

Community Benefits Report 2017–2018



Who We Are

NorthShore University HealthSystem (NorthShore) is a comprehensive, fully integrated healthcare delivery system that serves the Chicago region. The system includes hospitals in Evanston, Glenview, Highland Park and Skokie.

NorthShore employs more than **10,000** and has **2,400** affiliated physicians, including a **970**-physician multispecialty group practice with more than **130** office locations under NorthShore Medical Group.

The NorthShore Research Institute focuses on clinical and translational research, including leadership in clinical trials and medical informatics. Further, NorthShore supports teaching

Our People

Total employees: **10,500**

Our Patients

Annual ER visits: **128,392**

Annual Hospital Cases Including Births: **63,409**

and research as the principal teaching affiliate for the University of Chicago Pritzker School of Medicine.

NorthShore is a Magnet-recognized organization, the first in Illinois designated and redesignated as a system to receive this prestigious honor that demonstrates excellence

in nursing and the highest standards in patient care.

NorthShore is also a national leader in the implementation of innovative technologies, including a robust Electronic Medical Record (EMR) system implemented in 2003.

With four hospitals and a breadth of medical offices, NorthShore care extends across the entire region—giving you complete, convenient access to world-class physician expertise and the exceptional patient experiences you deserve.



Community Relations Vision Statement

NorthShore is only one of the partners integral to improving the health of the communities it serves.

We are committed to taking a leadership role—offering resources and support to achieve our mission “to preserve and improve human life.”

Working with partners in making decisions that impact community health is at the core of our efforts.

At NorthShore, we believe in serving and investing in the health and well-being of people who live in our communities. Whether it is care for the medically underserved, medication assistance, perinatal services or specialized programs—like diabetes care for at-risk populations—NorthShore’s commitment to the community is demonstrated every day in many ways.

LEARN MORE AT:

northshore.org/community-events/community

Cover photos (from top): Highland Elementary School students from Skokie participate in National Nurses Week activities. NorthShore’s partnership with Erie Evanston/Skokie Health Center helps provide healthcare services to the community’s underserved adult and pediatric population. Niles Township High School District 219 students get an inside look at the medical profession through NorthShore’s participation in the District’s Education to Careers program.

Select Honors (2017–2018)

Here are just some of the many honors bestowed on NorthShore during the past year that demonstrate our commitment to excellence:

- NorthShore was ranked a top ten hospital system in both Illinois and the Chicago metro area in *U.S. News & World Report’s* annual “Best Hospitals” survey for 2017–18.
- NorthShore was named one of the “Most Wired” health systems in the country for the 14th straight year, according to *Hospitals & Health Networks* magazine’s 2017 “Most Wired” survey.
- All four of NorthShore’s Primary Stroke Centers at Evanston, Glenbrook, Highland Park and Skokie Hospitals again earned the Joint Commission’s Gold Seal of Approval™ for Advanced Certification for Primary Stroke Centers.
- NorthShore was recognized as one of the nation’s 100 Top Hospitals® and a Top 15 Major Teaching Hospital for 2018 by Truven Health Analytics.
- NorthShore Hospitals were recognized for being among the top 5 percent of hospitals nationwide for clinical excellence, according to Healthgrades’ annual list.
- NorthShore Hospitals made the list of the “50 Greenest Hospitals in the U.S.” by *Becker’s Hospital Review*.

Our Hospitals

NorthShore Evanston Hospital

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 and a wide range of clinical programs for the people of Lake County and beyond for nearly 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

Community Impact—By the Numbers

NorthShore's Medication Assistance Program (MAP) offers aid to patients who need help paying for prescription drugs.



MAP assisted **2,404** patients, filling **19,466** prescriptions valued at a cost of **\$106,144**.

The NorthShore Evanston Hospital Community Health Center provides medical care for adults who lack private medical insurance. In fiscal year 2017, the clinic treated **3,745** adult patients, with **13,720** visits.



NorthShore provided **236** health screenings to **3,335** individuals.



The Interpretive Services staff at NorthShore provided verbal interpretive services to patients and family members, valued at **\$4,295,844**.



The Perinatal Depression Program offers free screenings and a 24/7 crisis hotline. NorthShore physicians conducted **9,367** screenings, and free psychological support and referrals were provided to **605** women identified as "at risk."



The crisis hotline received **977** calls.

NorthShore gave **\$1,644,255** in direct contributions to **91** community organizations.

The Dental Center at Evanston Hospital provided free and discounted care for adult patients, making **5,017** visits.

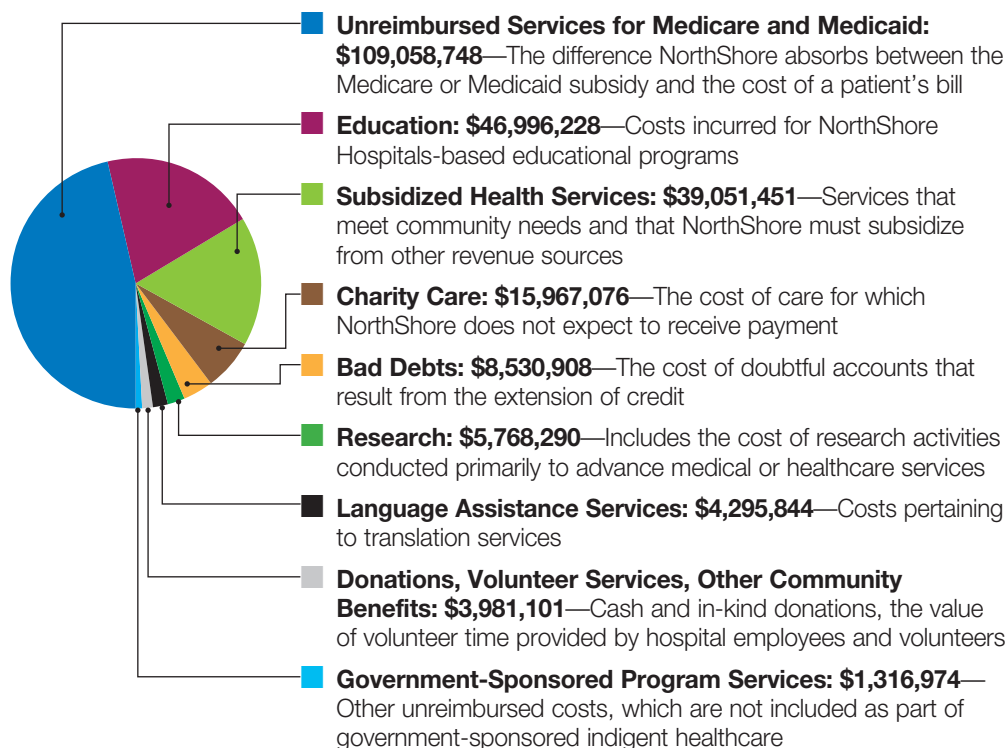


NorthShore provided **403** health education classes for **10,664** participants.

16,609 mobile meals were provided.



The Value of Reported Benefits: \$234,966,620*

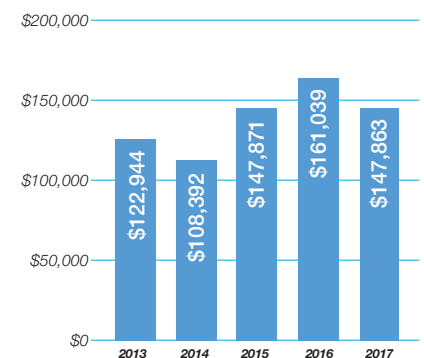


* Total financial value of reportable community benefits under the Illinois Community Benefits Act (FY2017).

Capital Expenditures

NorthShore remains committed to reinvesting in our communities. Over the last five years, we have committed more than **\$688 million** in capital investments to new clinical programs, information technology, clinical equipment and facilities to reach beyond the current "best practices" to define the "next practices" that will become the standard of healthcare in the future.

Capital Expenditures (\$ in thousands)



NorthShore Evanston Hospital

CARING FOR THE UNDERSERVED

NorthShore provides vital healthcare services to the underinsured people in need in our communities, subsidizing care to qualifying patients. Our charity care serves as a critical medical safety net for many. Beyond the significant investment in charity care, NorthShore provided more than \$39 million in additional subsidized health services last year through a variety of programs, including its Perinatal Family Support Center, Medication Assistance Program and a comprehensive dental program.

The Evanston Hospital Community Health Center provides a range of free and discounted care including internal medicine, obstetrics/gynecology, general surgery, orthopaedics and diabetes education for adults without private health insurance. Resident physicians and registered nurses provide care under the supervision of senior attending physicians from NorthShore.

ENSURING THE HEALTH OF HIGH SCHOOL STUDENTS

Since its inception in 1996, the school-based health center at Evanston Township High School (ETHS) has provided free care to all students whose parents register them for the center's services. A collaborative partnership between Evanston Hospital, ETHS and the Evanston Department of Health, the Center is staffed and funded by NorthShore. The Center provides ongoing care to students with medical conditions and offers preventive care including physical exams, immunizations, and wellness and health education, as well as diagnosis and treatment of acute illness and injury. The Center received nearly 3,000 student visits last year.

RETHINK YOUR DRINK

NorthShore partners with the City of Evanston in an important public education campaign to improve the health of the community by raising awareness of the benefits of consuming drinks without added sugar. Rethink Your Drink teaches residents about the significant, negative health impacts of consuming sugar-sweetened beverages and encourages them to sip their way to better health by drinking more water and fewer sugary drinks. NorthShore is both a financial sponsor and engaged partner in the program.



Dr. Spiro Barlas cares for patients at the Dental Center at Evanston Hospital.

Programs and Partnerships

- Chessmen Club of the North Shore
- City of Evanston Rethink Your Drink
- City of Evanston We're Out Walking
- Connections for the Homeless
- Erie Evanston/Skokie Health Center
- Evanston Cradle to Career
- Evanston Day of Caring
- Evanston Hospital Community Health Center
- Evanston Hospital Dental Center
- Evanston Township High School Health Center
- Friends of the Evanston Farmers Markets
- Grainger Center for Simulation and Innovation
- Haven Youth and Family Services
- Infant Welfare Society of Evanston
- Interfaith Action of Evanston
- McGaw YMCA
- Medication Assistance Program
- NAMI Cook County North Suburban
- Perinatal Family Support Center
- Women's Hospital
- YWCA Evanston/North Shore Ricky Byrdsong Memorial Race Against Hate

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NorthShore Glenbrook Hospital

HELPING FEED THOSE IN NEED

Aware that need in the community continues to increase, NorthShore remains an active partner with Catholic Charities Evening Supper Program by donating food and volunteers to serve meals. Glenbrook Hospital employees have embraced the call for volunteers at the Evening Suppers.

“It’s heartening to see our employees step up and help in this way and contribute to the community we serve,” said Glenbrook Hospital President Jesse Peterson Hall. “We are all committed to showing the community we care, and this is a great partnership with a valuable organization that works to provide direct support to individuals and families in need.”

Like Highland Park Hospital, which donates food and volunteer service to Catholic Charities in Lake County, Glenbrook will provide two Evening Suppers annually.

VITAL MENTAL HEALTH SERVICES

A collaborative effort between NorthShore, Youth Services of Glenview/Northbrook and Glenbrook High School District 225 is providing critical mental health services to teens in our community. The program provides both psychiatric services and risk assessments at Glenbrook North and Glenbrook South High School, as well as offering consultation to student services staff.

The majority of students who underwent risk assessments were referred for exhibiting suicidal thoughts or other at-risk behaviors. Referrals for appropriate care were provided and parents were notified. NorthShore provides financial support to the program, which enables access to counseling and psychiatric services to underserved and uninsured teens in District 225, and consulting for school faculty on addressing behavioral health issues.

As the number of teens being diagnosed with depression and/or anxiety is on the rise, these vital services are more important than ever.

Programs and Partnerships

- Catholic Charities—Des Plaines
- Frisbie Senior Center
- Glenbrook High School District 225
- Glenview Park District
- Glenview School District 34
- North Suburban YMCA
- Northbrook Civic Foundation
- Wesley Child Care Center
- Wheeling Township
- Youth Services of Glenview/
Northbrook

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Underserved students at Glenbrook North and Glenbrook South High Schools receive critical mental health services through a partnership with NorthShore and Youth Services of Glenview/Northbrook.

NorthShore Highland Park Hospital

IMPROVING COMMUNITY HEALTH

Monthly free screenings at area park districts, senior centers, health fairs and other community events are a major component of NorthShore's commitment to promoting wellness and improving community health.

Regular screenings—staffed by a team of NorthShore health professionals—cover blood pressure, glucose, risk for falls and balance, as well as sports injury prevention and other common conditions.

"It's part of NorthShore's values to address identified community health needs at these events," said Anne Middaugh, RN, MSN, Community Wellness Coordinator. "Not only do we regularly uncover potential health issues for area residents and refer them to appropriate care, our participation in these events is a wonderful way to meet people and remind them that we're here for their healthcare needs."

BE WELL-LAKE COUNTY PIONEERING DIABETES MANAGEMENT

Since its inception in 2009, Be Well-Lake County has served more than 1,200 patients and currently has close to 600 active participants. An innovative partnership with Lake County Health Department and Community Health Center, Be Well-Lake County is a community health initiative designed to provide access to comprehensive diabetes care to medically underserved patients.

Diabetes is one of the nation's fastest growing health threats, and according to the American Diabetes Association, close to one-third of the 29 million Americans who have diabetes do not know they have the chronic, often-debilitating disease. It is estimated that 6 percent of Lake County's adult population has been diagnosed with diabetes.

The comprehensive program provides disease management, subspecialty care, an exercise training component and a community garden. Education and disease management are critical as diabetes can be a precursor to heart disease, stroke, blindness and kidney disease.



Free blood pressure screenings provided at regular community events are among the many ways NorthShore works to improve the health of the community.

Programs and Partnerships

- Be Well-Lake County
- Bernie's Book Bank
- Catholic Charities of Lake County
- City of Highland Park
- Deerfield Parent Network
- Family Services of Glencoe
- Family Services of Lake County
- Grainger Center for Simulation and Innovation
- Moraine Township
- Myra Rubinstein Weis LIFE Cancer Survivorship Program
- Northern Illinois Food Bank
- Park District of Highland Park
- Region 10 RHCC Hospital for Northeastern Illinois
- School District 112 Education Foundation
- Southeast Lake County Faith in Action
- West Deerfield Township

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NorthShore Skokie Hospital

FOSTERING MENTAL HEALTH

Skokie Hospital supports Turning Point Behavioral Health Care Center's innovative "The Living Room Project" providing psychiatric respite care for patients dealing with mental health challenges. The unique program, which involves trained peer counselors (adults in recovery from mental health), reports a 98 percent success rate in keeping people in crisis out of local emergency rooms.

The Living Room offers a comfortable, calm, nonclinical setting for patients experiencing a psychiatric emergency and a safe, supportive environment to resolve issues and problem-solve without resorting to a hospital emergency room visit.

RETHINK YOUR DRINK

The Village of Skokie has adopted the NorthShore-funded Rethink Your Drink (RTYD) campaign, producing RTYD cards in nine of Skokie's most common foreign languages including Arabic, Chinese, Hindi, Korean, Russian, Spanish and Tagalog. RTYD was incorporated into a local elementary school district health curriculum with survey results showing an increase in water consumption and decrease in sugar-sweetened beverages by students. (See more information on Rethink Your Drink on page 3.)

HELPING STUDENTS CONSIDER CAREERS IN MEDICINE

NorthShore is an active participant in Niles Township High School District 219's Education to Careers program, sending medical professionals at all levels to give presentations at the school, and bringing students to the hospital to shadow employees.

Busy NorthShore professionals volunteer their time to help students get an inside look at future career possibilities, allowing them to make more informed decisions about college and careers. Students learn the pros and cons of a wide range of careers from laboratory technicians to physicians and have the opportunity to ask questions and learn about their education backgrounds.



Students from Niles Township High School District 219's Education to Careers program learn about a variety of medical careers as NorthShore professionals lend their expertise to the volunteer partnership.

Programs and Partnerships

- CJE SeniorLife
- Erie Evanston/Skokie Health Center
- Niles Township Food Pantry
- Niles Township High School District 219 Education to Careers Program
- Oakton Community College Health Careers Scholarship
- Peer Services
- Skokie Farmer's Market
- Skokie Festival of Cultures
- Skokie Health Department
- Skokie Park District
- Skokie Public Library
- Turning Point Behavioral Health Care Center

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NorthShore Medical Education

FELLOWSHIPS REFLECT ACADEMIC DISTINCTION

Fellowship training programs conducted in collaboration with the University of Chicago Pritzker School of Medicine connect NorthShore physician-educators with the next generation of medical specialists. Our growing fellowship offerings encompass a broad range of important specialties and gives talented fellows the opportunity to work with clinician-investigators who are pioneering innovative approaches to patient care.

Most fellows have clinical experiences at Evanston Hospital, while some also rotate through one or more of the other three NorthShore Hospitals as well as our outpatient facilities. Fellows provide care for a diverse group of patients served by NorthShore. NorthShore-based fellowships in specialty and subspecialty training include maternal-fetal medicine, neonatology, sports medicine, musculoskeletal imaging, endocrine surgery, cardiology, gastroenterology and simulation. New Fellowship Research Travel Awards provided through philanthropic support are now available to support graduate medical education fellows who work with NorthShore mentors on a research project to travel to present their work at professional society meetings and conferences.

GRAINGER CENTER FOR SIMULATION AND INNOVATION

NorthShore's state-of-the-art 13,000-square-foot Grainger Center for Simulation and Innovation is a unique and progressive facility that enables the most advanced simulation training for medical students, residents, fellows and attending physicians. NorthShore simulation physicians and staff had approximately 11,000 contact hours with learners.

The Grainger Center for Simulation and Innovation is a leading national resource for both medical and surgical simulation. The ability to present multidisciplinary learners with rare, life-threatening cases repetitively and on demand is an enormous benefit of simulation and an invaluable resource for training. Simulation training is now a core requirement of surgical education and the Grainger Center for Simulation and Innovation is accredited as a comprehensive Level I program by the American College of Surgeons Accredited Education Institutes. The University of Chicago sends all of its surgical trainees to the Grainger Center for Simulation and Innovation to learn and practice procedures, and the experience is consistently rated among the most valuable training opportunities.

The Grainger Center for Simulation and Innovation also plays a pivotal role in developing and testing new techniques and technology.

TRAINING THE NEXT GENERATION OF LEADING PHYSICIANS

Dedicated to excellence in medical education and research, NorthShore serves as the primary teaching affiliate for the University of Chicago Pritzker School of Medicine. Our physicians are dedicated clinicians and teachers, committed to excellence in medical education and to developing future physician leaders.

More than 800 NorthShore physicians hold academic titles at the Pritzker School of Medicine and participate in the education of medical students, residents and fellows.

- 219 residents and fellows trained and 21 pharmacy residents trained at NorthShore in 2017.
- NorthShore has 34 fellows pursuing specialties and subspecialties in 26 clinical areas.
- In 2017, NorthShore incurred \$46,996,228 in costs for its hospitals-based education programs.



The Grainger Center for Simulation and Innovation provides an invaluable educational opportunity for students to learn and practice surgical procedures in a safe, controlled environment.

NorthShore Partnerships Improve Community Health



NorthShore Physician Associates Value Based Care (NPA VBC) is an Accountable Care Organization (ACO). The NPA was created to drive the highest level of value for patients in our communities through clinically integrated care. An ACO is a group of doctors and other healthcare providers who agree to work together with Medicare to provide the best possible care. The goal of the ACO is to support doctors in caring for patients by making sure they have the most up-to-date information about a patient's health and care. Doctors and other healthcare providers choose to participate in an ACO because they are committed to providing patients with a better care experience. Doctors may also be financially rewarded for offering patients better, more coordinated care.

Erie Evanston/Skokie Health Center

At NorthShore our commitment to patients and families goes far beyond the walls of our hospitals and physician offices. We provide financial support and partner with Erie Evanston/Skokie Health Center, a federally qualified health center, to provide services to the underserved. NorthShore provided a range of care services to 1,358 Erie Evanston/Skokie Health Center adult and pediatric patients.

The array of services provided includes primary care, women's healthcare, prenatal care, behavioral health, oral health and teen services.



Dr. Judith Horwitz checks out her young patient at Erie Evanston/Skokie Health Center.

Our Commitment to Sustainability

We remain dedicated to environmental sustainability and promoting a healthier environment for our patients, their families and our employees, as well as the communities we serve. Our Green Team initiatives resulted in many accomplishments. Here are some highlights:

- All four NorthShore Hospitals received the top "Greenhealth Emerald" and "System for Change" awards from Practice



NorthShore implemented a "less meat, better meat" strategy to incorporate healthier, antibiotic-free meat options in retail and patient meals and to educate and promote organic and locally sourced food options in our cafeterias, cafes and patient meals. Dr. Geeta Maker-Clark and Chef Lance Daly show off one of the plant-based entrees they developed as part of efforts to bring more sustainable, healthy menu items to NorthShore dining facilities.

Greenhealth, the nation's leading organization dedicated to environmental sustainability in healthcare. NorthShore was recognized for its commitment to improve environmental performance and excellence, and also received the coveted Circle of Excellence Award for Leadership, which honors up to 10 of the highest-performing hospitals in each area of sustainability expertise.

- In fiscal year 2017, we worked to increase recycling throughout our system with multiple strategies including department-specific waste audits and specialized training on proper waste segregation in target areas. By the last quarter, we had recycled 30.5 percent of our total waste streams, up almost 2 percent from the previous year and surpassing our goal of 30 percent.
- We completed top-tier projects in our five-year Strategic Energy Management Plan (SEMP), including nine electric energy and four water projects, which totaled approximately 975,000 kWh of electricity and 2.5 million gallons of water use reduction. The decrease in electric use represents approximately 1 percent of our baseline annual electric usage, and the decrease in water use represents about 1/8 percent of baseline annual water usage.
- NorthShore sponsored and hosted an information booth at a Green Living community fair and expanded its own Earth Day celebration to a full week of events that included informational activities with key vendors and free activities at the Chicago Botanic Garden to raise awareness of our successful sustainability initiatives.
- We continue to bolster community environmental impact efforts with activities like pharmaceutical take-back events.
- Hazardous xylene waste stream was reduced by 20 percent over the previous year through solvent distillation or substitution.

2017–2018 Community Advisory Committees

To ensure accountability to the communities we serve, NorthShore established Community Advisory Committees (CACs) at each of our hospitals. These committees advise NorthShore administration on various services and initiatives from a community perspective. The CACs also identify community resources that work to strengthen NorthShore and improve the overall health of families across the region.

NorthShore Evanston Hospital

Bob Bielinski
President
Village of Wilmette

Jeff Branch
Senior Vice President
Mather Lifeways

Richard Eddington
Chief of Police
City of Evanston

Judy Graff
NAMI Cook County North Suburban

Mary Larson
Coordinator of Health Services
Evanston/Skokie School District 65

Crystal LeRoy
Business Services/Human Resources
Manager
Kenilworth School District 38

Maureen McDonnell
Executive Director
Peer Services

Sheila Merry
Executive Director
Cradle to Career

Nancy Patrillo
Chief Financial Officer
McGaw YMCA

Eleanor Revelle
Alderman
City of Evanston

Lisa Robinson
Director, Operations
Erie Evanston/Skokie Health Center

Brian Scott
Fire Chief
Evanston Fire Department

Colleen Sheridan
Health Services Coordinator
New Trier High School

Keith Terry
Managing Partner
Terry Performance Group

Carol Teske
Executive Director
Childcare Network of Evanston

Evonda Thomas-Smith
Director, Department of Health
City of Evanston

Katie Dold White
Kenilworth Resident

Michael Yohanan
Vice President, Marketing
First Bank & Trust

NorthShore Glenbrook Hospital

Jill Brickman
Township Supervisor
Northfield Township

Lara Cummings
Assistant Principal
Glenbrook South High School

Julie Fleckenstein
Social Worker
Glenview Police Department

Julie Haenisch
School Nurse
Glenbrook South High School

Kim Hand
Senior Services
Village of Glenview

Jonathan Kaspar
Health Services Administrator
Presbyterian Homes

Jessica Matthiesen
School Nurse
Glenbrook North High School

Nancy Milota
Senior Vice President
Northbrook Bank & Trust

Steve Samuelson
Executive Director
Frisbie Senior Center

Michael Scholl
Director of Clinical Services
The Josselyn Center

Gary Schumacher
Medical Officer
Glenview Fire Department

Reverend Kyle Severson
Pastor
St. Philip Lutheran Church

Craig Solomon
Executive Director
Wesley Child Care Center

Dana Turban
Northfield Resident

Nancy Vaccaro
Social Worker
Northbrook Police Department

NorthShore University HealthSystem Community Liaisons

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NorthShore Highland Park Hospital

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Counselor
School District 113

Anne Flanigan Bassi
Supervisor
Moraine Township

Robbie Boudreau
Executive Director
Faith in Action

Gayle Byck
Board Member
Deerfield Parent Network

Scott Coren
City Manager
City of Highwood

Pam Feinberg
Director
Tri-Con Child Care Center

William Hansen, LCSW
Executive Director
Family Services of Glencoe

Megan Hoffman
Assistant to the Village Manager
Village of Glencoe

Cindy Housner
Executive Director
GLASA

Lisa Kritz
Director of Prevention
Lake County Health Department

David Kylo
Reverend
Zion Lutheran Church

Andrew Lichterman
Assistant Village Manager
Village of Deerfield

Alesia Margetis
Counselor
School District 113

Ghida Neukirch
City Manager
City of Highland Park

Terri Olian
Executive Director
Highland Park Community
Foundation

Nancy R. Rotering
Mayor
City of Highland Park

NorthShore Skokie Hospital

Barry Bass
Village President
Village of Lincolnwood

Katrina Belogorsky
Community Engagement Librarian
Skokie Library

Ken Borre
Deputy Chief
Skokie Fire Department

Mark Collins
Trustee
Niles Township

Catherine Counard, MD
Director of Health
Village of Skokie

Allyson Marks Greenfield
Director of Development
CJE SeniorLife

Diana Juarez
Director
ELL Parent Center

Julie Kim
Social Worker
Skokie Police Department

Ashour Lazar
Communications Director
Assyrian Health Center

Christine McCall
Clinical Director
Peer Services

Marcia McMahon
Chief Professional Officer
Northwest Suburban United Way

Deepa Mehta
Director of Programs—Head Start
Childcare Network of Evanston

Ann Raney
Chief Executive Officer
Turning Point Behavioral Health
Center

Lisa Robinson
Director of Operations
Erie Evanston/Skokie Health Center

Joi Smith
President
Oakton Community College

Jim Szczepaniak
Community Relations Director
Niles Township High School
District 219

Serving as a Generous Neighbor Through Philanthropy

NorthShore has been a force in our community for over 125 years, guided by our mission “to preserve and improve human life” and our commitment to caring for those who are less fortunate.

NorthShore Foundation works to secure charitable donations that enable the organization to help economically disadvantaged members of our community in countless ways with access to healthcare and services they otherwise would not be able to afford. Last year, 18,269 of our neighbors with very limited financial resources or limited healthcare coverage turned to NorthShore for free or discounted care.

A wide array of programs serves neighbors in our NorthShore community who are vulnerable and at risk. From the Perinatal Family Support Center that offers free support to women and their families experiencing challenges related to pregnancy, premature births or perinatal loss to the Reach Out and Read program that supplies new books to children from 6 months to 5 years old at each visit to the Glenbrook Family Care Center and encourages parents to read to their children, NorthShore supports children and families in need.

The Integrative Medicine Sponsor-A-Patient Fund offers free integrative care and treatment, including acupuncture for patients

suffering from chronic diseases and debilitating pain. Integrative medicine therapies are an increasingly valued resource for patients battling chronic pain, particularly in light of the growing opioid crisis.

The Medication Assistance Program offers aid to patients who need help paying for prescription medication. When faced with the costs related to filling and taking a prescription, some patients simply stop taking their medications, take partial doses or try to stretch their medications in other ways. Last year, more than 19,466 prescriptions were filled.

The Kellogg Cancer Center Fund helps cancer patients and their families manage the emotional, practical and financial needs of cancer treatment, helping the most economically vulnerable patients meet basic living needs and enhancing their quality of life.

These and many other programs described throughout this report rely on philanthropic support. Generous donors to NorthShore make a real difference in the lives of others and the health of our communities. Together, we can be a powerful force for change in our communities.

To learn more or to make a tax-deductible donation, please visit foundation.northshore.org/neighbor.

NorthShore Employees' Giving Spirit

NorthShore employees are generous with their time, talent and treasure, volunteering and donating to a large number of community events. From partnering with large organizations like the American Cancer Society and American Heart Association to field teams at local charity walks, to collecting school supplies and winter coats at drives throughout our hospitals, to donating at regular blood drives, NorthShore employees give back to the community.

Physicians and other clinical staff join medical mission trips around the globe, and employees from every part of our organization promote goodwill through volunteer efforts.

The “Sharing Spirit” awards demonstrate NorthShore’s system-wide culture of volunteerism and philanthropy, and acknowledges employees with an annual recognition award ceremony in the fall attended by NorthShore Leadership, the Sharing Spirit winners and a member of their volunteer organization.

Patient Experience and Loyalty Senior Manager Funmi Agbaje-Williams is a 2017 Sharing Spirit winner and a shining example of the volunteer contributions made by NorthShore employees. Agbaje-Williams participates in an annual medical mission trip to some of the poorest, most remote locations in Africa with the Funmi Adewole Foundation. Agbaje-Williams trained to perform vision screening and prescribe reading glasses so she can help alongside the volunteer physicians and nurses who provide care for a variety of chronic conditions, as well as dental and vision needs. Despite having two young children at home and using her own funds and vacation time for the week-long trip, Agbaje-Williams said she receives far more than she gives.



Members of NorthShore’s Division of Nephrology participated in the 2017 National Kidney Foundation Walk

“Being part of the medical mission team allows me to help people who literally have no access to medical care. The trips have taken me to remote places that I never thought existed, and knowing that we’re addressing needs makes it worthwhile,” said Agbaje-Williams. “It’s rewarding to be part of something much bigger than myself. The \$500 award from NorthShore made a huge difference to the Foundation, helping us care for more people.”