Implementation Strategy Plan 2016

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

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



Implementation Strategy Plan

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In accordance with the Patient Protection and Affordable Care Act, in 2015, NorthShore University HealthSystem (NorthShore) completed a Community Health Needs Assessment (CHNA) to determine the needs of its communities to ensure that its community benefits programs are in alignment with the health needs of the communities it serves. In addition to collecting and analyzing available quantitative and qualitative data on mortality, disease incidence, utilization of and access to health care services, NorthShore also established a mechanism in which to actively seek the involvement of the community and public health leaders in an ongoing manner. This was to ensure that the analysis reflected the current public health needs in our service area.

NorthShore is an integrated healthcare system dedicated to providing healthcare services, including inpatient acute and non-acute care, primary and specialty physician services, and various outpatient services. North-Shore operates four acute care facilities, including Evanston Hospital, Glenbrook Hospital, Highland Park Hospital and Skokie Hospital that serve the greater Chicago "North Shore" and northern Illinois communities. All four hospitals are connected via an electronic medical record system and share data and other resources allowing individuals in the NorthShore-defined community to receive services at any location. This implementation strategy plan (ISP) includes all the hospitals in the NorthShore system.

NorthShore contracted with the Illinois Public Health Institute (IPHI) to compile and analyze existing data and to lead the collection of community input data for the 2015 CHNA. NorthShore also participates in the Health Impact Collaborative of Cook County – a collaborative of 23 nonprofit hospitals, 6 health departments, and community stakeholders – to ensure a coordinated effort to produce maximum impact and efficiency with regards to targeting similar issues in peer communities across Cook County.

This CHNA process included three community input data collection methods: a focus group with members of the four hospitals' Community Advisory Committees, a focus group with NorthShore staff and an online survey sent to all members of NorthShore's four Community Advisory Committees. Participating stakeholders represented public health departments, mental health providers, health care providers, educational institutions, children and youth, elected officials, local governments, local businesses, foundations, and social service providers.



The assessment process also included the development of a Community Health Profile. IPHI gathered existing secondary data from the following sources for the Community Health Profile:

- Five local health departments: Cook County Department of Public Health, Lake County Health Department, Chicago Department of Public Health, Evanston Health Department, and the Village of Skokie Health Department
- Federal data sources: Census Bureau via American Factfinder website, Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS), Health Resources and Services Administration (HRSA), United States Department of Agriculture (USDA), National Institutes of Health National Cancer Institute, and the Community Commons / CHNA.org website
- State data sources: Illinois Department of Public Health (IDPH), Illinois Department of Human Services (DHS), Illinois State Board of Education (ISBE), and Illinois Hospital Association COMP Data

This CHNA also included data provided by the Chicago and Cook County Departments of Public Health from recent Forces of Change and Local Public Health System Assessments. The Forces of Change Assessment (FOCA) and Local Public Health System Assessment (LPHSA) summaries do not include Lake County results because there was not a recent report available at the time the summary was compiled in the fall of 2015.

NorthShore and IPHI made efforts to be comprehensive in data collection and analysis for this CHNA; however, there are a few data limitations to keep in mind:

- Population health and demographic data often lag by several years, so data is presented for the most recent years available for any given data source.
- Some data indicators are only available at the county level. Therefore, data is reported and presented at the geographic level available ranging from census tract for American Communities Survey data to county-level for Behavioral Risk Factor Surveillance Survey data.
- Data availability varied across Cook and Lake Counties. Since NorthShore needed to complete this CHNA in 2015, some data was not yet analyzed or available to include in this report.
- Some community health issues have less robust data available, particularly at the community level. In particular, secondary data about mental health and behavioral health is limited.



NorthShore will implement 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 identified by the community.
- 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; Build Community Capacity and Community Collaboration.

NorthShore will continue to place 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.

As an initiative that impacts all of our patients' needs, NorthShore has invested in an electronic medical record (EMR) system that electronically connects each of our physicians in our medical group and other affiliated physicians within our service are to be able to capture information in a secure medical record. We expect to continue investing in the EMR technology to maintain and expand the use of the system to address needs of accessibility of data. NorthShore has been able to eliminate paper records and the related storage and retrieval costs while also reducing the chance of errors caused by the inability to read handwritten orders.

Similar to the above, the value of the delivery of integrated care across related medical specialties addresses the needs of individuals within our service area that have multiple medical conditions. NorthShore, therefore, has been investing in expanding the breadth of quality physicians in our medical group who each practice with standardized systems and processes (through protocols within our electronic health record). We expect to continue to expand the physician group as a way to further improve the integration of care provided within the NorthShore system, thereby improving accessibility and the health of our community.



Priority Issues for Community Health

EXTERNAL FACTORS IMPACTING COMMUNITY HEALTH

Access and Coordination of Care (affordability, education, transportation, specialty care, cultural competency)

Access to Behavioral Health

Health Literacy and Navigating the Health Care Environment

Access to Healthy, Affordable Food

Access to Oral Health Care

DISEASE CONDITIONS

Chronic Disease Risk Factors (prevention and management of obesity, tobacco use, hypertension)

Behavioral Health (mental health and substance abuse, psychiatry and community based services)

Oral Health

Cardiovascular Disease and Stroke

Diabetes

Cancer

Alzheimer's / Dementia (prevention, management, caregiver support, long-term care)

Lung Health

Maternal and Child Health (infant mortality, low birth weight)

The assessment also helped to identify populations of focus, community conditions and geographic communities of highest need that are related to addressing the priority issues.

Populations of focus (in alphabetical order):

- Adolescents
- Caregivers
- Early childhood
- Immigrants and refugees
- Medicaid recipients
- Older adults
- People who are underinsured
- People with mental health issues
- Veterans



Geographic communities of highest need (in alphabetical order):

Lake County Highwood North Chicago Round Lake Waukegan Zion <u>Cook County</u> Evanston Niles Prospect Heights Skokie Wheeling <u>Chicago</u> Edgewater (Chicago) Forest Glen (Chicago) Irving Park (Chicago) North Park (Chicago) Rogers Park (Chicago) Uptown (Chicago) West Ridge (Chicago)

Healthy community conditions:

- Affordable Housing
- Community connectedness, family-oriented service provision, intergenerational activities
- Quality education and jobs
- Transportation
- Violence Prevention

NorthShore will address these identified health needs*:

- 1. Access and Coordination of Care
- 2. Chronic Disease Risk Factors
- 3. Behavioral Health
- 4. Cardiovascular Disease/Stroke
- 5. Cancer
- 6. Diabetes
- 7. Oral Health
- 8. Alzheimer's/Dementia
- 9. Lung Health
- 10. Maternal/Child



NorthShore will address the following identified health needs in a limited capacity:

- 1. Health Literacy and Navigating the Health Care Environment
 - a. A team of financial counselors at NorthShore is trained to assist patients with evaluating their financial resources and health care coverage.
 - b. Patients in need of financial assistance and guidance will be evaluated and counseled for eligibility for aid programs which include, but are not limited to Medicare, Medicaid, Kid Care or policies on the state health insurance exchange.
 - c. Interpretive Services at NorthShore provides comprehensive, in-person and telephonic translation and interpretation services for patients and family members receiving medical treatment at any of the NorthShore facilities.
- 2. Access to Healthy, Affordable Food
 - a. NorthShore makes financial contributions to organizations that support access to healthy and affordable food, which includes and is not limited to Northern Illinois Food Bank, Chicago Food Depository, Catholic Charities and food pantries supported by local townships.
- * Notes for Implementation Strategy Plan Activities/Initiatives/Events and Programs
 - 1. Initiatives identified by named hospital are managed from that site.
 - 2. Corporate initiatives are applied to all four NorthShore hospitals.
 - 3. Financial contributions to community organizations correlate as indirect impact to identified community health needs.



The table below lists the initiatives based out of the Evanston Hospital campus, which will address health needs identified within the NorthShore 2015 CHNA.

Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 □ Diabetes □ Oral Health ☑ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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 cutting edge 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 □ Diabetes □ Oral Health □ Alzheimer's □ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 □ Diabetes □ Oral Health □ Alzheimer's □ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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 also include groups, sibling tours and a literacy program in the Child and Adolescent Clinic.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 □ Diabetes □ Oral Health □ Alzheimer's □ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Child Passenger Safety & Injury Prevention Service plans 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The Medication Assistance Program plans to continue to provide help with the cost of prescriptions for patients of the Outpatient Department (OPD).	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's ☑ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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 that are addressing an identified health need in our communities.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large though the Understanding Cancer Lecture Series .	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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 .	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Health Education Programs plan to continue to be offered at Evanston Hospital.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Staff members from Evanston Hospital plan to continue to participate in community Health Fairs throughout the year.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's ☑ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
Health Screenings plan to continue to be offered at Evanston Hospital, as well as by community request.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, partnering with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
The 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



The table below lists the initiatives based out of the Glenbrook Hospital campus, which will address health needs identified within the NorthShore 2015 CHNA.

Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The Primary Stroke Center follows national standards and guidelines that include an Acute Stroke Team for rapid diagnosis and treatment. A team of neurologists plan to staff the center 24 hours a day, 7 days a week.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 ☑ Access/Coordination of Care ☑ Chronic Disease Risk Factors □ Behavioral Health □ Cardiovascular Diseases/Stroke ☑ Cancer 	 □ Diabetes □ Oral Health □ Alzheimer's ☑ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 □ Diabetes □ Oral Health ☑ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
NorthShore plans to continue to provide Financial Support to a variety of national and local non-profit organizations on behalf of Glenbrook 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 that are addressing an identified health need in our communities.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large though the Understanding Cancer Lecture Series .	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Health Education Programs plan to continue to be offered at Glenbrook Hospital.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Staff members from Glenbrook Hospital plan to continue to participate in community Health Fairs throughout the year.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
Health Screenings plan to continue to be offered at Glenbrook Hospital, as well as by community request.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, partnering with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Identified Health Needs Gaps for Glenbrook Hospital Addressed within NorthShore System

1. Access and Coordination of Care

NorthShore Evanston Hospital, located eleven miles away, provides access to care through its Community Health Center, thereby avoiding duplication of costly services.

2. Oral Health

NorthShore Evanston Hospital, located eleven miles away, provides a full array of dental health services at its Dental Clinic, thereby avoiding duplication of costly services.

3. Behavioral Health

NorthShore Highland Park Hospital and NorthShore Evanston Hospital, located thirteen miles and eleven miles away respectively, provide comprehensive inpatient and outpatient mental health services for children and adults, thereby avoiding duplication of costly services.

4. Maternal/Child

NorthShore Highland Park Hospital and NorthShore Evanston Hospital, located thirteen miles and eleven miles away respectively, provide perinatal education classes, lactation counseling, labor, delivery, post-partum and inpatient pediatric services for mothers and children, thereby avoiding duplication of costly services.



The table below lists the initiatives based out of the Highland Park Hospital campus, which will address health needs identified within the NorthShore 2015 CHNA.

Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The Cardiovascular Center plans to continue to provide comprehensive cardiology services, which has a has 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 □ Diabetes □ Oral Health ☑ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Child Passenger Safety & Injury Prevention Service plans 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 □ Diabetes □ Oral Health □ Alzheimer's □ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
NorthShore plans to continue to provide Financial Support to a variety of national and local non-profit organizations on behalf of Highland Park 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 that are addressing an identified health need in our communities.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Inpatient and intensive outpatient Mental Health Services plan to continue to be offered for adults and children along with a continuum of care including group, individual and family services.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large though the Understanding Cancer Lecture Series .	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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 .	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
Health Education Programs plan to continue to be offered at Highland Park Hospital.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Staff members from Highland Park Hospital plan to continue to participate in community Health Fairs throughout the year.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
Health Screenings plan to continue to be offered at Highland Park Hospital, as well as by community request.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Asses	ssed	NorthShore Guiding Principles
Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, partnering with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration

Identified Health Needs Gaps for Highland Park Hospital Addressed within NorthShore System

1. Access and Coordination of Care

NorthShore Evanston Hospital, located thirteen miles away, provides access to care through its Community Health Center, thereby avoiding duplication of costly services.

2. Oral Health

NorthShore Evanston Hospital, located thirteen miles away, provides a full array of dental health services at its Dental Clinic, thereby avoiding duplication of costly services.



The table below lists the initiatives based out of the Skokie Hospital campus, which will address health needs identified within the NorthShore 2015 CHNA.

Initiatives	Community Health Needs Asses	sed	NorthShore Guiding Principles
The 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Assessed		NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Assessed		NorthShore Guiding Principles
The 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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
NorthShore plans to continue to provide Financial Support to a variety of national and local non-profit organizations on behalf of Skokie 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 that are addressing an identified health need in our communities.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Assessed		NorthShore Guiding Principles
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
The NorthShore Kellogg Cancer Center plans to continue to offer educational programs on various cancer related topics for the community at large though the Understanding Cancer Lecture Series.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Initiatives	Community Health Needs Assessed		NorthShore Guiding Principles
Health Education Programs plan to continue to be offered at Skokie Hospital.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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Initiatives	Community Health Needs Assessed		NorthShore Guiding Principles
Throughout the year, we plan to continue to identify and address health needs through Employee Volunteerism opportunities, partnering with diverse local community agencies to become involved in civic and social service organizations by helping to further their programs and initiatives.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes ☑ Oral Health ☑ Alzheimer's ☑ Lung Health ☑ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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 Village of Skokie's Public Health Department in the campaign's planning, implementation and measurement.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 ☑ Diabetes □ Oral Health □ Alzheimer's □ Lung Health □ Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration
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.	 Access/Coordination of Care Chronic Disease Risk Factors Behavioral Health Cardiovascular Diseases/Stroke Cancer 	 Diabetes Oral Health Alzheimer's Lung Health Maternal/Child 	 Disproportionate Unmet Health-Related Needs Primary Prevention Seamless Continuum of Care Build Community Capacity Community Collaboration



Identified Health Needs Gaps for Skokie Hospital Addressed within NorthShore System

1. Access and Coordination of Care

NorthShore Evanston Hospital, located three miles away, provides access to care through its Community Health Center thereby avoiding duplication of costly services.

2. Oral Health

NorthShore Evanston Hospital, located three miles away, provides a full array of dental health services at its Dental Clinic, thereby avoiding duplication of costly services.

3. Behavioral Health

NorthShore Highland Park Hospital and NorthShore Evanston Hospital, located 13 miles and 3 miles away, respectively, provide comprehensive inpatient and outpatient mental health services for children and adults, thereby avoiding duplication of costly services.

4. Cancer

NorthShore Evanston Hospital, NorthShore Glenbrook Hospital and NorthShore Highland Park Hospital, located three miles, eight miles and thirteen miles away, respectively, provide comprehensive cancer care at their Kellogg Cancer Centers, thereby avoiding duplication of costly services.

5. Maternal/Child

NorthShore Highland Park Hospital and NorthShore Evanston Hospital, located thirteen miles and eleven miles away respectively, provide perinatal education classes, lactation counseling, labor, delivery, post-partum and inpatient pediatric services for mothers and children, thereby avoiding duplication of costly services.



Overview of Anticipated Impact

NorthShore plans to evaluate 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 our hospitals' Community Advisory Committees, senior leadership and physician leadership.

Contact Information

For information or questions related to this ISP, please contact the Department of Community Relations at NorthShore University HealthSystem at: (847) 570-2000, hfuschetto@northshore.org or mschroeder@northshore.org.

Comments, questions and concerns can also be directed in writing to:

Attention: Community Relations NorthShore University HealthSystem Evanston Hospital 2650 Ridge Avenue Evanston, IL 60201

