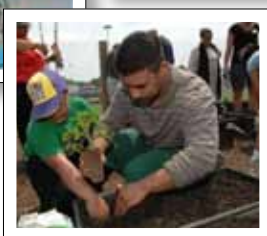
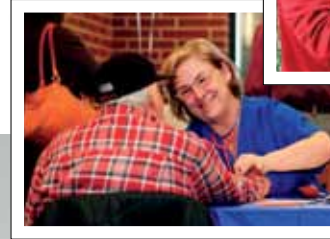


# Community Commitment

The more NorthShore and the community connect, the stronger and healthier both will become.



 **NorthShore**  
University HealthSystem

Evanston Hospital   Glenbrook Hospital   Highland Park Hospital   Skokie Hospital

# NorthShore University HealthSystem Mission Statement



**The core mission of NorthShore University HealthSystem (NorthShore) is to “preserve and improve human life.” This mission will be achieved through the provision of superior clinical care, academic excellence and innovative research.**

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 range 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.

This statement recognizes the Board of Directors’ responsibility to maintain the organization’s viability to meet its long-term commitment to the communities it serves. It further recognizes the responsibility to maintain technologically current assets for this purpose. This includes the cultivation and development of our physicians, graduate medical students, employees, physical plant, equipment and other resources to assure orderly growth of our services.



## Community Relations Vision Statement

NorthShore University HealthSystem 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](https://northshore.org/community-events/community)





NorthShore Evanston Hospital



NorthShore Highland Park Hospital



NorthShore Glenbrook Hospital



NorthShore Skokie Hospital



[northshore.org](http://northshore.org)

## Quick facts:

### Our People

Physicians and nurses: **5,240**  
 Total employees: **10,000**

### Our Patients

Inpatients: **60,400**  
 Annual ER visits: **116,000**  
 Annual deliveries: **5,100**

### Who We Are

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 nearly **10,000** and has **2,400** affiliated physicians, including an **800+** physician, multispecialty group practice with more than **100** 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 and research as the principal teaching affiliate for the University of Chicago Pritzker School of Medicine.

NorthShore is a Magnet-recognized organization, the only one in Illinois designated 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.

### Capital Expenditures

NorthShore remains committed to reinvesting in our communities. Over the last five years, we have committed more than **\$650 million** in capital investments in 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):

2011	\$155,954
2010	\$142,845
2009	\$148,796
2008	\$124,994
2007	\$87,936

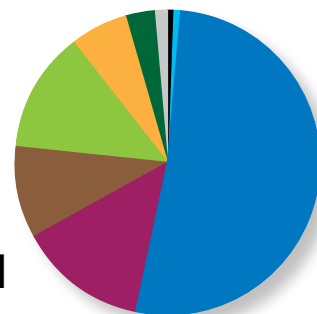
### Key Accomplishments (2011 – 2012):

- 2012 Best Hospitals, *U.S. News & World Report*
- 2012 Leadership Award for Sustainability Excellence, VHA
- 2012 CIO 100 Award—Top 10 Hospital Systems, *CIO* magazine
- 2012 “Most Wired” *Hospitals & Health Networks* magazine
- 2011 100 Top Hospitals®, *Thomson Reuters*
- 2011 Best Hospitals, *U.S. News & World Report*
- 2011 Leapfrog Top Hospitals, Leapfrog Group
- 2011 Top Technology Innovator, *InformationWeek*
- 2011 Best Overall Internet Site, eHealthcare Leadership Awards

## The Value of Reported Benefits

Total financial value of reportable community benefits under the Illinois Community Benefits Act—up **23 percent from FY2011:**

**\$245,737,581**



- **Unreimbursed Services for Medicare and Medicaid: \$127,830,744**  
 The difference NorthShore absorbs between the Medicare or Medicaid subsidy and a patient’s bill.
- **Education: \$33,758,155**  
 Costs incurred for NorthShore Hospitals-based educational programs.
- **Charity Care: \$23,852,946**  
 Defined as care for which NorthShore does not expect to receive payment.
- **Subsidized Health Services: \$31,581,837**  
 Services that meet community needs and that NorthShore must subsidize from other revenue sources.
- **Bad Debts: \$14,879,516**  
 Defined as doubtful accounts that result from the extension of credit.
- **Research: \$7,342,157**  
 Includes the cost of research activities conducted primarily to advance medical or healthcare services.
- **Donations, Volunteer Services, Other Community Benefits: \$3,220,420**  
 Defined as cash and in-kind donations, the value of volunteer time provided by hospital employees and volunteers.
- **Language Assistance Services: \$1,440,826**  
 Costs pertaining to translation services.
- **Government-Sponsored Program Services: \$1,830,980**  
 Account for other reimbursed costs, which are not included as part of government-sponsored indigent health care.

# NorthShore Community Benefits Spotlight



The NorthShore Evanston Hospital Outpatient Clinic provides medical care for adults and children who lack private medical insurance. In fiscal year 2011, the clinic treated **11,555** patients, with **19,685** visits.

NorthShore provided **207** health screenings to **6,781** individuals.

NorthShore hosted **410** health education classes for **9,775** participants.



NorthShore gave **\$590,418** in direct contributions to **111** community organizations.

NorthShore's Medical Assistance Program (MAP) offers aid to patients who need help paying for prescription drugs. MAP assisted **2,274** patients, filling **30,501** prescriptions valued at **\$797,222**.

The Interpretive Services staff at NorthShore provided **27,605** hours of verbal interpretive services to patients and family members, valued at **\$1,440,826**.

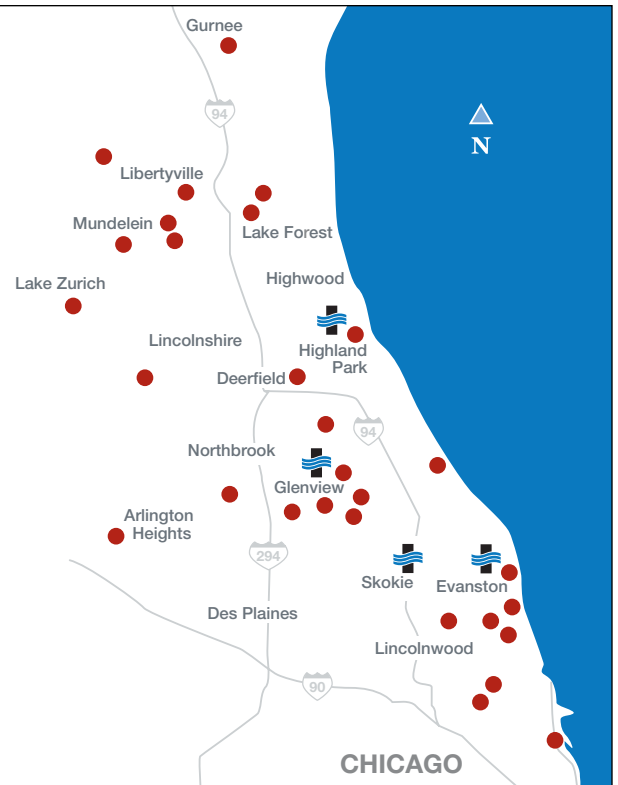
The Perinatal Depression Program offers free screenings and a 24/7 crisis hotline. NorthShore physicians conducted **6,102** evaluations, and free psychological support and referrals were provided to **516** women identified as "at risk." The crisis hotline received **696** calls.

The Dental Center at NorthShore Evanston Hospital provided free and discounted care to **3,081** patients.



## Excellence all around you

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



# NorthShore Evanston Hospital



## Contact

Mark Schroeder  
Director, Community Relations  
NorthShore Evanston Hospital  
2650 Ridge Avenue  
Evanston, IL 60201

mschroeder@northshore.org  
(847) 570-1867

## Key Specialties

- Cardiovascular Care Center
- Center for Breast Health
- Infant Special Care Unit (ISCU)
- Kellogg Cancer Center
- Level I Trauma Center
- Neurosurgery
- NorthShore Center for Simulation and Innovation (NCSI)
- Primary Stroke Center
- Regional Center for High-Risk Obstetrics

## Medical Safety Net

These tough economic times make it harder than ever for families to obtain health insurance—whether through their employer or paying for it independently. That is why NorthShore remains committed to providing vital healthcare services to those in our communities who find themselves in need.

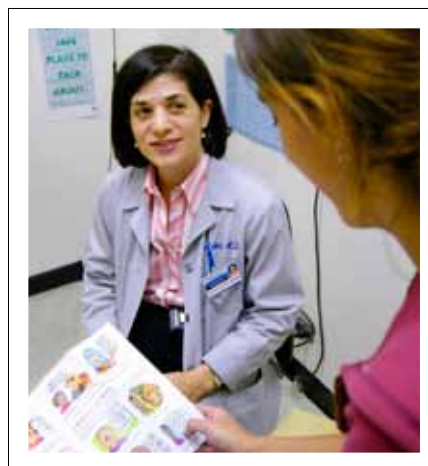
Beyond charity care, NorthShore provided more than \$30 million in additional subsidized health services last year through a variety of programs, including a perinatal family support center and a comprehensive dental center. The goal of these programs is to ensure that residents in our communities have access to quality healthcare.

Barbara Davison (at right with Outpatient Clinic physician Dr. Moshe Sweet) is among the some 11,000 patients a year who benefit from services at the NorthShore Evanston Hospital Outpatient Clinic. The clinic provides free and discounted care to adults, children and teens without private health insurance. The staff includes registered nurses and resident physicians who provide care under the supervision of senior attending physicians on staff at NorthShore. Services range from internal medicine and obstetrics/gynecology to general surgery, orthopaedics and diabetes education.

"I'm very blessed that NorthShore cares for me," said Davison. "I feel safe and I know everything is going to be up to their exceptional standards."

## Vital Services to High School Students

Launched in 1996, the school-based health center at Evanston Township High School (ETHS) is a collaborative partnership between ETHS, the Evanston Health Department and NorthShore Evanston Hospital. The center—staffed and funded by NorthShore—provides free care to all students whose parents register them. Each year, the center receives more than 2,000 student visits for physical exams, immunizations, treatment of acute and chronic illnesses, individual counseling, health education, gynecological care and support groups.



## Evanston Hospital Community Programs and Partnerships

- City of Evanston Women Out Walking
- Erie Evanston Health Center
- Evanston Hospital Dental Center
- Evanston Hospital Outpatient Clinic
- Evanston Township High School Health Center
- Friends of the Evanston Farmers' Market
- Medication Assistance Program
- McGaw YMCA
- Pioneering Healthier Communities
- NorthShore Center for Simulation and Innovation (NCSI)
- YWCA Evanston/North Shore Ricky Byrdsong Race Against Hate

# NorthShore Glenbrook Hospital



## Contact

Seema Terry  
Manager, Community Relations  
NorthShore Glenbrook Hospital  
2100 Pfingsten Road  
Glenview, IL 60026

sterry@northshore.org  
(847) 657-6751

## Key Specialties

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

## Counseling Program Benefits Underserved Teens

Thanks to support from NorthShore Glenbrook Hospital, a new program provides critically needed mental health programs for underserved teenagers, while keeping them in school. The Community Mental Health Partnership for Youth is a collaborative effort with The Josselyn Center, Glenbrook High School District 225, Northfield Township and the NorthShore Family Care Center Family Residency Program.

The partnership provides psychiatric coordination of care for low-income students after a hospitalization, psychiatric evaluation for medications for students already being treated by other community programs, evaluation risk assessment for students whose safety is a concern and nonemergency evaluation for psychiatric services.

"This is a great way to provide critical services and keep these kids in school," said Barb Marzillo, RN, at Glenbrook South High School. Even in seemingly affluent communities, she added, "the need is huge."

"I love the access of this program," said the mother of one of the first students treated by the program. "It's awesome, and it's good to know there's somebody out there who cares."

"It's so exciting to start helping these families, one by one, and see the ripple effect," Marzillo said. "We're thrilled and grateful to NorthShore for the funding. I truly feel this could be a model for other hospitals and communities."

## Nurturing Future Scientists

Each year, students in Glenview's District 34 participate in the Science Olympiad. This event (right), called "tower," teaches engineering principles by testing how much weight the tower they built can hold. In partnership with the Glenview Education Foundation, NorthShore Glenbrook Hospital sponsors Glenview District 34's participation in the regional Science Olympiad in February, a national, standards-based science competition.



## Glenbrook Hospital Community Programs and Partnerships

- District 225 Community Mental Health Partnership for Youth
- District 214 Medical Academy
- The Josselyn Center
- Helping Hands of Glenview
- Northfield Township Food Pantry
- Glenbrook Family Care Center Access to Care
- Glenview District 34 Science Olympiad Program
- Glenbrook South High School Medical Technologies Scholarships
- North Shore Senior Center Lunch Circle
- Rebuilding Together
- North Suburban YMCA Fit Happens
- Heart of Glenview
- Youth Services of Glenview and Northbrook



# NorthShore Highland Park Hospital



## Be Well – Lake County: A Diabetes Management Program

In 2009, NorthShore set out to address one of the nation's fastest growing health threats: diabetes among the medically underserved. Partnering with the Lake County Health Department and Community Health Center, Be Well – Lake County was born. This comprehensive program provides low-income communities increased access to effective diabetes management, education and lifestyle support resources in Lake County, where more than 8 percent of the adult population have diabetes.

"In the current economic climate, it became clear that now more than ever we need to take aggressive action to help assist diabetic patients and their families in our area with access to quality healthcare," said Mark R. Neaman, NorthShore President and CEO.

Be Well – Lake County also provides a Community Garden in North Chicago. Patients, together with master gardener volunteers from the University of Illinois Extension Program, plant and ultimately harvest a variety of fresh vegetables—from tomatoes to banana peppers—yielding several pounds of produce for each patient to take home each week.

A model community engagement program, Be Well provides medical care through a community health center, as well as nutrition and exercise education. The program receives philanthropic support from individual donors and The Auxiliary at Highland Park Hospital.

## Training First Responders

Highland Park Hospital offers vital medical and trauma care training for emergency medical technicians (EMTs) across the region. Through simulation training, instructors provide advanced life-support training—including administration of intravenous lines, intubation and defibrillation. Participants can earn college credit through the College of Lake County. The hospital also provides off-site continuing education training at area fire departments. Highland Park Hospital is a designated Regional Hospital Coordination Center by the Illinois Department of Public Health, responsible for the chain of communication for Region 10 regarding disaster preparedness and management.



## Contact

Hania Fuschetto  
Manager, Community Relations  
NorthShore Highland Park Hospital  
777 Park Avenue West  
Highland Park, IL 60035  
hfuschetto@northshore.org  
(847) 480-2630

## Key Specialties

- Center for Pelvic Health
- Gastroenterology Lab
- Kellogg Cancer Center
- Level II Trauma Center
- NorthShore Center for Simulation and Innovation (NCSI)
- Pediatric Plastic and Reconstructive Surgery
- Primary Stroke Center
- Wound Care Center

## Highland Park Hospital Community Programs and Partnerships

- Be Well – Lake County
- City of Highland Park
- Deerfield Park District
- Fort 2 Base Race
- Lake County Health Department Kids 1st Health Fair
- Lake County Specialty Care and Diagnostic Testing Program
- LIFE: Living in the Future Cancer Survivorship Program
- Northern Illinois Food Bank
- NorthShore Center for Simulation and Innovation (NCSI)
- Park District of Highland Park
- Region 10 RHCC Hospital for Northeastern Illinois

# NorthShore Skokie Hospital



## Contact

Seema Terry  
Manager, Community Relations  
NorthShore Skokie Hospital  
9600 Gross Point Road  
Skokie, IL 60076  
sterry@northshore.org  
(847) 657-6751

## Key Specialties

- Gastroenterology Lab
- Level II Trauma Center
- Minimally Invasive Surgery
- Spine Center
- Total Joint Replacement Center
- Women's Health Center

## Unique Approach to Mental Health Care

NorthShore Skokie Hospital supports Turning Point Behavioral Health Care Center's "The Living Room Project"—a first-of-its-kind, innovative psychiatric respite care program. The Living Room Project leads to decreased emergency room visits, lower costs associated with outpatient and preventive care, and the promotion of paraprofessionals who will act as peer counselors and advocates. The program demonstrates major cost savings in mental health crisis service delivery while caring for clients in a compassionate, nonintrusive, safe environment.

The Living Room is a comfortable, nonclinical space for clients experiencing a psychiatric emergency. The setting is intended to provide a restful, calm environment to allow participants to feel comfortable and safe so they can resolve issues without more intensive intervention. There are several conversation areas with soft seating, a separate quiet room for rest and a refreshment area with healthy food. This intermediary approach creates an opportunity to decompress and problem solve without seeking emergency room care.

Trained peer counselors with personal experience in managing the challenges of mental illness provide crisis intervention, counseling and mentoring with support from a nurse, program staff and Turning Point's emergency team. They work to evaluate level of need and to develop a recovery plan to help patients return to a more optimal level of functioning.

## Reading Program Inspires Local Students

**Skokie elementary school students have an important outlet to learn and grow, thanks to NorthShore Skokie Hospital's Reading Club. Operating during both the winter and summer months at the Skokie Public Library, the club challenges students to stretch not only their minds, but also their bodies. With support from NorthShore Skokie Hospital and other community organizations and businesses, the reading program encourages kids from kindergarten through eighth grade to read five books, including one related to health and nutrition. All of the student participants are required to log time for physical exercise as well.**



## Skokie Hospital Community Programs and Partnerships

- English Language Learner Parent Center
- Skokie Park District Festival of Cultures
- Turning Point Behavioral Health Care Center
- CJE SeniorLife
- District 219 Job Shadow and Health Careers Program
- District 219 Sizzling Summer Science Camps
- Lincolnwood Park District
- Maine-Niles Association for Special Recreation
- Skokie Park District FUNdamentals of FITness
- Skokie Born Learning Trail
- Skokie Public Library
- Niles Township Food Pantry
- Skokie Health Department
- Morton Grove Farmers' Market
- North Shore Senior Center, Morton Grove Campus
- Oakton Community College Health Careers Scholarship

# Community Advisory Committees

To ensure accountability to the communities we serve, NorthShore University HealthSystem 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 University HealthSystem Community Liaisons

**Mark Schroeder**  
**Hania Fuschetto**  
**Seema Terry**

### NorthShore Evanston Hospital

**Rob Albertson**  
Winnetka Resident

**Christopher Canning**  
Village President  
Village of Wilmette

**Carol Chaya Siegal, RN**  
Community Nurse  
CJE SeniorLife

**Andrea Densham**  
Executive Director  
Childcare Network of Evanston

**Bill Geiger**  
President and CEO  
McGaw YMCA

**Jane Grover**  
Alderman, 7th Ward  
City of Evanston

**Sandi Johnson**  
Past Executive Director  
North Shore Senior Center

**Kelley Kalinich**  
Superintendent  
Kenilworth School  
District 38

**David Kane**  
Vice President  
Mather LifeWays

**Greg Klaiber**  
Chief  
Evanston Fire & Life  
Safety Services

**Mary Larson**  
Health Services Coord.  
Evanston/Skokie School  
District 65

**Iliana Mora**  
Senior Vice President  
Erie Family Health Center

**Colleen Sheridan**  
Health Services Coord.  
New Trier High School

**Karen Singer**  
Executive Director  
YWCA Evanston/North Shore

**William Stafford**  
Chief Financial Officer  
Evanston Township High School

**Evonda Thomas**  
Director  
Health and Human Services  
City of Evanston

**Katie Dold White**  
Trustee  
Village of Kenilworth

### NorthShore Glenbrook Hospital

**Jill Brickman**  
Township Supervisor  
Northfield Township

**Tina Caruana**  
Glenview Resident

**Eric Etherton**  
Assistant Principal  
Glenbrook North High School

**Julie Fleckenstein**  
Social Worker  
Glenview Police Department

**Kim Hand**  
Senior Services  
Village of Glenview

**Jason Hickman**  
Director of Recreation  
Glenview Park District

**Jonathan Kaspar**  
Administrator  
Covenant Village of Northbrook

**William Lustig**  
Chief of Police  
Northfield Police Department

**Barbara Marzillo**  
School Nurse  
Glenbrook South High School

**Jane McCarthy**  
Executive Director  
Family Service Center  
of Glenview, Kenilworth,  
Northbrook, Wilmette

**Megann Panek**  
Director  
Glenview Senior Center

**Steve Samuelson**  
Executive Director  
Frisbie Senior Center

**Gary Smith**  
President  
The Josselyn Center

**Dana Turban**  
Northfield Resident

**Nancy Vaccaro**  
Director of Counseling Services  
Northbrook Police  
Department

### NorthShore Highland Park Hospital

**Jeanne Ang**  
Director,  
Patient Care Services  
Lake County Health  
Department

**Mari Barnes**  
Township Supervisor  
Moraine Township

**Anne Flanigan Bassi**  
Board Member  
Lake County Board

**Alicia De La Cruz**  
Highland Park Resident

**Eric Falberg**  
Alderman, 4th Ward  
City of Highwood

**Susan Garrett**  
State Senator

**Renee Goier, PhD**  
Superintendent  
School District 109

**William Jones**  
Assistant Village Manager  
Village of Glencoe

**David Knapp**  
City Manager  
City of Highland Park

**David Kylo**  
Reverend  
Zion Lutheran Church

**Alesia Margetis**  
Counselor  
School District 113

**Karen May**  
State Representative

**Liza McElroy**  
Executive Director  
Park District of Highland Park

**Julie Morrison**  
Supervisor  
West Deerfield Township

**Nancy R. Rotering**  
Mayor  
City of Highland Park

**Marla Schachtel**  
Manager  
Lake Forest Senior Center

**Kent Street**  
Village Manager  
Village of Deerfield

### NorthShore Skokie Hospital

**Mark Collins**  
Trustee  
Niles Township

**Ralph Czerwinski**  
Fire Chief  
Village of Skokie

**Jackie Grossmann**  
Homesharing Coordinator  
Interfaith Housing

**Janice Hincapie**  
Executive Director  
Lincolnwood Parks and  
Recreation

**Debbie Juris**  
Director of Membership  
Morton Grove Chamber  
of Commerce

**Margaret Lee**  
President  
Oakton Community College

**Marcia McMahon**  
Chief Professional Officer  
Northwest Suburban  
United Way

**Iliana Mora**  
Senior Vice President  
Erie Family Health Center

**Maureen Murphy**  
Human Services Director  
Village of Skokie

**Maura Rogan**  
Director of Volunteer and  
Community Relations  
North Shore Senior Center

**Mathai Samkutty**  
Reverend  
Village of Lincolnwood

**Katie Schneider**  
Executive Director  
Niles Chamber of Commerce

**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