “Whatever she said, I did, and I began to lose weight right away. It really was not that difficult, I thought it would be, but once I knew what to do and understood what a carbohydrate is and learned portion control, I began measuring everything and became very precise about what I ate.”

Stewart has lost so much weight, even her old shoes are now too big, and the real payoff is more energy to devote to her favorite activities including weekly line dancing sessions and bowling with friends. With seven children and 12 grandchildren, the Zion resident is rarely lonely and now is able to keep up and toss the ball in the park with her young grandson. Stewart shares her healthy habits with the next generation, giving her grandson fruit, rather than sugary juice, which she no longer keeps in the house.

Stewart has become a vocal advocate for Be Well–Lake County, encouraging a close friend and a cousin who both struggle with their diabetes to join the program. “I tell them I know it would really, really help.”

Cortez, a native Spanish speaker, also gives the dietician and the bilingual education he received through Be Well high praise and credit for helping to turn his diabetes around. When the factory where Cortez worked for 20 years closed, he was left unemployed and without health insurance. At 65, Cortez has been a diabetic for close to 20 years, but recently he developed more serious problems with his feet, swollen and infected to the point that he often was unable to wear shoes.

Cortez admitted he was not very vigilant about his own healthcare, rarely seeing a doctor and even skipping his medicine. Then a friend suggested that he contact the Lake County Health Department, where he was happily referred to the Be Well program.

“Now I tell everyone I can that even if you take your meds it is really important to be educated about how to eat,” Cortez said. “I am so grateful to Michele and this program. Without the information on nutrition I wouldn’t have known how to start controlling my blood sugar.”

“It takes time and effort to make changes, and it’s not realistic to think you can lose weight overnight,” he said, recognizing that his health is a work in progress. “I know now that diet is really the key to feeling good for the long term.”

No longer insulin dependent, Cortez enjoys a family full of nieces and nephews and said he started to feel better as soon as he got serious about his nutrition. “I just want to live longer and I want to be healthy, this program has been so helpful, it’s really a gift,” he said.

Be Well–Lake County was funded by a \$1 million commitment from NorthShore. The Auxiliary at Highland Park Hospital has committed to raising another \$1 million over five years to expand the pilot program. ■

“I just want to live longer and I want to be **healthy**, this program has been so helpful, it’s really a gift.”





Charity Care Relieves Financial Burden Allows Patient to Focus on Healing

As a self-employed business owner, Michele Levitt has a long history of working long hours, unfortunately for diminishing returns in times of economic downturn. Levitt's showroom in the Merchandise Mart features fine European- and American-made gifts, and home and decorative accessories. Her expert displays highlight just one of the talents necessary to single-handedly run a wholesale business.

Enjoying good health and an increasingly tight budget over the last decade, Levitt went without health insurance for years. Three years ago, at 52 and still in good health Levitt purchased a policy through a national association for the self-employed. Given that she had quit smoking 10 years ago, took good care of herself and knew "no one in my family ever had cancer," Levitt thought the insurance sounded like a good deal, and not something she ever expected to truly need.

What seemed like a good deal turned out to be disastrous with large deductibles per illness and a 70/30 pay share, rather than the 80/20 coverage Levitt thought she purchased. She asked for a new application to change her coverage. In the meantime, Levitt saw a doctor for what she thought was asthma, and a mass in her abdomen was found. Six weeks later she finally received the application she had requested, and was told the new pre-existing condition would keep her from switching policies.

"I feel **hopeful**, and the drugs seem to be working. My treatment at NorthShore has been great and it is a big-time relief to have the finances covered."

"I still didn't realize how bad it would be," Levitt said. A series of complications, lack of communication and her desire to pursue care at another hospital finally led her to NorthShore University HealthSystem (NorthShore) medical oncologist Bruce Brockstein, MD, who is now treating her for a rare and aggressive cancer known as leiomyosarcoma. While Levitt's cancer was spreading and her energy level spiraling

down, her medical bills were increasing exponentially, adding more stress.

After experiencing benefit but also serious side effects from an experimental drug on a clinical trial, Levitt was put on a similar drug approved for kidney and liver cancer, but not yet routinely used for her condition. "When you've exhausted the standard drug options, you have to consider experimental treatments, or at times approved drugs not yet specifically indicated for a patient's disease," Dr. Brockstein said. The good news is that Levitt seems to be responding. The medication, however, costs more than \$6,000 a month, an expense her insurance would not cover.

Thanks to the efforts of NorthShore Patient Financial Advocate Jamie Schuttler, manufacturers are now donating the full cost of Levitt's medication, and this is just one of the ways Schuttler and NorthShore have eased her financial burden. Schuttler's work as a financial advocate, free to all patients, is part of the Kellogg Cancer Center's Guided Patient Support (GPS) Program, established with financial support from The Auxiliary at Evanston & Glenbrook Hospitals.

Faced with thousands of dollars in medical costs due to her woefully inadequate insurance, Levitt was thrilled that NorthShore's charity care would cover the vast majority of her expenses.

"This is huge; every time I turn around I get a new bill and I didn't know which to try and pay first," said Levitt, taking a rare break to discuss her ongoing challenges. "I have two choices—I can sit home and feel sorry for myself or I can do my best to live my life. I feel hopeful, and the drugs seem to be working. My treatment at NorthShore has been great and it is a big-time relief to have the finances covered." ■

Investing in Our Community's Care

NorthShore University HealthSystem (NorthShore) is committed to taking a leadership role, offering resources and support to achieve our mission "to preserve and improve human life." Improving community health is at the core of our efforts.

NorthShore provided close to **\$196 million** in community benefits reportable under the Illinois Community Benefits Act, a **14 percent increase** from the previous year.

Charity Care totaling **\$16,872,873** was also up from the previous year due to increased patient volumes.

Total Value of Community Benefits

2009	\$195,733,273
2008	\$171,842,985
2007	\$150,555,020
2006	\$145,638,577
2005	\$141,311,754

Value of Other Reported Benefits:

Subsidized Health Services	\$ 16,265,169
Government Sponsored Indigent Health Care	\$ 88,047,576
Education	\$ 17,665,877
Research	\$ 4,163,000
Language Assistant Services	\$ 1,066,157
Bad Debts	\$ 47,381,000
Government Sponsored Program Services	\$ 736,601
Donations	\$ 993,053
Volunteer Services	\$ 2,085,693
Other Community Benefits	\$ 456,274

NorthShore employee Patricia Lawrence, APN, with Dana (center) and Imani Westby (facing page)

The outpatient clinic at NorthShore Evanston Hospital provides medical care to adults and children who lack private medical insurance. In fiscal year 2009, the clinic treated **9,823 patients** with 20,392 visits.



Community Benefits Spotlight

NorthShore provided **190 health screening events** to 6,254 individuals.

NorthShore hosted **515 health education classes** to 12,848 participants.

NorthShore gave \$769,390 in financial contributions to **87 organizations** and \$223,663 in non-cash donations to **13 organizations**.



NorthShore's Medication Assistance Program offers aid to patients who need help paying for prescription drugs. The program assisted 1,477 patients in filling **19,582 prescriptions** valued at \$528,097.



Interpretive Services staff at NorthShore provided 22,000 hours of verbal interpretive services; NorthShore provided **\$1,066,157** for interpretive services for patients and family members.

The Perinatal Depression Program offers free screenings for perinatal depression and a 24/7 crisis hotline. NorthShore physicians conducted 4,818 screenings, and free psychological support and referrals were provided to **472 women** identified as at-risk. The hotline received 497 calls.

The Dental Center at NorthShore Evanston Hospital provided free and discounted care for **2,448 patients**.

NorthShore Evanston Hospital

“Without the school based health center our community would look very different. It’s a true safety net for this community.”

Evonda Thomas
Director of the City of Evanston
Health Department

NorthShore Evanston Hospital Community Programs and Partnerships Include:

- **Ricky Byrdsong/YWCA Evanston/NorthShore Race Against Hate**
- **Center for Simulation Technology and Academic Research (CSTAR)**
- **Evanston Hospital Dental Center**
- **Evanston Hospital Outpatient Clinic**
- **Evanston/Skokie School District Nurse Practitioner**
- **Evanston Township High School Health Center**
- **Evanston Township High School Health Services Rotation Program**
- **Mayor’s Summer Youth Job Program**
- **Medication Assistance Program**
- **McGaw YMCA**
- **Perinatal Depression Program**
- **NorthShore/District 65 Health Challenge Bowl**
- **NorthShore Grand Prix of Cycling**

A collaborative partnership with Evanston Township High School, the Evanston Health Department and NorthShore University HealthSystem (NorthShore), the Evanston Township High School Health Center provides a free school-based clinic available to all students.

NorthShore contributes more than \$429,000 annually to support the center, which is staffed by a NorthShore physician, two part-time nurse practitioners and a social worker.

“It’s critical that we have this service, it fills a much needed gap in medical access in this city,” said Evonda Thomas, Director of the City of Evanston Health Department. “The fact that there is such consistent and quality care is very important; they have built trusted relationships with many youth over time. The students know they can trust the professionals at the school health center.”

The Health Center provides physical examinations, immunizations, treatment of acute and chronic illnesses, individual counseling, health education, gynecologic care and support groups. More than 900 students used the health center last year with 2,361 visits. ■

NorthShore sponsored one stage of the Point Premium Root Beer International Cycling Classic in Evanston, which drew more than 15,000 spectators and riders from around the country and world. NorthShore took this opportunity to connect residents to a host of health and wellness initiatives and healthcare services.



NorthShore Glenbrook Hospital

“As a biology teacher, I alone could never give them the experiences they receive at the hospital. The staff are so welcoming and often make arrangements to meet with students outside of regular class time. By the end of the year, I can see how the students have become so much more confident.”

Mollie David
Biology Teacher, District 214

NorthShore Glenbrook Hospital Community Programs and Partnerships Include:

- District 214 Medical Academy
- Glenbrook Family Care Center Access to Care
- Kohl’s Dental Health Education Day
- Medical Technologies Scholarship Awards
- Rebuilding Together

District 214 Medical Academy provides an opportunity for motivated high school students to gain insight into health careers by rotating through hospital departments with one-on-one job shadowing for high school credit.

“Thrilling, exciting and eye-opening” is how one high school senior described the Medical Academy class offered in partnership with District 214 and several area hospitals, including NorthShore University HealthSystem (NorthShore) Glenbrook Hospital.

As part of the class, students rotate through Hospital departments and get hands-on, clinical healthcare experience throughout 12 areas, including the Emergency Department, lab and pharmacy, fetal diagnostics and the Kellogg Cancer Center. Students are at the Hospital two days per week and spend three days in the classroom discussing their experiences and broader, healthcare-related issues. Each school year, Glenbrook Hospital provides approximately 1,200 rotation hours of one-on-one mentoring to students.

“We really open their eyes to potential careers,” said Glenbrook Hospital nursing educator Mary Meyer, RN, MS, who coordinates the program at the Hospital. “It’s a big commitment for the students. Participation is voluntary for staff, and they work hard to provide a good experience—they get just as much out of it as the students.”

The nine-year-old program is available to high school seniors from the district’s Prospect, Buffalo Grove, Wheeling, Elk Grove, Hersey and Rolling Meadows High Schools. Admission to the program is based on grades and a selection interview conducted by District 214 biology teacher Mollie David. ■

NorthShore Glenbrook Hospital sponsors one home project annually and engages employees to volunteer to help rebuild homes for low-income seniors or community members with disabilities through its partnership with Rebuilding Together.



NorthShore Highland Park Hospital

“It has been critically important for us to keep in mind the unique needs of the population. Eighty percent of the patients are uninsured and many of them do not have transportation. It’s been wonderful to hear the good feedback we’ve had and witness the family engagement. If we can make strides here, we can really contribute to the fight against this growing problem nationally.”

Sara Smith
Director, Be Well–Lake County

NorthShore Highland Park Hospital Community Programs and Partnerships Include:

- **Be Well–Lake County**
- **Center for Simulation Technology and Academic Research (CSTAR)**
- **Firecracker 4**
- **Lake County Access Project**
- **Lake County Health Department Kids 1st Fair**
- **LIFE: Living in the Future Cancer Survivorship Program**
- **Region X Pod Hospital for Northeastern Illinois**

A true partnership with the Lake County Health Department and Community Health Center (LCHD/CHC), NorthShore University HealthSystem’s (NorthShore) Be Well–Lake County is specifically tailored to the needs of the underserved population. A diabetes management, education and support program, Be Well addresses one of the fastest-growing health threats in the county.

Initiated with a \$1 million commitment from NorthShore, Be Well provides direct services at the Health Department’s North Chicago Clinic and much more with specialty care, education, fitness and nutrition resources, and forward-looking research aimed at identifying critical success factors for engaging patients in managing their disease and lifestyle.

The Auxiliary at Highland Park Hospital has committed to raising another \$1 million over five years to help expand Be Well to five more Community Health Center locations in Lake County. A Be Well–Lake County community garden dedicated to providing healthy produce for patients and their families is one of the latest initiatives in this growing program.

Early indicators point toward success with more than 325 patients enrolled in the program (see story page 1) and a significant number of participants having lost weight, improved blood sugar control and achieved improvements across a series of other health measures as they begin changing habits. In turn, they are influencing family members and those around them to lead healthier lives. ■

A Be Well–Lake County community garden in North Chicago is tended largely by volunteers and helps provide a local resource for fresh vegetables for patients and their families.



NorthShore Skokie Hospital

“Trail to Fitness strengthens Skokie’s sense of community. When we use our collective resources, we are very strong and that’s making Skokie healthy.”

Marcia McMahon
Chief Professional Officer,
Northwest Suburban
United Way

NorthShore Skokie Hospital Community Programs and Partnerships Include:

- Backlot Bash
- District 219 Job Shadow and Health Careers Program
- English Language Learning (ELL) Parent Center
- Skin Cancer Screening
- Skokie Festival of Cultures
- Skokie Trail to Fitness
- Teddy Bear Clinics

“Prevention is one of the most important ways NorthShore can impact the overall health of a community,” said Kristen Murtos, President of NorthShore University HealthSystem (NorthShore) Skokie Hospital. “We are excited to partner with other community organizations to provide education and tools to support a healthier lifestyle through the Trail to Fitness.”

Pilates, kick-boxing and bee sting prevention were all part of a unique prescription for good health called Trail to Fitness, which was launched in summer 2010 in partnership between Skokie Hospital, Northwest Suburban United Way, Skokie Park District, Skokie Library, Skokie Chamber of Commerce and the Village of Skokie.

Skokie Hospital made a three-year commitment of \$10,000 to support the Trail to Fitness, which helped organizers better promote the program and add more fitness and health class options.

Trail to Fitness lasted for 12 weeks, beginning with the Skokie Festival of Cultures, and culminated at the Backlot Dash 5K run/walk. All Skokie residents and individuals who work in Skokie were eligible to participate. Entrants received a roadmap with specific weekly locations to visit for a stamp, along with fitness or nutrition information, giveaways or activities. People could try a yoga class for free or attend a wellness seminar, such as a healthy cooking class. As further incentive, participants visiting a specified number of the weekly locations were entered into a grand prize drawing. ■

Harry Goldin, MD, conducts a free skin cancer screening for patient Marianna Alps. For more than 25 years, the dermatologists at NorthShore Skokie Hospital have sponsored an annual skin cancer screening in collaboration with the American Academy of Dermatology’s national skin cancer screening program.



Community Advisory Committees

To ensure accountability to the communities we serve, NorthShore University HealthSystem (NorthShore) established a Community Advisory Committee (CAC) at each of our Hospitals. The role of the CAC is to advise hospital administration on services and initiatives from a community perspective. The CAC also helps identify community resources that work to strengthen NorthShore and improve the health of the community.

NorthShore University HealthSystem Community Liaisons

Mark Schroeder
Hania Fuschetto
Seema Terry

NorthShore Evanston Hospital Members

Martha Arntson
Executive Director
Childcare Network of
Evanston

Christopher Canning
President
Village of Wilmette

Carol Chaya Siegel
Community Nurse
CJE Senior Life

Katie Dold White
Trustee
Village of Kenilworth

Willis Francis
Chairman
Evanston Latino Resource
Coalition

Jane Grover
Alderman, 7th Ward
City of Evanston

Bill Gieger
President & CEO
McGaw YMCA

Sandi Johnson
Past Executive Director
North Shore Senior Center

Gerri Kahnweiler
Trustee
New Trier Township

Kelley Kalinich
Superintendent, Kenilworth
School District 38

Greg Klaiber
Chief, Evanston
Fire & Life Safety Services

Mary Larson
Health Services Coordinator
Evanston/Skokie School
District 65

Colleen Sheridan
Health Services Coordinator
New Trier High School

Karen Singer
Executive Director
YWCA Evanston Northshore

William Stafford
Chief Financial Officer
Evanston Township High
School

Evonda Thomas
Director, Department of
Health and Human Services
City of Evanston

NorthShore Glenbrook Hospital Members

Lorelei Beaucaire
Chief Professional Officer
North Suburban United Way

Jill Brickman
Township Supervisor
Northfield Township

Eric Dawson
Pastor
St. Philip Lutheran Church

Eric Etherton
Assistant Principal
Glenbrook North High
School

Julie Fleckenstein
Social Worker
Glenview Police Department

Kim Hand
Senior Services
Village of Glenview

Sidney Helbraun
Rabbi
Temple Beth-El

William Lustig
Police Chief
Village of Northfield

Barbara Marzillo
School Nurse
Glenbrook South
High School

Robert Noone, PhD
Executive Director
Family Service Center

Joyce Pottinger
Director
Glenview Senior Center

Gary Smith
Executive Director
The Josselyn Center

Dana Turban
Resident
Northfield

Nancy Vaccaro
Social Worker
Northbrook Police
Department

NorthShore Highland Park Hospital Members

Jim Adams
Business Owner
Highwood

Jeanne Ang
Associate Director
Primary Care Services
Lake County Health
Department

Mari Barnes
Township Supervisor
Moraine Township

Anne Bassi
Board Member
Lake County Board

Patrick Brennan
Deputy City Manager
City of Highland Park

Alicia De La Cruz
Resident
Highland Park

Susan Garrett
State Senator
Illinois District 29

Renee Goier, PhD
Superintendent
Deerfield Public Schools
District 109

Linda Kimball
Director
OASIS

Karen May
State Representative
Illinois District 58

Liza McElroy
Executive Director
Park District of Highland Park

Julie Morrison
Township Supervisor
West Deerfield Township

Kent Street
Village Manager
Village of Deerfield

Veronica Werhane
Student
Highland Park High School

NorthShore Skokie Hospital Members

Nada Becker
Executive Director
Wilmette Chamber
of Commerce

Mark Collins
Trustee
Niles Township

Ralph Czerwinski
Fire Chief
Village of Skokie

Maureen DiFrancesca
Human Service Director
Village of Skokie

Frances Givertz
Hadassah Chicago Chapter

Jackie Grossmann
Homesharing Coordinator
Interfaith Housing

Loryn Kogan
Director Community
Relations
North Shore Senior Center

Margaret Lee
President
Oakton Community College

Marcia McMahon
Chief Professional Officer
North West Suburban
United Way

Brian Petrow
Assistant General Manager
Old Orchard Shopping
Center

Mathai Samkutty
Reverend
Village of Lincolnwood

Jim Szczepaniak
Director Community
Relations
Niles Township High School
District 219

Michelle Tuft
Superintendent
of Recreation
Skokie Park District

Jackie Walker-O'Keefe
Director Social Services
Village of Morton Grove

Gayle Weinhouse
Director, Membership
and Sponsorship
Skokie Chamber of
Commerce

NorthShore University HealthSystem (NorthShore) is committed to providing quality healthcare to all, and especially in these increasingly challenging economic times is dedicated to serving the medically underserved. To learn more about NorthShore's community benefits initiatives or to support efforts to improve the health of our communities visit northshore.org/about-us/foundation.

