



Dedicated to  
Ensuring the Health  
of Our Communities



# Who We Are

At NorthShore, we believe in serving and investing in the health and well-being of people who live in our communities.

Whether it's 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.

We value the vital relationships with many community partners and our shared mission to improve the health and well-being of our communities.

NorthShore University HealthSystem (NorthShore) is an integrated healthcare delivery system consistently ranked as a Top 15 Major Teaching Hospital in the United States by IBM Watson Health. The NorthShore system, headquartered in Evanston, Illinois, includes five hospitals—Evanston, Glenbrook, Highland Park, Skokie and Swedish. NorthShore also includes a 900-physician multispecialty group practice, NorthShore Medical Group, with more than 140 locations in the Chicagoland area. Currently, NorthShore has annual revenues of \$2.1 billion and employs 10,500 people.

NorthShore is a **Magnet-recognized organization**, the first in Illinois to receive this prestigious honor as an entire system that demonstrates excellence in nursing and high standards in patient care.

NorthShore also is a **national leader in the implementation of innovative technologies**, including an Electronic Medical Record (EMR) system. In 2003, NorthShore was among the first in the country to successfully implement a systemwide EMR with demonstrable benefits in quality, safety, efficiency and service to patients.

## Our Hospitals



### NorthShore Evanston Hospital

Evanston Hospital, the nucleus of NorthShore University HealthSystem, is a comprehensive acute-care facility.

#### Key Specialties

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



### NorthShore Glenbrook Hospital

As a full-service Level II Trauma Center hospital, Glenbrook Hospital was temporarily converted and transformed and converted into the system's designated COVID-19 hospital for care during the pandemic.

#### Key Specialties

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

NorthShore has been recognized by multiple national organizations for this notable achievement.

As the principal **teaching affiliate for the University of Chicago Pritzker School of Medicine**, NorthShore is dedicated to excellence in medical education and research. Combined with NorthShore's established reputation for advanced information technology and its strong clinical environment, this affiliation represents an exciting advancement in patient care for the Chicagoland area.

NorthShore's health system includes **significant capabilities in a wide spectrum of leading clinical programs**, including Kellogg Cancer Center, NorthShore Neurological Institute, NorthShore Orthopaedic & Spine Institute, NorthShore Cardiovascular Institute, Mark R. Neaman Center for Personalized Medicine and High-Risk Maternity.

NorthShore Research Institute focuses on **clinical and translational research**, including leadership in clinical trials and medical informatics.

## NorthShore Vision Statement

NorthShore will be the most trusted and indispensable health partner throughout the communities we serve.



### NorthShore Highland Park Hospital

Highland Park Hospital is a full-service hospital serving Lake County. It's Emergency Department serves as the region's primary point of contact for communication and coordination of disaster response activities for participating hospital(s) and EMS provider(s) across Lake County.

#### Key Specialties

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



### NorthShore Skokie Hospital

Skokie Hospital is the state's only destination hospital dedicated to orthopaedic and spine care.

#### Key Specialties

- Eye and Vision Center
- Gastroenterology Lab
- NorthShore Cardiovascular Institute
- NorthShore Neurological Institute
- NorthShore Orthopaedic & Spine Institute
- Primary Care
- Radiology Services
- Spine and Pain Center
- Women's Health Center



### Swedish Hospital

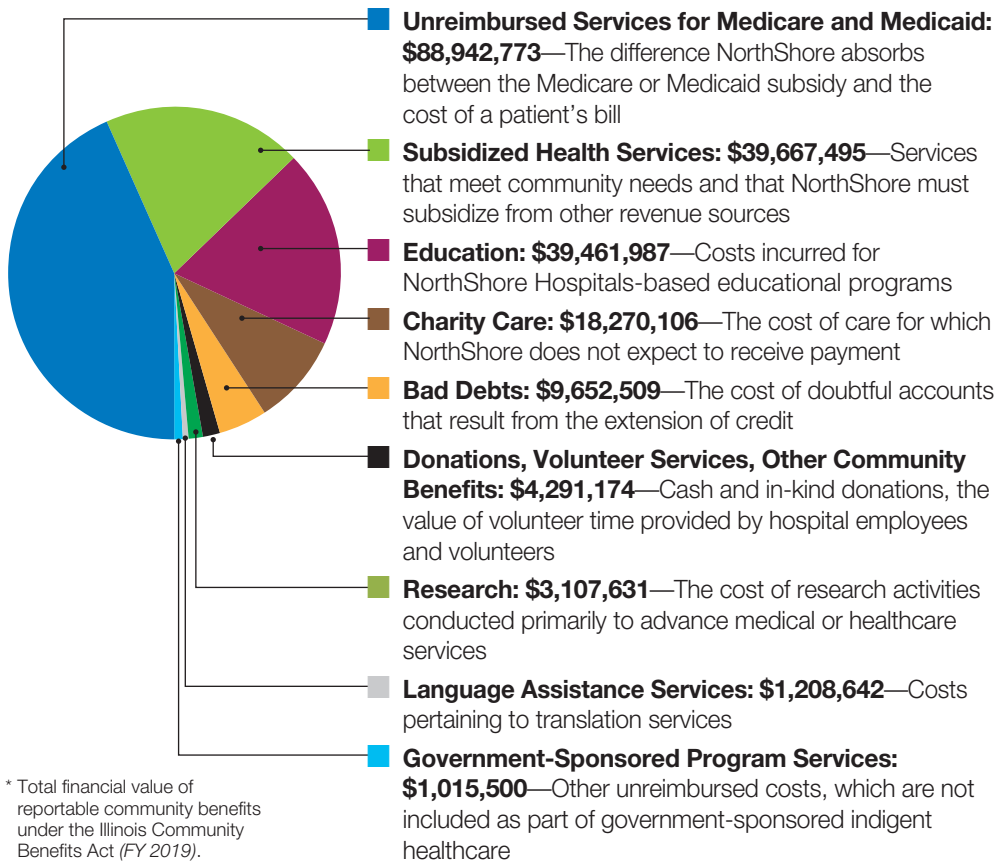
The newest member of the NorthShore family, Swedish Hospital offers a wide range of health and wellness services to Chicago's north and northwest sides.

#### Key Specialties

- Center for Advanced Therapy
- Chicago Brain & Spine Institute
- Heart and Lung Center
- Midwifery/Family Birthing Center
- Obstetrics and Gynecology
- Orthopaedic Services
- Primary Care
- Primary Stroke Center
- Swedish Skin Institute
- Women's Health Center



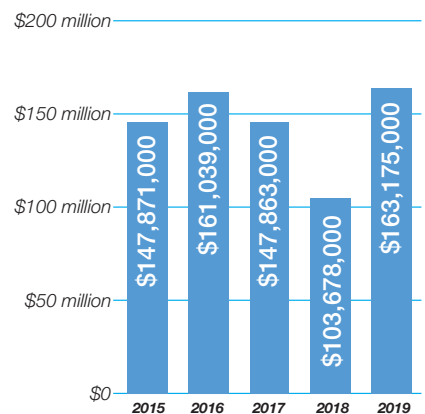
## NorthShore Value of Reported Benefits: \$205,617,817\*



## Capital Expenditures

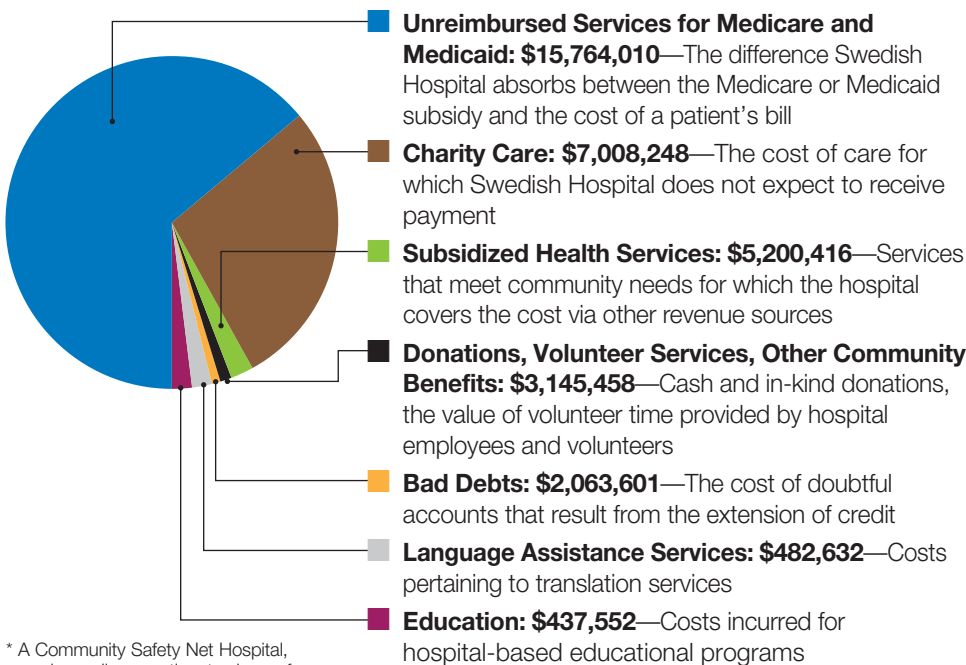
NorthShore remains committed to reinvesting in our communities. Over the last five years, we've committed more than **\$723 million** in capital investments to new clinical programs, information technology, clinical equipment and facilities to reach beyond the current "best practices" to define the "next practices" that will become the standard of healthcare in the future.

### Capital Expenditures



**More than \$723 Million**  
Total 5-Year Capital Expenditures

## Swedish Hospital Value of Reported Benefits: \$34,101,917\*



## Community Impact by the Numbers

Swedish Hospital's Community Breast Health Program (CBHP) serves women who face challenges accessing breast cancer detection and treatment. In FY 2019, **2,000+** women received free or reduced-cost breast cancer screenings and diagnostics through the CBHP.

Galter LifeCenter, Swedish Hospital's state-of-the-art certified medical fitness facility, provided more than **\$130,000** in support of more than **220** annual needs-based scholarships.

Swedish Hospital's Violence Prevention Program (VPP) served over **303** patients impacted by sexual assault, domestic violence or human trafficking and trained **895** providers and staff members.

## Community Impact by the Numbers

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



MAP assisted **2,318** patients, filling **23,906** prescriptions valued at a cost of **\$177,853**.

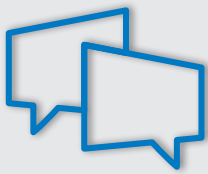
The NorthShore Evanston Hospital Community Health Center provides medical care for economically disadvantaged adults. In FY 2019, the clinic treated **3,871** adult patients, with **13,326** visits.



NorthShore provided **240** health screenings to **2,855** individuals.



The Language Assistance Services staff at NorthShore provided verbal interpretive services to patients and family members, valued at **\$1,208,642**.



The Perinatal Depression Program offers free screenings and a 24/7 crisis hotline. NorthShore physicians conducted **8,660** screenings, and free psychological support and referrals were provided to **477** women identified as "at risk."

The crisis hotline received **1,072** calls.



NorthShore gave **\$2,299,870** in direct contributions to **84** community organizations.

The Dental Center at Evanston Hospital provided free and discounted care for adult patients, making **4,748** visits valued at a cost of **\$182,195**.



NorthShore provided **362** health education classes for **7,014** participants.

**14,236** mobile meals were provided.



## NorthShore Honors and Accolades

The following are among the many honors bestowed on NorthShore during the past year that demonstrate our commitment to excellence:

- NorthShore was ranked a top 10 hospital system in both the Chicago metropolitan area and the state of Illinois in *U.S. News & World Report's* annual "Best Hospitals" survey for 2018–19. NorthShore also was nationally recognized as "high performing" in three clinical specialties: orthopaedics, gastroenterology and GI surgery, and urology.
- NorthShore was recognized as one of the nation's 100 Top Hospitals® and a Top 15 Major Teaching Hospital for 2019 and 2020 by IBM Watson Health. NorthShore is the only hospital in the United States to achieve this honor 19 times during the award's 25-year history.
- NorthShore has once again achieved Magnet® recognition, the highest honor in nursing. Magnet recognition is determined by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program®, which recognizes health care organizations that demonstrate excellence in nursing and the highest standards in patient care.
- NorthShore Hospitals were recognized for being among the top 5% of hospitals nationwide for clinical excellence, according to Healthgrades' annual list.
- All four NorthShore Hospitals received the top Greenhealth Emerald and System for Change awards from Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in healthcare.
- NorthShore Hospitals were named to *Becker's Hospital Review* list titled "68 of the Greenest Hospitals in America." NorthShore was recognized for efforts to create a healthy work environment and reduce environmental footprints.
- NorthShore earned five stars—the highest possible quality rating from the Centers for Medicare & Medicaid Services (CMS). More than 4,000 hospitals are assessed with the national average being three stars.

# Leading Care During the Pandemic

## Among the highlights of NorthShore's COVID-19 systemwide initiatives and accomplishments:

- NorthShore was the first health system in the state to develop and launch in-house testing in early March, and was recognized by the Illinois Department of Public Health (IDPH) for this critical capability. Testing capacity grew quickly and reached 1,200 patients a day by early April, with results delivered in 24 hours, significantly faster than many other facilities.
- Four Immediate Care COVID-19 "Super Sites" with drive-through testing offered unparalleled access to the community, seven days a week.
- A dedicated HEALTH9 hotline was established and close to 68,000 calls through August 2020 were answered through June, providing critical answers to questions and initial clinical evaluations.



**Drive-through screening was a critical and efficient component of employee health during the height of the pandemic.**



**Essential personal protective equipment (PPE) plays a lifesaving role for NorthShore clinicians, like the nurse pictured above at Highland Park Hospital.**



**Masks are the new normal, shown here at the Evanston Hospital Emergency Department.**

Community members were also able to take advantage of increased telehealth offerings with close to 47,000 electronic e-visits.

- Glenbrook Hospital was transformed and converted into a dedicated COVID-19 hospital, complete with negative pressure environments and extensive precautions designed to keep patients and staff safe.
- Intensive community outreach, including mailings, focused on lifesaving infection-control messaging to houses of worship, community partners, first responders and more.
- Antibody testing and advanced research continue our efforts to improve treatment

options and ensure the health and safety of our communities, patients and staff.

- Kellogg Cancer Center Medical Director Bruce Brockstein, MD, initiated and led an important collaboration "Chicago Cancer Centers COVID-19 Coalition," or C5, bringing together Chicago-area leaders in cancer care to help educate one another and share best practices for oncology care in the unprecedented situation.
- Donors to the NorthShore Foundation supported COVID-19 Care Kits, which contained vital supplies including a pulse oximeter, hand sanitizer, masks and comprehensive information and were mailed to patients recovering at home. NorthShore is prepared to send up to 10,000 kits.

## Swedish Hospital

Swedish Hospital also provided ongoing support for the diverse community it serves, with a dedicated help line to provide information in dozens of languages and multilingual resources to promote symptom screening and encourage safe behaviors.

Swedish Medical Group has provided nearly 25,000 telehealth visits to date.

Swedish Hospital worked with local and federal officials to set up drive-through testing and developed isolation units to protect patients and staff. The hospital also worked with existing partners to provide safe options for survivors of sexual and domestic violence during the pandemic through its Violence Prevention Program (VPP).



**Clinicians work collaboratively to provide safe and compassionate care to hospitalized patients.**





**Glenbrook Hospital was temporarily transformed and converted into a designated COVID-19 hospital with negative pressure environments and extensive precautions to ensure staff and patient safety.**



**Immediate Care Centers, like this one in Lake Bluff, offer comprehensive access for patients concerned about the coronavirus.**



**NorthShore team members remain grateful for the tremendous outpouring of gratitude and support from the community during the pandemic.**



**Lakshmi Halasyamani, MD**



**Sean O'Grady**

A dedicated team of clinical and operational leaders headed by Chief Quality and Transformation Officer Lakshmi Halasyamani, MD, and Chief Clinical Operations Officer Sean O'Grady stayed on top of the evolving and up-to-date evidence and care innovations to keep NorthShore ahead of the curve in fighting COVID-19.

NorthShore's proactive approach in planning for COVID-19 ensured the highest level of care for patients and an ongoing commitment to keeping our communities safe and healthy during the pandemic.

## Commitment to Address Racial Injustice

NorthShore University HealthSystem (NorthShore) is committed to providing high-quality healthcare to the diverse communities we serve. As a healthcare organization dedicated to improving the health and well-being of families and communities, we believe every voice has the right to be heard, and every person deserves dignity and respect.

The twin pandemics of COVID-19 and systemic racism have brought to the forefront long standing structural inequalities in the healthcare system, impacting the health and well-being of communities of color as well as vulnerable populations. As an institution, we are committed to creating a more inclusive and responsive culture that reflects our community as a whole, and to breaking down these inequalities and the barriers that created them.

Providing high-quality healthcare that is respectful and responsive to the diverse needs, backgrounds and beliefs of our communities is critical to our mission and to the entire NorthShore family. Being embedded within the community has provided us with insights on forming effective partnerships with stakeholders, and it has deepened our understanding of and reinforced trust within our communities. We are committed to building on these partnerships.

Our culture of excellence and team of clinicians and administrative staff recognize and value the similarities and differences of all people and embrace the role of race, ethnicity, age, gender, sexual orientation and socioeconomic status in shaping the unique preferences, needs and priorities of our patients, our employees and our communities.

Building on our long-standing efforts to improve access to high-quality testing, treatment and research opportunities, we are listening and learning how we can do more for our employees and within the communities we serve. We will continue to learn and deepen our commitment to reducing the inequalities that exist within our system, and we support actions at all levels to provide access and opportunity for all.



**NorthShore employees joined other healthcare workers across America on Friday, June 5, to kneel in silent reflection and offer their support for racial equity in the wake of the murder of George Floyd and related Black Lives Matter events.**

# NorthShore Evanston Hospital



## Caring for the Underserved

**NorthShore champions good health for people in our communities who are un- or underinsured. In addition to the medical safety net offered through charity care, NorthShore provided more than \$39 million in additional subsidized health services last year through a variety of programs, including the Perinatal Family Support Center and a comprehensive dental program.**

**The Evanston Hospital Community Health Center provides a range of free and discounted care, including internal medicine, obstetrics/gynecology, general surgery, orthopaedics and diabetes education for those who are economically disadvantaged and are unable to obtain healthcare services through private providers. Resident physicians and registered nurses provide care under the supervision of NorthShore senior attending physicians.**

## Pioneering Perinatal Family Support

The innovative Perinatal Family Support Center offers a range of free services to women and families at Evanston and Highland Park Hospitals who are undergoing challenges related to pregnancy, birth, prematurity or perinatal loss. Inpatient and outpatient setting services include a Teen Parent Education (The ABCs of Pregnancy and Parenting) program.

## Ensuring the Health of High School Students

Since its inception in 1996, the school-based health center at Evanston Township High School (ETHS) has provided free care to all students whose parents register them. A collaborative partnership between Evanston Hospital, ETHS and the Evanston Department of Health, the center is staffed and funded by NorthShore.

The center offers preventive care, including physical exams and immunizations, ongoing care for students with chronic medical problems, health and wellness education, and diagnosis and treatment of acute illness and injury. The center had more than 3,600 student visits last year.

## Medication Assistance Program

The Medication Assistance Program offers aid to patients who need help paying for prescription drugs. Providing these patients financial support for prescription drugs can make a significant difference in their well-being and quality of life. Prescription drugs are often the mainstay of therapy for patients with chronic diseases such as hypertension, heart failure, diabetes and asthma. When faced with the costs related to filling and taking prescriptions, some patients simply stop taking their medication, take partial doses or try to stretch their medications in other ways.

## EVANSTON HOSPITAL: PROGRAMS AND PARTNERSHIPS

- Chessmen Club of the North Shore
- Childcare Network of Evanston
- City of Evanston Rethink Your Drink
- City of Evanston We're Out Walking
- Connections for the Homeless
- Erie Evanston/Skokie Health Center
- Evanston Cradle to Career
- Evanston Hospital Community Health Center
- Evanston Hospital Dental Center
- Evanston Township High School Health Center
- Evanston WE Program
- Evanston Women's Hospital
- Friends of Evanston Farmers Markets
- Grainger Center for Simulation and Innovation
- Greater Chicago Food Depository/ Evanston-Based Partner Agencies
- Infant Welfare Society of Evanston
- McGaw YMCA
- Medication Assistance Program
- NAMI Cook County North Suburban
- New Trier High School
- Perinatal Family Support Center
- Youth Job Center
- Youth & Opportunity United (Y.O.U.)
- YWCA Evanston/North Shore Ricky Byrdsong Memorial Race Against Hate

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# NorthShore Glenbrook Hospital

## Feeding Those in Need

NorthShore's partnership with the Catholic Charities Evening Supper Program helps serve the growing need in the community. Glenbrook employees volunteer to help serve meals quarterly, and the hospital also helps fund the program.

"Partnerships in the community are vital to our ability to meet the needs of the underserved," said Adriana Kelly, Regional Director, North Suburban Regional Catholic Charities. "NorthShore works with us to address food insecurity, which is unfortunately on the rise."

While the communities around Glenbrook Hospital are not always associated with underserved populations, the demand for the food pantry and Evening Supper Program has risen dramatically during the pandemic, explained Kelly.

"NorthShore has also been part of collaborative discussions about the needs of the community," said Kelly. "They've been good about including the voice of the poor and underserved, and letting us bring that voice to the table in important conversations."

## Vital Mental Health Services

A collaborative effort between NorthShore, Youth Services of Glenview/Northbrook and Glenbrook High School District 225 provides critical mental health services to underserved teens in our community. The program offers psychiatric services and risk assessments for underserved and uninsured teens at Glenbrook North and Glenbrook South High School. NorthShore's financial support of the program also helps provide consultation to student services staff.

## Pop-Up Produce Markets Support Food Needs and Job Training

*NorthShore partnered with Chicago Botanic Garden and Windy City Harvest to host pop-up produce markets in NorthShore Hospital parking lots. Windy City Harvest, an education and job training program, helps bring food, health and jobs to underserved communities in Chicago. Remaining produce from the pop-up markets at Glenbrook Hospital were purchased by NorthShore and donated to Northfield Township Food Pantry. Pictured below are Windy City Harvest team members.*



## GLENBROOK HOSPITAL: PROGRAMS AND PARTNERSHIPS

- Catholic Charities—Des Plaines
- Family Services of Wilmette
- Frisbie Senior Center
- GiGi's Playhouse
- Glenbrook High School District 225
- Helping Hands of Glenview
- Meals at Home
- North Suburban YMCA
- Northbrook Civic Foundation
- Northfield Township
- North Shore Senior Center
- Rotary Club of Glenview
- Wesley Child Care Center
- West Northfield School District 31
- Windy City Harvest
- Youth Services of Glenview/Northbrook

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# NorthShore Highland Park Hospital

## Supporting Community Health

*Thanks to the successful philanthropic efforts of the Myra Rubenstein Weis Leadership Board, funds were raised to provide 203 free mammogram screenings for underserved women in Lake County. The program is a partnership with Lake County Health Department and supports NorthShore's mission "to preserve and improve human life."*



## Lasting Partnership Helps Feed Needy

An enduring partnership with the Northern Illinois Food Bank continues to thrive as Highland Park Hospital provides both financial support and manpower through employee volunteers. A member of Feeding America, Northern Illinois Food Bank provides nutritious food and innovative programs serving more than half a million people each year.

Highland Park Hospital staff volunteer three times a year, helping to pack 20-pound boxes of food that get distributed to food pantries in the Food Bank's 13-county service area. Our volunteers pack an average of 9,000 pounds of food in a session, which provides more than 7,000 meals, supporting our shared goal of ending hunger in our communities.

## Providing Holiday Joy for Underserved Families

The Moraine Township's annual holiday gift drive is a longstanding, cherished tradition supported by Highland Park Hospital and Medical Group staff. In 2019, the gift drive provided holiday presents for 550 children, according to Moraine Township Clerk Gail Brown, who added that 24% of children in Highland Park schools meet the federal poverty guideline for free meals at school.

"We couldn't do this without Highland Park Hospital's help," said Brown. "It really is a community effort that we facilitate, but the hospital is our biggest partner."

Local schools work with parents and social workers to provide personalized wish lists for each child, and individual children are "adopted" by various donors. Highland Park Hospital staff and physicians adopt 50 to 75 children each year and provide wrapped gifts for the parents to give to the children. The gift drive also provides families with gift cards to Sunset Foods and Jewel, and gives them an opportunity for photos with Santa.

"Highland Park Hospital values and supports the township through holiday gift drives, food or diaper donations, and contributions for emergency assistance funding," said Community Relations Manager Hania Fuschetto. "The township is a valuable lifeline for vulnerable community members."

## HIGHLAND PARK HOSPITAL: PROGRAMS AND PARTNERSHIPS

- Catholic Charities of Lake County
- City of Highland Park
- Deerfield Parent Network
- Family Services of Glencoe
- Family Services of Lake County
- Grainger Center for Simulation and Innovation
- Myra Rubenstein Weis LIFE Cancer Survivorship Program
- Northern Illinois Food Bank
- Park District of Highland Park
- Region 10 RHCC Hospital for Northeastern Illinois
- School District 112 Education Foundation
- United Way of Lake County
- Village of Deerfield

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# NorthShore Skokie Hospital

## Supporting “Education to Careers” Experience

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

Engaged clinical professionals volunteer their time to give students an inside look at future career possibilities in the medical world. The chance to ask questions and see real-life situations helps students make more informed decisions about college and careers including laboratory technicians, physicians and more.



## Encouraging Healthy Eating

NorthShore offers financial support to the Village of Skokie Farmers’ Market to help connect low-income adults and families (LINK card holders) with fresh, local produce. NorthShore made dollar-for-dollar matches for LINK card purchases, enabling members of the community to more easily afford healthy produce.



## A Safe Haven for Recovery

**Skokie Hospital supports Turning Point Behavioral Health Care Center’s pioneering “The Living Room Project,” which offers psychiatric respite care for patients experiencing mental health challenges. The innovative program involves trained peer counselors (adults in recovery from mental health issues) and maintains a very high track record of keeping people in crisis out of local emergency rooms.**

**The Living Room offers a comfortable, calm, nonclinical setting for patients experiencing a psychiatric emergency and a safe, supportive environment to resolve issues and avoid a hospital emergency room visit.**

## Improving Community Health

Skokie Park District’s “Park Salad” program—which provided health screenings, a health fair, and community and senior events—was sponsored by NorthShore. In addition to the sponsorship, NorthShore staff provided health screenings at the free events, which served more than 700 people. The partnership reflects our ongoing commitment to the health and wellness of the community.

## SKOKIE HOSPITAL: PROGRAMS AND PARTNERSHIPS

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

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# Swedish Hospital

## Housing Connections

Chicago ranks third among cities in the United States for the most homeless residents, with a large encampment living under the viaducts less than two miles from Swedish Hospital. The average life expectancy of a chronically homeless individual is much lower than the life expectancy for the general population. When Swedish Hospital's Emergency Department noticed the patterns of recurring visits by the same chronically homeless patients, they developed a more permanent solution. The hospital partners with Lutheran Social Services of Illinois (LSSI) to reduce hospital visits of the homeless by providing permanent housing and services, including intensive case management and managed healthcare services. Swedish Hospital's commitment to the community is unique, and patient care extends far beyond the walls of the hospital.



## **Promoting Healthy Lifestyle Habits**

***Swedish Hospital's 2019 Summer Social featured Fitness, Nutrition, Mind/Body and Preventive Care "wellness zones." Attended by more than 1,500 community members, the event highlighted interactive wellness stations, family fun and entertainment, along with a robust presence of various community partners who provided resources and support.***

## Violence Prevention Program

Launched in 2015, Swedish Hospital's Violence Prevention Program (VPP) strengthens the hospital's capacity to recognize and respond to patients and staff impacted by domestic violence, human trafficking and sexual assault. The program features a 24-hour HOPE-line for internal referrals, extensive staff training, on-site safety planning and services by domestic violence and sexual assault partner agencies, safe transportation, streamlined referrals to community partners, and a robust team of Sexual Assault Nurse Examiners. Since the program's inception, more than 2,500 medical providers and staff have been trained and over 1,500 survivors have been served. With seed funding provided by donations to the Swedish Hospital Foundation to initiate the program, the VPP has continued to develop and grow with the support of outside funding, including being one of eight U.S. Department of Justice grants awarded in the country for hospital-based victims services.

## Breastfeeding Clinic

In 2015, Swedish Hospital responded to a need in our community by opening Chicago's first hospital-based outpatient breastfeeding clinic. At the time, options for lactation support required costly up-front payment, rendering such support inaccessible to lower income families. Thanks to generous donations to Swedish Hospital Foundation, now all mothers—regardless of where they give birth or their ability to pay—can access professional breastfeeding support when they most need it. To date, the clinic has served thousands of new moms and babies, many of whom return as their breastfeeding needs evolve.

## **SWEDISH HOSPITAL: PROGRAMS AND PARTNERSHIPS**

- Albany Park Community Center
- Alliance for Health Equity
- Apna Ghar
- Between Friends
- Centering Healthcare Institute
- Centro Romero
- Chicago Department of Public Health
- Chicago Park District
- Chicago Police Department
- Chicago Public Library
- Chicago Public Schools
- Communities United
- Erie Family Health Center
- Family Tree Resale
- The Friendship Center
- Greater Chicago Food Depository
- HANA Center
- Heartland Health Centers
- KAN-WIN
- The Kedzie Center
- Susan G. Komen
- Look Good Feel Better
- Lutheran Social Services of Illinois
- National Breast Cancer Foundation
- Neighborhood Boys and Girls Club
- The Network
- Purple Asparagus
- Resilience Program
- Salvation Army STOP-IT Program
- Seasons Hospice & Palliative Care
- A Silver Lining Foundation

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# NorthShore Medical Education

*Fostering an academic culture of inquiry, clinical investigation and excellent patient care, NorthShore serves as the primary teaching affiliate for the University of Chicago Pritzker School of Medicine. Our physicians are devoted clinicians and teachers, dedicated to training the next generation of physician leaders.*



## Increased Care for the Medically Underserved

NorthShore's University of Chicago Family Medicine Residency Program helps staff the clinic of our partner Erie Evanston/Skokie Health Center. The health center serves a low-income population, including many who are insured by Medicaid and others who have no insurance. NorthShore's support for the clinic is an investment in the health and well-being of our communities.

## NorthShore Medical Education by the Numbers

NorthShore has **40** fellows pursuing specialties and subspecialties in **27** clinical areas.

In 2019, NorthShore incurred **\$39,461,987** in costs for its hospital-based education programs.

**818** NorthShore physicians hold academic titles.

**101** residents and **20** pharmacy residents trained at NorthShore.

There are **78** full-time equivalent NorthShore residents in **20** clinical areas.

# Environmentally Responsible Stewardship

NorthShore remains actively committed to environmental stewardship by implementing sustainable practices that preserve and protect our natural environment and improve the health of communities we serve.

**Waste Avoidance:** Through food donations and recycling efforts, NorthShore prevented 1,846,371 pounds of waste from entering local landfills, the equivalent of 120 filled garbage trucks.

**Sustainable Sourcing:** Purchasing sustainable foods reduces many harmful effects related to food growth and distribution that contribute to public and environmental health challenges. In 2019, NorthShore's patient and retail menu transitioned to include only antibiotic-free meat in an effort to keep our community healthy by minimizing antibiotic resistance. In addition, more than 92,000 pounds of meat served were sustainably produced.

NorthShore also strives for local food procurement and has partnered with local farms to bring pop-up farmers' markets to our hospitals.

**Energy:** NorthShore's renewable energy program has prevented 13,185 metric tons of carbon dioxide (CO<sup>2</sup>) equivalents from entering the atmosphere and contributing to air pollution and climate change. This is equivalent to removing the dangerous emissions from 2,866 cars off the road in one year.

Swedish Hospital's Galter LifeCenter installed 412 solar panels on the roof, providing 12% of the building's energy needs.



## **Waste Avoidance**

**NorthShore donated more than 7,500 pounds of food to local food pantries in 2019. Our continued partnership with local food pantries allows NorthShore to provide nutritious food for families that are food-insecure while reducing food waste.**



# Community Health: Powered by Giving

Philanthropy is woven into the history of NorthShore University HealthSystem and its enduring commitment to those most vulnerable and at risk in our community. We were established in 1891 in response to a typhoid fever outbreak, contagion fears and the Evanston Benevolent Society's concern for community health.

Generous donors continue to play a vital role in NorthShore's mission "to preserve and improve human life." NorthShore Foundation is proud to partner with supporters to provide services for healthy lives—access to excellence for better outcomes.

To learn more or to make a tax-deductible donation, please visit [foundation.northshore.org/neighbor](https://foundation.northshore.org/neighbor).

## Offering Direct Assistance to Patients Struggling Financially

Funding for Kellogg Cancer Center support services provides financial counseling, nutrition assistance and support groups at no cost to patients.

One-time grants help patients with direct assistance. In 2019, \$237,500 was provided to help 86 cancer patients.

These patients included José, a 44-year-old married father of two, who has Stage 4 multiple myeloma. Thanks to the generosity of donors, the grants covered the cost of rent and car payments for his family for two months.

## Piloting Innovative Mental Health Programs

The Auxiliary of NorthShore University HealthSystem is a fundraising organization of volunteers providing service and raising community awareness.

The Auxiliary annually hosts the American Craft Exposition (ACE). Recently, ACE supported the creation of a Psychiatric Urgent Care Program and the implementation of a Collaborative Care Model for providing families more immediate access to mental health services. Net proceeds raised over two years for these initiatives totaled more than \$1.13 million.



*Since 2003, The Associate Board of NorthShore University HealthSystem has raised more than \$1 million to benefit neonatal projects at Evanston Hospital's Henrietta Johnson Louis Infant Special Care Unit, including the Emergency Family Fund.*

## Providing Basics for Expecting Families

The Associate Board of NorthShore University HealthSystem is a fundraising organization of young professionals, annually funding The Associate Board Emergency Family Fund for the Perinatal Family Support Center.

This crucial resource provides assistance to approximately 400 underserved families each year experiencing issues related to pregnancy, birth, early infancy or perinatal loss. Help includes transportation, groceries and gift cards for essential needs.

## Philanthropy in the Time of a Pandemic

COVID-19 Care Kits were just one of the responses to the pandemic funded by donors. Monitoring newly diagnosed COVID-19 patients for oxygen levels was identified as being key to patients recovering safely at home. Dollars raised were earmarked to provide 10,000 kits that included lifesaving supplies, such as a pulse oximeter, free of charge to patients. The kits are crucial, especially for those who can't afford, or don't have easy access to, these supplies.





# Community Advisory Committees

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

## NorthShore University HealthSystem Community Liaisons

**Hania Fuschetto**  
Manager, Community Relations  
NorthShore Glenbrook and  
Highland Park Hospitals

**hfuschetto@northshore.org**  
**(847) 480-2630**

**Mark Schroeder**  
Manager, Community Relations  
NorthShore Evanston and  
Skokie Hospitals

**mschroeder@northshore.org**  
**(847) 933-6004**

### NorthShore Evanston Hospital

**Bob Bielinski**  
President, Village of Wilmette

**Demitrous Cook**  
Chief of Police, City of Evanston

**Nathaniel Ekman**  
Executive Director  
NAMI Cook County North Suburban

**Susan Fowler**  
AVP of Senior Living Initiatives and  
Privacy Officer, Mather LifeWays

**Cynthia Hoffman**  
Chief Financial Officer, McGaw YMCA

**Carla Jones**  
Director, Operations  
Erie Evanston/Skokie Health Center

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

**Maureen McDonnell**  
Executive Director, PEER Services

**Tracy McGuire**  
Officer, District Manager, Byline Bank

**Maricar Ramos**  
Executive Director, Cradle to Career

**Ike Ogbo**  
Director, Department of  
Health & Human Services  
City of Evanston

**Eleanor Revelle**  
Alderman, City of Evanston

**Brian Scott**  
Fire Chief, Evanston Fire Department

**Colleen Sheridan**  
Health Services Coordinator  
New Trier High School

**Keith Terry**  
Managing Partner  
Terry Performance Group

**Carol Teske**  
Executive Director  
Childcare Network of Evanston

**Katie Dold White**  
Kenilworth Resident

### NorthShore Glenbrook Hospital

**Jill Brickman**  
Township Supervisor  
Northfield Township

**Lara Cummings**  
Assistant Principal  
Glenbrook South High School

**Julie Fleckenstein**  
Social Worker  
Glenview Police Department

**Julie Haenisch**  
School Nurse  
Glenbrook South High School

**Kim Hand**  
Senior Services Coordinator  
Village of Glenview

**Jonathan Kaspar**  
Health Services Administrator  
Presbyterian Homes

**Jessica Matthiesen**  
School Nurse  
Glenbrook North High School

**Nancy Milota**  
Senior Vice President  
Northbrook Bank & Trust

**Steve Samuelson**  
President & CEO  
Frisbie Senior Center

**Michael Scholl**  
Director of Clinical Services  
The Josselyn Center

**Gary Schumacher**  
Medical Officer  
Glenview Fire Department

**Reverend Kyle Severson**  
Pastor  
St. Philip Lutheran Church

**Craig Solomon**  
Executive Director  
Wesley Child Care Center

**Dana Turban**  
Northfield Resident

**Nancy Vaccaro**  
Social Worker and Director of  
Counseling Services  
Northbrook Police Department

### NorthShore Highland Park Hospital

**Pablo Alvarez**  
Counselor  
Highland Park High School  
District 113

**Anne Flanigan Bassi**  
Township Supervisor  
Moraine Township

**Robbie Boudreau**  
Executive Director  
Faith in Action

**Gayle Byck**  
Board Member  
Deerfield Parent Network

**Scott Coren**  
City Manager  
City of Highlandwood

**Pam Feinberg**  
Executive Director  
Tri-Con Child Care Center

**William Hansen, MSW**  
Executive Director  
Family Services of Glencoe

**Megan Hoffman**  
Assistant to the Village Manager  
Village of Glencoe

**Cindy Housner**  
Executive Director  
Great Lakes Adaptive Sports  
Association

**Lisa Kriz**  
Director of Prevention  
Lake County Health Department

**David Kylo**  
Chief Religious Officer  
Zion Lutheran Church

**Andrew Lichterman**  
Assistant Village Manager  
Village of Deerfield

**Alesia Margetis**  
Counselor  
Highland Park High School  
District 113

**Ghida Neukirch**  
City Manager  
City of Highland Park

**Terri Olian**  
Executive Director  
Highland Park Community  
Foundation

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

### NorthShore Skokie Hospital

**Carolyn Anthony**  
Retired Director, Skokie Public Library

**Barry Bass**  
Village President  
Village of Lincolnwood

**Katrina Belogorsky**  
Community Engagement Librarian  
Skokie Public Library

**Molly Bougearel**  
Senior Vice President,  
Strategy & Development  
Heartland Health Centers

**Mark Collins**  
Trustee, Niles Township

**Catherine Counard, MD**  
Director of Health, Village of Skokie

**Jeffrey Hoeflich**  
Fire Chief, Skokie Fire Department

**Mary Laura Jones**  
Development Director  
Skokie Community Foundation

**Diana Juarez**  
Director, ELL Parent Center

**Julie Kim**  
Social Worker  
Skokie Police Department

**Beth Lindley**  
Director, Human Services  
Village of Skokie

**Michele Mangrum**  
Manager, Marketing and Sales  
CJE SeniorLife

**Christine McCall**  
Clinical Director, PEER Services

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

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

**Ann Fisher Raney**  
Chief Executive Officer  
Turning Point Behavioral Health  
Care Center

**Joianne Smith**  
President, Oakton Community College

**Jim Szczepaniak**  
Community Relations Director  
Niles Township High School  
District 219

**Robin Varnado**  
Senior Director, Operations  
Erie Evanston/Skokie Health Center

**Tim Youkhana, PharmD**  
President  
Assyrian Family Health Alliance

### Swedish Hospital

Swedish Hospital's Community Leader Team is composed of more than 100 local leaders driving positive change. Several times each year, they gather to discuss issues impacting the local community. Attendees represent schools, faith communities, cultural organizations, social service agencies, neighborhood associations and elected officials, as well as internal hospital leaders.

**Janise Celestin**, Director, Community Relations, Swedish Hospital  
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# Serving and investing in the health and well-being of people who live in our communities.

NorthShore University HealthSystem, headquartered in Evanston, Illinois, includes five hospitals—Evanston, Glenbrook, Highland Park, Skokie and Swedish. NorthShore also includes a 900-physician multispecialty group practice, NorthShore Medical Group, with more than 140 locations in the Chicagoland area.

To learn more, visit:

[northshore.org/community-events/community](http://northshore.org/community-events/community) or watch our video at [northshore.org/communitybenefitvideo](http://northshore.org/communitybenefitvideo)

