

# 2021 Community Benefits Report



Investing in the  
health and well-being  
of people in our communities

## **Table of Contents**

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1. Mission & Vision Statements
2. Community Benefits Guiding Principles
3. Community Benefits Program Tracking & Evaluation
4. Service Area Map
5. Community Demographics
6. Community Health Needs Assessment
7. Community Relations Department
8. Community Relations Outreach Plan
9. Community Advisory Committees
  - Evanston Hospital
  - Glenbrook Hospital
  - Highland Park Hospital
  - Skokie Hospital
10. Financial Assistance and Presumptive Eligibility Policy
  - Financial Assistance Application
11. Support for Community Organizations
12. Medical Education
13. Research Institute
14. Industry Recognition
15. Attachments
  - Illinois Attorney General Annual Non-Profit Community Benefits Report
  - Illinois Attorney General Hospital Financial Assistance Report

### Mission Statement

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

NorthShore is a not-for-profit organization principally formed to provide quality healthcare services for the communities it serves. The delivery of healthcare services is provided in a wide range of inpatient and ambulatory healthcare settings, community-wide, employing modern technology and expertise. Support for qualified patients who may not be able to pay the entire cost of their care is a part of the organization’s commitment. In support of its primary mission of patient care, the organization engages in a wide range of academic activities in medical education and research.

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

### Vision Statement

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

### Community Benefits Guiding Principles\*

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NorthShore University HealthSystem (NorthShore) recognizes and embraces its responsibility to ensure that it fulfills its charitable obligations in the most cost-effective and sustainable manner. In order to achieve this goal, NorthShore is guided and is measured by five guiding principles, including:

1. **Disproportionate Unmet Health-Related Needs** – Seek to accommodate the needs of communities with disproportionate unmet health-related needs
2. **Primary Prevention** – Address the underlying causes of persistent health problems
3. **Seamless Continuum of Care** – Demonstrate continuum of care by establishing operational linkages between hospital services and community health improvement activities
4. **Build Community Capacity** – Target resources to mobilize and build capacity of existing community assets
5. **Collaborative Governance** – Engage diverse community stakeholders in the selection, design, implementation, and evaluation of program activities

\*NorthShore has aligned its community benefits program with the guiding principles outlined in *Advancing the State of the Art in Community Benefit* for nonprofit hospitals, which provides a set of uniform standards to increase accountability and align governance, management, and operations to return benefit to local communities. *Advancing the State of the Art in Community Benefit* is a national demonstration program administered by the Public Health Institute.

The Community Benefits Program Tracking & Evaluation table on the following pages track NorthShore's community benefits initiatives, which are evaluated against our assessed community needs, implementation strategy plan, outcome(s) and guiding principles. Selections under the "HealthSystem" column are based upon the initiative being made available by NorthShore and/or managed from a hospital(s).

### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>NorthShore Community Health Needs Assessment (CHNA).</b> A community health needs assessment was completed in accordance with the Patient Protection and Affordable Care Act to determine the needs of its communities and to ensure that NorthShore's community benefits programs are in alignment with the health needs of the communities it serves.	NorthShore identified and plans to address the following community health needs: access and coordination of care, chronic disease risk factors, behavioral health, cardiovascular disease/stroke, cancer, diabetes, oral health, Alzheimer's/dementia, lung health, and maternal and child health.	Access to Behavioral Health Access and Coordination of Care Health Literacy and Navigation Substance Abuse Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>NorthShore Implementation Strategy Plan</b>	NorthShore has implemented a three-fold strategy to address the health needs of the communities that it serves as follows: 1) community benefits programs will address an assessed community health need, 2) address a need identified by the community and 3) programs will be aligned with the guiding principles outlined in <i>Advancing the State of the Art in Community Benefits for Nonprofit Hospitals</i> (see page 4).	Access to Behavioral Health Access and Coordination of Care Health Literacy and Navigation Substance Abuse Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Charity Care</b> (free or discounted care) is provided to all NorthShore patients who qualify based upon federal poverty guidelines.	NorthShore provided \$18,619,899 in charity care.	Access to Behavioral Health Access and Coordination of Care Health Literacy and Navigation Substance Abuse Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance



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Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Emergency Departments</b> within NorthShore are staffed 24/7 with physicians, nurses and technicians who are trained to respond to medical emergencies. Evanston Hospital provides Level 1 trauma services.	The emergency departments at Evanston, Glenbrook, Highland Park, and Skokie Hospitals had 124,710 patient visits.	Access to Behavioral Health Access and Coordination of Care Health Literacy and Navigation Substance Abuse Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore's Emergency Departments provide care to <b>Sexual Assault Patients</b> including medical care and forensic evidence collection.	NorthShore's Emergency Departments maintain a program to support care for Sexual Assault Patients seen in their departments. Nurses receive specialized education during their orientation. Nurses also receive annual education to remain current with best practice recommendations and compliant with The Illinois Sexual Assault Survivors Emergency Treatment Act. In 2021, 54 patients received care through NorthShore's Emergency Departments.	Behavioral Health Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Medical Education.</b> As a major teaching hospital system, NorthShore provides clinical education and training to future and current doctors, nurses and other health professionals, in conjunction with providing and delivering quality medical care to patients through affiliations with a host of colleges and universities.	NorthShore and the University of Chicago Pritzker School of Medicine (UCPSM) have partnered under a Master Affiliation Agreement in order to provide clinical education at Evanston, Glenbrook, Highland Park and Skokie Hospitals. NorthShore also has additional affiliations with other institutions. NorthShore provided medical education to 223 residents and fellows at a cost of \$35,304,470.	Access to Behavioral Health Access and Coordination of Care Health Literacy and Navigation Substance Abuse Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input type="checkbox"/> Collaborative Governance

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Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Emergency Preparedness.</b> NorthShore has established a robust and diverse group of professionals for emergency preparedness discussion and planning. The Corporate Emergency Preparedness Committee, composed of more than 90 members, meets monthly and consists of representatives from key departments and functioning units from across the organization.	As in FY'21, NorthShore remains vigilant in response to COVID-19 and continues to work with regional partners to maintain a strong response network to assist with providing the best care to the community. NorthShore is actively engaged in vaccine outreach through its clinics to prioritize high risk groups as identified by the Advisory Committee on Immunization Practices (ACIP) and the Illinois Department of Public Health (IDPH).	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore is one of the partners in a <b>Value Based Contract</b> designed to serve the Medicaid population managed in partnership by Meridian Health Plan.	NorthShore coordinates care and quality programs designed to improve access and ensure high quality care for a Medicaid population of approximately 5,700 patients.	Access and Coordination of Care Behavioral Health Chronic Disease Risk Factors Oral Health Diabetes Cardiovascular Disease/Stroke Cancer	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Interpretive Services</b> provides comprehensive, in-person and telephonic translation and interpretation services for patients and family members receiving medical treatment at any of the NorthShore facilities.	NorthShore provided \$1,521,135 for interpretive services.	Access and Coordination of Care Health Literacy and Navigation Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore provides <b>Internship and Mentoring</b> opportunities for high school and college students. Students interned in the following departments: Diagnostic Radiology, Medical Social Work, Occupational Therapy, Physical Therapy, Patient Care/Nursing, Psychiatry and Speech Pathology.	NorthShore provided 270 students with 37,317.5 internship hours. NorthShore staff provided 37,317.5 hours of supervision.	Behavioral Health Chronic Disease Risk Factors Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

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Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore provides <b>contributions</b> to a variety of national and local non-profit organizations that support NorthShore's mission to be the most trusted and indispensable health partner throughout the community it serves.	NorthShore provided \$1,970,890 contributions to 82 organizations.	Access and Coordination of Care Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore has a <b>Community Relations Manager</b> assigned to each of its hospitals.	The Community Relations Department manages and coordinates community benefits activities that improve community health and serve as a liaison to NorthShore communities.	Navigating the Health Care Environment Access and Coordination of Care	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Health Ambassador Program</b>	NorthShore established a health ambassador program to enhance existing trusted relationships that staff have with community members and organizations to deliver key health messages and serving as key points of contact to build on NorthShore's commitment to community connected care.	Access and Coordination of Care Behavioral Health Chronic Disease Risk Factors Maternal & Child Health Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Grainger Center for Simulation and Innovation (GCSI)</b>	GCSI provides hospital staff, physicians, residents, local paramedics, fire fighters, police, and health department staff simulated trauma and preparedness training opportunities in a controlled environment.	Chronic Disease Risk Factors Cardiovascular Disease/Stroke Lung Health Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance



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Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Evanston Hospital Community Health Center</b> provides medical care to adults who lack private medical insurance. Medical services include, but are not limited to: primary care, obstetrics/gynecology, general surgery, orthopedics, diabetes education, and podiatry.	Evanston Hospital Community Health Center treated 2,750 adult patients at 4,963 visits.	Access and Coordination of Care Health Literacy and Navigation Behavioral Health Chronic Disease Risk Factors Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore partners with <b>Erie Evanston/Skokie Health Center</b> , a Federally Qualified Health Center, to provide services to the underserved.	NorthShore provided a variety of health care services to 2,593 Erie Evanston/Skokie Health Center patients.	Access and Coordination of Care Health Literacy and Navigation Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	The <b>Medication Assistance Program</b> helps with the cost of prescriptions for patients of the Evanston Hospital Community Health Center.	NorthShore provided 24,985 prescriptions to 2,058 low-income patients at a cost of \$1,081,234.	Access and Coordination of Care Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Region X Pod Hospital</b> for Northeastern Illinois	Illinois Department of Public Health designates Highland Park Hospital as one of twelve hospitals in the state as a “pod hospital,” to function as a coordinating hospital for the purpose of preparedness and response within Northeastern Illinois and the state disaster plan.	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

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Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>LIFE: Living in the Future Cancer Survivorship Program</b> is 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 patients, oncologists, and primary care physicians.	The LIFE program provided risk adaptive visits for Kellogg Cancer Center patients in addition to presenting survivorship education programs to cancer survivors, family members, and healthcare professionals.	Cancer	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>The Dental Center</b> at Evanston Hospital provides 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.	The Dental Center provided discounted care for adult patients making 2,741 visits at a cost of \$668,653.	Access and Coordination of Care Oral Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Evanston Township High School Health Center</b> is a school-based health clinic funded by NorthShore, which provides 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.	For the 2020-2021 academic year 667 ETHS students made 1,392 visits to the Health Center. NorthShore's financial support is valued at \$665,815.	Access to Behavioral Health Access and Coordination of Care Behavioral Health Chronic Disease Risk Factors Cardiovascular Disease/Stroke Lung Health Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore provided funding for a <b>Nurse Practitioner at Evanston/Skokie School District 65</b> 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.	During the 2020-2021 school year, the nurse practitioner made 214 student visits.	Access to Behavioral Health Access and Coordination of Care Behavioral Health Chronic Disease Risk Factors Diabetes Cardiovascular Disease/Stroke Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>The Eye and Vision Center</b> hosts ophthalmology clinics for medically underserved clients referred through the Community Health Center at Evanston Hospital, providing a spectrum of pediatric and adult vision services.	The Eye and Vision Center treated 309 medically underserved patients.	Access and Coordination of Care	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input type="checkbox"/> Collaborative Governance

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Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Mental Health Services</b> for adults, adolescents and children are offered along with a continuum of care including group, individual and family outpatient services, intensive outpatient, partial hospital programs, inpatient centers for both adults and adolescents and crisis call center. The Access/Crisis Center offers 24-hour crisis intervention and triage over the phone and in the emergency department.	NorthShore mental health services received 544 intake calls with patients registering for NorthShore programs. There were 3,346 emergency department crisis visits with nearly 2,500 crisis hotline calls.	Access to Behavioral Health Access and Coordination of Care Behavioral Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	The <b>Phoenix Program</b> serves adult community residents with chronic and persistent mental illnesses, as well as community patients without sufficient financial resources to afford outpatient psychiatric care.	The Phoenix program provided services to 80 individuals.	Access to Behavioral Health Access and Coordination of Care Behavioral Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Evanston Cradle to Career</b>	NorthShore is a financial sponsor and active participant in the Evanston Cradle to Career initiative, which is a collective impact effort to mobilize our community assets to make a lasting difference in the lives of our community's children, youth, and families. Its mission is that all Evanston young adults will be leading productive lives, building on resources, education, and support that they and their families have had to help them grow into resilient, educated, healthy, self-sufficient, and socially responsible adults.	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Perinatal Depression Program</b> identifies 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.	NorthShore physicians conducted 7,974 screenings to identify at-risk patients. Free psychological support and referrals were provided for 611 women identified as at-risk for perinatal mood disorders. The hotline received 1,266 calls.	Access to Behavioral Health Access and Coordination of Care Behavioral Health Maternal & Child Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

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Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Health Screenings</b> are offered at NorthShore sites on a monthly basis, as well as in the community by request.	NorthShore provided 3 screenings to 64 individuals.	Chronic Disease Risk Factors Diabetes Cardiovascular Disease/Stroke Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Health Education</b> programs are offered at various NorthShore sites.	NorthShore provided 79 virtual health education classes to 772 participants.	Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Diabetes Cardiovascular Disease/Stroke Cancer Maternal & Child Health Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Exercise Programs</b> are offered at various NorthShore sites.	NorthShore provided 6 exercise programs to 25 participants.	Chronic Disease Risk Factors Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	NorthShore participates in community <b>Health Fairs</b> throughout the year.	NorthShore participated in 4 health fairs and provided resource information and/or health screenings.	Access and Coordination of Care Behavioral Health Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	Experts from NorthShore provide <b>Speaking Engagements</b> to organizations throughout the NorthShore service area. Presentations range from health-related topics to issues relevant to communities and hospitals.	NorthShore provided 75 virtual presentations to 3,973 participants.	Access and Coordination of Care Behavioral Health Chronic Disease Risk Factors Alzheimer's/Dementia Oral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Maternal & Child Health Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	Each NorthShore hospital has a <b>Community Advisory Committee</b> comprised of 12-15 members with a diverse membership of community representatives to include business, faith community, social services, civic organizations, government and elected officials, as well as interested citizens.	The committees meet quarterly and help to identify gaps in healthcare services within the community and seek opportunities for partnerships between the hospital and community organizations. In addition, the committees assisted NorthShore in the community health needs assessment process.	Navigating the Health Care Environment Access and Coordination of Care	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Oncology Patient Advisory Board</b>	The Kellogg Cancer Center's Oncology Patient Advisory Board provides an opportunity for patients to give input and feedback regarding their experiences. The group includes current and former patients, family members, and caregivers who help provide the best possible experience to patients at Kellogg Cancer Center. The Oncology Patient Advisory Board provided input on the services and amenities of the Kellogg Cancer Centers.	Cancer	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>The Perinatal Family Support Center</b> provides a wide array of services free of charge to women and their families at Evanston and Highland Park Hospitals, experiencing challenges related to pregnancy, birth, prematurity or perinatal loss. Services are provided in both inpatient and outpatient settings and also include a Teen Parent Education (The ABC's of Pregnancy and Parenting) two times per year.	The Perinatal Family Support Center provided referrals to nearly 1,500 patients/families.	Access to Behavioral Health Access and Coordination of Care Behavioral Health Maternal & Child Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Employee Volunteerism</b>	NorthShore employees volunteer to carry out community service projects that meet community needs and promote goodwill. Countless charitable organizations and schools benefit from the generosity and hard work of NorthShore volunteers.	Behavioral Health Diabetes Cardiovascular Disease/Stroke Cancer Lung Health Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Hot Meal Events at St. James Catholic Church</b>	Throughout the year Highland Park Hospital staff, in collaboration with Catholic Charities, provided hot meals to underserved individuals and families in Highwood. Highland Park Hospital provided pre-packaged meals for the event.	Access and Coordination of Care Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Hot Meal Events at Catholic Charities in Des Plaines</b>	Throughout the year Glenbrook Hospital staff, in collaboration with Catholic Charities, provided hot meals to underserved individuals and families in Glenbrook Hospital's service area. Glenbrook Hospital provided pre-packaged meals for the event.	Access and Coordination of Care Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Skokie Hospital Health Careers Scholarship at Oakton Community College</b>	Skokie Hospital established an annual Oakton Community College scholarship to provide financial help to students who plan to enter the fields of health and sciences.	Access and Coordination of Care	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Skokie Park District Random Act of Kindness</b>	NorthShore was a sponsor of this program where goody bags were distributed to isolated seniors.	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Bridges Early Childhood and Adolescent Program</b>	The program focuses on comprehensive, multidisciplinary mental health intervention and direct care to insured and uninsured children between the ages of 3 and 18 living in NorthShore communities.	Access to Behavioral Health Behavioral Health	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance



### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
Ongoing	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Evanston Hospital Community Collection Drives</b>	Throughout the year Evanston Hospital employees take collections for back-to-school items, food items and holiday donations that benefit local agencies in the Evanston community.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Glenbrook Hospital Community Collection Drives</b>	Throughout the year Glenbrook Hospital employees take collections for food items and holiday donations that benefit local agencies in Glenview, Northbrook and surrounding communities.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Highland Park Hospital Community Collection Drives</b>	Throughout the year Highland Park Hospital employees take collections for food items, books, gift cards and holiday donations that benefit local agencies in Highland Park, Highwood and surrounding communities.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Skokie Hospital Community Collection Drives</b>	Throughout the year Skokie Hospital employees take collections for back-to-school items, food items, coats and holiday donations that benefit local agencies in Skokie and surrounding communities.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Food Waste Diversion Project</b>	NorthShore partnered with local food pantries to minimize food waste from the hospital kitchen and café by donating leftover food that has been carefully frozen using strict health guidelines. The frozen entrees, vegetables, soup and prepackaged meals are then picked up by township volunteers for delivery to the food pantries for their clients.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
Ongoing/ School Year	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Behavioral Health and Crisis Intervention Services at School District 225</b>	Glenbrook Hospital partners with School District 225 and Youth Services of Glenview/Northbrook to provide funding for psychiatric services and screening assessments for underserved/uninsured students.	Access to Behavioral Health Access and Coordination of Care Behavioral Health Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing/ School Year	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Niles Township School District 219 Education to Career Program</b>	Throughout the school year Skokie Hospital and NorthShore staff participated in virtual classes/programs, providing insight into career opportunities.	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing/ School Year	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Evanston Township High School Introduction to Health Careers</b>	Throughout the school year NorthShore staff make classroom presentations.	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
Ongoing/ School Year	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Evanston Township High School Health Center “Wellkits.”</b> Wellkits is a clinically-based weight management program at the school-based health center at Evanston Township High School. The program is managed by a NorthShore physician who dedicates 6-8 hours of work per week. The program is based upon 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.	An estimated 50 students per year participate in the program. Additionally, a NorthShore physician collaborates with the physical education department to adopt components of Wellkits into the Sophomore Wellness curriculum. Due to COVID-19 and mandatory remote learning, the Sugar Show was placed on hold. It is scheduled to be incorporated into the Sophomore nutrition curriculum when in-school learning resumes. New to Wellkits is a program for student athletes called, “Eat to Win, Sleep to Win.”	Chronic Disease Risk Factors Diabetes Cardiovascular Disease/Stroke	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
November/ March	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Affordable Care Act/Insurance Exchange Enrollment</b>	NorthShore’s certified application counselors assist patients and the public with questions about enrolling in the insurance exchange.	Access and Coordination of Care	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
December	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>NorthShore Charitable Holiday Contributions</b>	NorthShore has directed funds to be donated to community organizations on behalf of its employees. In FY'21, NorthShore staff selected: Greater Chicago Food Depository, Meals on Wheels, NAMI CCNS, Niles Township Food Pantry, PADS Lake County, Wings Program Inc. and YWCA – Evanston North Shore.	Access and Coordination of Care	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
March/ April	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>COVID-19 Personalized Protective Equipment (PPE) and Supply Donations</b>	Personal protection equipment (PPE) and bottled hand sanitizer were donated to community organizations for use during the COVID-19 pandemic outbreaks.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
April 18	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Hustle Chicago Stair Climb</b>	Five Kellogg Cancer Care staff and family members participated in this annual fundraising event for lung disease research in greater Chicago.	Cancer Lung Health Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
May November	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Friends of Evanston Farmers' Markets</b>	NorthShore provided a \$5,000 grant to the Friends of the Evanston Farmers' Markets to help increase the utilization of LINK card users (low-income consumers) directly with fresh, local produce. NorthShore matched LINK card purchases at Farmers' Markets dollar-for-dollar for the purchase of fresh produce.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
May/ November	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Village of Skokie Farmers' Market</b>	NorthShore provided a \$5,000 grant to the Village of Skokie Farmers' Market to help increase the utilization of LINK card users (low-income consumers) directly with fresh, local produce. NorthShore matched LINK card purchases at Farmers' Markets dollar-for-dollar for the purchase of fresh produce.	Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

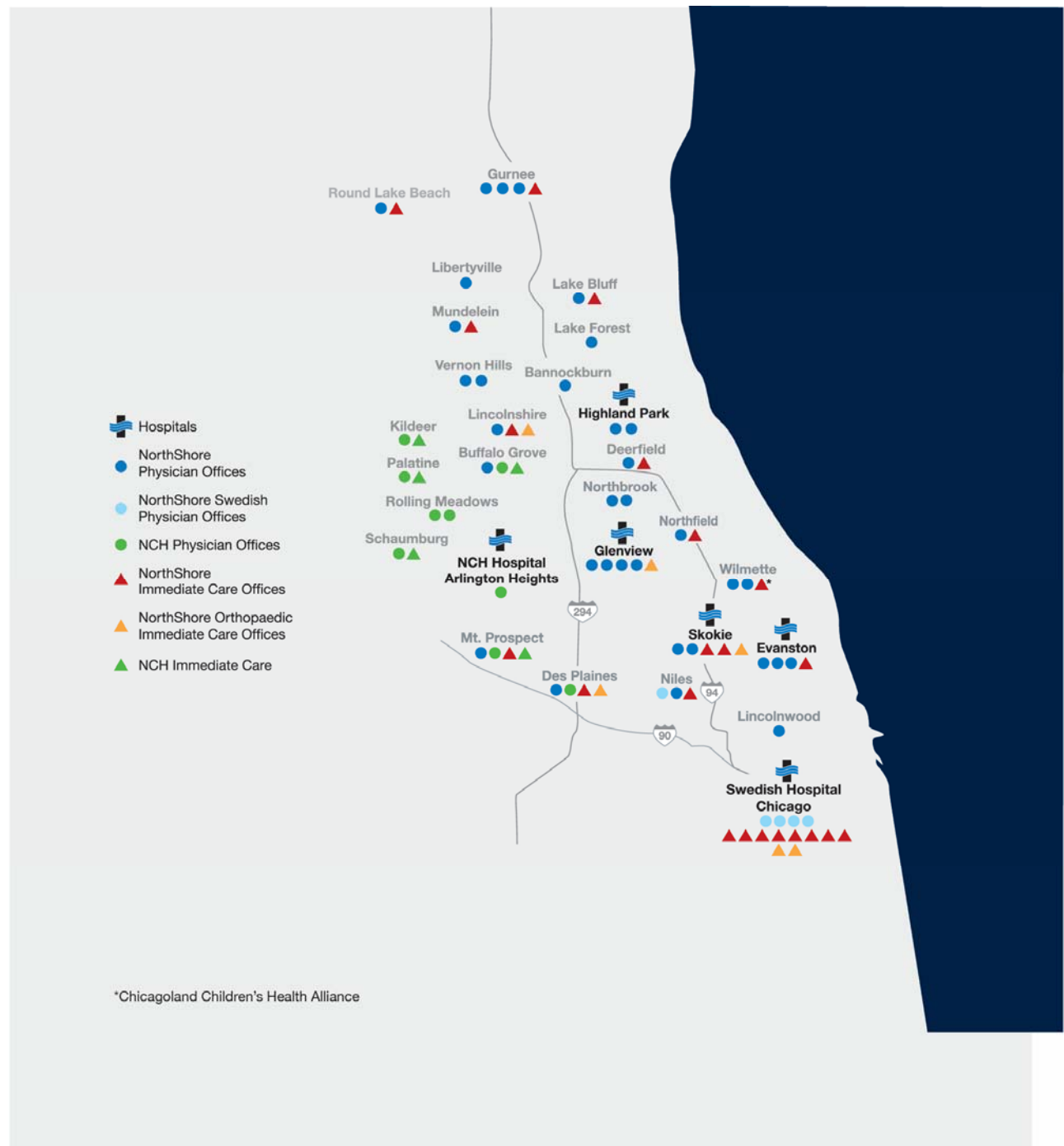
Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
June/ September	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>American Heart Association</b>	NorthShore supports the American Heart Association through corporate and employee contributions totaling nearly \$116,000 for its events.	Cardiovascular Disease/Stroke Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
June/ October	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>American Cancer Society (ACS) Donation</b>	NorthShore donated a total of \$20,000 towards numerous ACS fundraising events. Additionally, NorthShore employees also participated on teams raising close to \$110 in additional funds.	Cancer Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
June	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Doctor Elizabeth Hill Evanston Township High School Scholarship</b>	Former Evanston Hospital physician, Doctor Elizabeth Hill established a \$1,000 per year scholarship to an Evanston Township High School student that will pursue a healthcare education in college. The scholarship recipient is selected by the high school.	Access and Coordination of Care	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
June	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>Hospitals Against Violence</b>	NorthShore joined health systems and health care professionals to help combat violence through the use of social media. This national day of awareness, organized by the American Hospital Association, demonstrated that the health care institutions stand together with others to combat violence in our workplaces and communities.	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input type="checkbox"/> Collaborative Governance
June 5 & June 26	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>COVID-19 Vaccine Clinic at Winkelman School</b>	NorthShore partnered with School District 31 to provide COVID-19 vaccines to students and family members from predominantly ethnic communities.	Access and Coordination of Care	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

### 3. Community Benefits Program Tracking & Evaluation

#### Activities for Fiscal Year 2021 October 1, 2020–September 30, 2021

Date	HealthSystem	Initiative	Outcomes	Community Assessed Need Addressed	NorthShore Guiding Principles Addressed
June 19 & July 10	<input checked="" type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input checked="" type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input checked="" type="checkbox"/> Skokie	<b>COVID-19 Vaccine Clinic at St. Catherine Laboure School</b>	NorthShore partnered with School District 34 to provide COVID-19 vaccines to students and family members from predominantly ethnic communities.	Access and Coordination of Care	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
July 10	<input type="checkbox"/> NorthShore <input checked="" type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>City of Evanston Medication Recycling</b>	NorthShore provided pharmacists to monitor the collection of over the counter and prescription drugs.	Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
July 31	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Health Resource Fair</b>	Bilingual staff provided financial counseling information and resources at a community health resource fair attended by the Latinx community.	Access and Coordination of Care Community Request	<input type="checkbox"/> Disproportionate Unmet Health-Related Needs <input type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance
September 30	<input type="checkbox"/> NorthShore <input type="checkbox"/> Evanston <input type="checkbox"/> Glenbrook <input checked="" type="checkbox"/> Highland Park <input type="checkbox"/> Skokie	<b>Flu Vaccine Donation</b>	Highland Park Hospital donated 200 flu vaccines to Rosalind Franklin University's Community Health Center for administration to members of the Latinx community.	Access and Coordination of Care Community Request	<input checked="" type="checkbox"/> Disproportionate Unmet Health-Related Needs <input checked="" type="checkbox"/> Primary Prevention <input checked="" type="checkbox"/> Seamless Continuum of Care <input checked="" type="checkbox"/> Build Community Capacity <input checked="" type="checkbox"/> Collaborative Governance

## Service Area Map





## Community Demographics

Lake County		Cook County - North Suburbs		Cook County - Chicago North Side Communities	
Deerfield	60015	Arlington Heights	60004, 60005	Edgewater	60660
Fort Sheridan	60037	Buffalo Grove	60089	Forest Glen	60646
Grayslake	60030	Des Plaines	60016	Irving Park	60641
Great Lakes	60068	Evanston	60201, 60202, 60203, 60208	North Park	60659
Gurnee	60031	Glencoe	60022	Norwood Park	60631
Highland Park	60035	Glenview	60025, 60026	Ravenswood	60625
Highwood	60040	Golf	60029	Rogers Park	60626
Lake Bluff	60044	Kenilworth	60043	Uptown	60640
Lake Forest	60045	Lincolnwood	60712	West Ridge	60645
Libertyville	60048	Morton Grove	60053		
Lincolnshire	60069	Mount Prospect	60056		
Long Grove	60047	Niles	60714		
Mundelein	60060	Northbrook/Techny	60062, 60065, 60082		
North Chicago	60064	Prospect Heights	60070		
Round Lake	60073	Skokie	60076, 60077		
Vernon Hills	60061	Wheeling	60090		
Waukegan	60085, 60087	Wilmette	60091		
Zion	60099	Winnetka	60093		
Gurnee	60031				

## NorthShore Demographics 2020

- Demographic Data provided by the Advisory Board

Population Size and Projected Growth			
	2020	2025	% Change
Legacy NorthShore PSA	1,570,824	1,526,449	-2.8%

Population by Gender, 2020		
	Male	Female
Legacy NorthShore PSA	50%	50%

Population by Age Cohorts, 2020						
	0-19	20-34	35-49	50-64	65-79	80+
Legacy NorthShore PSA	24.0%	20.2%	20.0%	19.4%	12.2%	<b>4.2%</b>

**Blue Bold** = Region with Highest % in Age Cohort

Population by Age Cohorts, 2025 Projection						
	0-19	20-34	35-49	50-64	65-79	80+
Legacy NorthShore PSA	23.8%	19.2%	20.4%	18.3%	13.5%	<b>4.8%</b>

**Blue Bold** = Region with Highest % in Age Cohort

Number of Households and Median Household Income, 2020							
	#HH	Median HH Income	HHI: Under \$25K	HHI: \$25K to \$50K	HHI: \$50K to \$100K	HHI: \$100K to \$150K	\$150K +
Legacy NorthShore PSA	610,654	\$91,654	14.6%	15.9%	33.6%	23.3%	16.8%

Population by Race, 2020							
	White	Asian	Black	American Indian	Pacific Islander	All Other (incl. Multi-Race)	
Legacy NorthShore PSA	66.2%	13.3%	8.5%	0.4%	0.0%	11.6%	

Education breakout by Member System Service Area, 2020							
<i>Note: Data is only reported for people age 25+</i>							
	Less than 9 <sup>th</sup> grade	9 <sup>th</sup> -12 <sup>th</sup> grade (no diploma)	HS graduate	College (no diploma)	Associate Degree	Bachelor's Degree	Graduate or Professional Degree
Legacy NorthShore PSA	4.9%	4.4%	18.4%	15.3%	5.8%	29.4%	21.8%

### Community Health Needs Assessment

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In accordance with the Patient Protection and Affordable Care Act, in 2019, 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 were 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 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 its service area. The CHNA was adopted by NorthShore's Board of Directors on September 12, 2019.

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. NorthShore 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 that share data and other resources allowing individuals in the NorthShore-defined community to receive services at any location.

NorthShore contracted with Crowe LLP (Crowe) to compile and analyze existing data which led to the collection of community input data for the 2019 CHNA. The following steps were conducted as part of NorthShore's CHNA:

- Community benefit initiatives implemented over the course of the last three years and progress on the prior implementation strategy were evaluated.
- The "community" was defined as the 55-zip code area primarily served by NorthShore. The CHNA community was determined by geography and is inclusive of medically underserved, low-income, minority populations and people with limited English proficiency.
- Population demographics and socioeconomic characteristics of the community were gathered and assessed utilizing various third party data.
- The health status of the community was assessed by reviewing community health status indicators from multiple sources. Health indicators with significant opportunity for improvement were noted. Information on the leading causes of death and morbidity information was also analyzed.
- Community input was obtained through two focus groups and seven interviews with key stakeholders. The first focus group was conducted with members of NorthShore's community advisory committees representing twenty-eight organizations. Participants provided input on behalf of public health, medically underserved and minority populations and the community as a whole. A second focus group was conducted with leaders from NorthShore's staff representing a wide range of departments.
- Community input was also obtained through an electronic survey distributed to the community.
- Findings from community health needs assessments recently completed by the four public health departments that serve the NorthShore communities were reviewed.
- An inventory of health care facilities and other community resources potentially available to address the significant health needs identified through the CHNA was prepared.
- Identified health needs were then prioritized taking into account community perception regarding the significance of each identified need as well as the ability for NorthShore to impact overall health based on alignment with NorthShore's mission and services. NorthShore's leadership then participated in identifying and prioritizing significant health needs.

NorthShore and Crowe made efforts to be comprehensive in data collection and analysis for the CHNA. As with all data collection efforts, there were several limitations related to the assessment's research methods that should be acknowledged. Years of the most current data available differed by data source. In some instances, 2018 was the most current year available for data, while 2010 was the most current year for other sources. Likewise, survey data based on self-reports, such as the Behavioral Risk Factor Surveillance Survey (BRFSS), was interpreted with particular caution. In some instances, respondents may have over or under reported behaviors and illnesses based on fear of social stigma or misunderstanding the question being asked.

Similarly, while the qualitative data collected through focus groups and the community survey for the CHNA provided valuable insights, results were not statistically representative of a larger population due to nonrandom recruiting techniques and a small sample size. Data was collected at one point in time and among a limited number of individuals. Therefore, findings, while directional and descriptive, were not interpreted as definitive.

In order to appropriately reflect the current health status and existing health needs of the communities it serves, NorthShore implemented a three-fold strategy to address the following identified health needs:

1. Community benefits programs and partnerships will address a need identified in the CHNA. 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 requested by the community.
3. Community benefits programs, initiatives, and partnerships will align with the guiding principles outlined in *Advancing the State of the Art in Community Benefits for Nonprofit Hospitals*. The guiding principles are: Disproportionate Unmet Health-Related Needs; Primary Prevention; Seamless Continuum of Care, Build Community Capacity and Collaborative Governance.

NorthShore places a priority on providing community benefits and services in the communities located nearest to its hospitals, where it believes it has the greatest capacity and responsibility to serve. Community health needs data is used in NorthShore's annual planning processes. Stakeholder participation is critical and influences NorthShore's prioritization and execution of its community benefits programs. In addition, collaboration with local leadership allows NorthShore to detect urgent and growing needs that may be under-represented or absent from aggregate data, in a timely and effective manner. Lastly, collaboration with local leaders has facilitated the development of programs and partnerships to provide real time solutions to critical health challenges.

## 6. Community Health Needs Assessment

Based on the information gathered through the CHNA and the prioritization process described above, NorthShore chose the needs below to address over the next three years.

### External Factors Impacting Community Health (in rank order)

- Access to Behavioral Health
- Health Literacy and Navigating the Health Care Environment
- Access and Coordination of Care (affordability, education, transportation, specialty care, cultural competency)
- Substance Abuse

### Disease Conditions (in rank order)

- Behavioral Health (mental health and substance abuse, psychiatry and community based services)
- Chronic Risk Factors (prevention and management of obesity, tobacco use, hypertension)
- Alzheimer's/Dementia (prevention, management, caregiver support, long-term care)
- Oral Health
- Diabetes
- Cardiovascular Disease and Stroke
- Cancer
- Lung Health
- Maternal and Child Health (infant mortality, low birth weight)

### Population of Focus (in alphabetical order)

- Caregivers
- Immigrants and refugees
- Medicaid Recipients
- Older adults
- People who are uninsured or underinsured
- People with mental health issues

### NorthShore University HealthSystem Zip Codes with Community Need Index Greater than 3.5

Lake County		Cook County -- North Suburbs		Cook County -- Chicago North Side Communities	
Highwood	60040	Skokie	60077	Edgewater	60660
North Chicago	60064	Wheeling	60090	Irving Park	60641
Waukegan	60085, 60087			North Park	60659
Zion	60099			Ravenswood	60625
				Rogers Park	60626
				Uptown	60640
				West Ridge	60645



## **6. Community Health Needs Assessment**

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NorthShore does not have resources to respond to the needs listed below, but will work to address them through community collaboration and support.

- Access to Healthy, Affordable Food
- Access to Oral Health
- Violence

Opportunities for health improvement exist in each area listed above. NorthShore will work to identify areas where NorthShore can most effectively focus its resources to have significant impact, which will be documented in an Implementation Strategy in 2020.

### **Other Existing Healthcare Facilities and Resources in the Community**

The extensive list of healthcare facilities and resources available within the community that are also available to meet some of the needs identified can be found in the 2019 CHNA report at [northshore.org/community](http://northshore.org/community). The list includes the following facilities:

- Hospitals
- Health Departments
- Mental Health Treatment Facilities
- Substance Abuse Centers
- Federally Qualified Health Centers (FQHC's)
- Skilled Nursing Facilities
- Hospice Services

The resources of these organizations were taken into consideration in identifying the needs that will be addressed by NorthShore.

### **Contact Information**

The complete version of the CHNA and implementation strategy plan can be found at [northshore.org/community](http://northshore.org/community). For more information, please contact the NorthShore University HealthSystem Department of Community Relations at: (847) 570-2000, [hfuschetto@northshore.org](mailto:hfuschetto@northshore.org) or [mschroeder@northshore.org](mailto:mschroeder@northshore.org).

### Community Relations Department

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#### Department Overview

The Community Relations Department ensures that NorthShore activities are in alignment with community needs, state requirements, corporate goals, and other internal initiatives. The Department has a community relations manager assigned to each hospital. Community Relations' responsibilities include:

- Building relationships and partnerships with local agencies, officials and community groups
- Working with hospital staff to prepare system-wide annual community benefits plan, as required by the State of Illinois
- Developing individual community relations plans for each NorthShore hospital
- Working with administration and finance to prepare community benefits reports for the Federal Form 990, Schedule H, the State of Illinois Attorney General's Office and community distribution
- Assisting with community health needs assessment(s)
- Communicating NorthShore's community benefits to internal and external audiences
- Coordinating the hospital presidents' role in NorthShore advocacy

#### Contacts

##### Evanston Hospital

Mark Schroeder, Manager  
Community Relations  
2650 Ridge Avenue  
Evanston, IL 60201  
Phone/Fax: (847) 933-6004 / (847) 933-6012  
E-mail: mschroeder@northshore.org

##### Glenbrook Hospital

Hania Fuschetto, Manager  
Community Relations  
2100 Pfingsten Road, Room 2010  
Glenview, IL 60026  
Phone/Fax: (847) 480-2630 / (847) 480-3974  
E-mail: hfuschetto@northshore.org

##### Highland Park Hospital

Hania Fuschetto, Manager  
Community Relations  
777 Park Avenue West  
Highland Park, IL 60035  
Phone/Fax: (847) 480-2630 / (847) 480-3974  
E-mail: hfuschetto@northshore.org

##### Skokie Hospital

Mark Schroeder, Manager  
Community Relations  
9600 Gross Point Road  
Skokie, IL 60076  
Phone/Fax: (847) 933-6004 / (847) 933-6012  
E-mail: mschroeder@northshore.org

### Plan Content Index

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1. Situation Analysis
2. Target Audience
3. Strategies
4. Tactics: Six Steps to Success

### **Situation Analysis**

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In creating the community relations plan, NorthShore's strengths, challenges and opportunities were analyzed. The issues were identified through assessments of community health needs and issues, focus groups, community leader forums, industry trends and partnerships with community organizations.

#### **Strengths:**

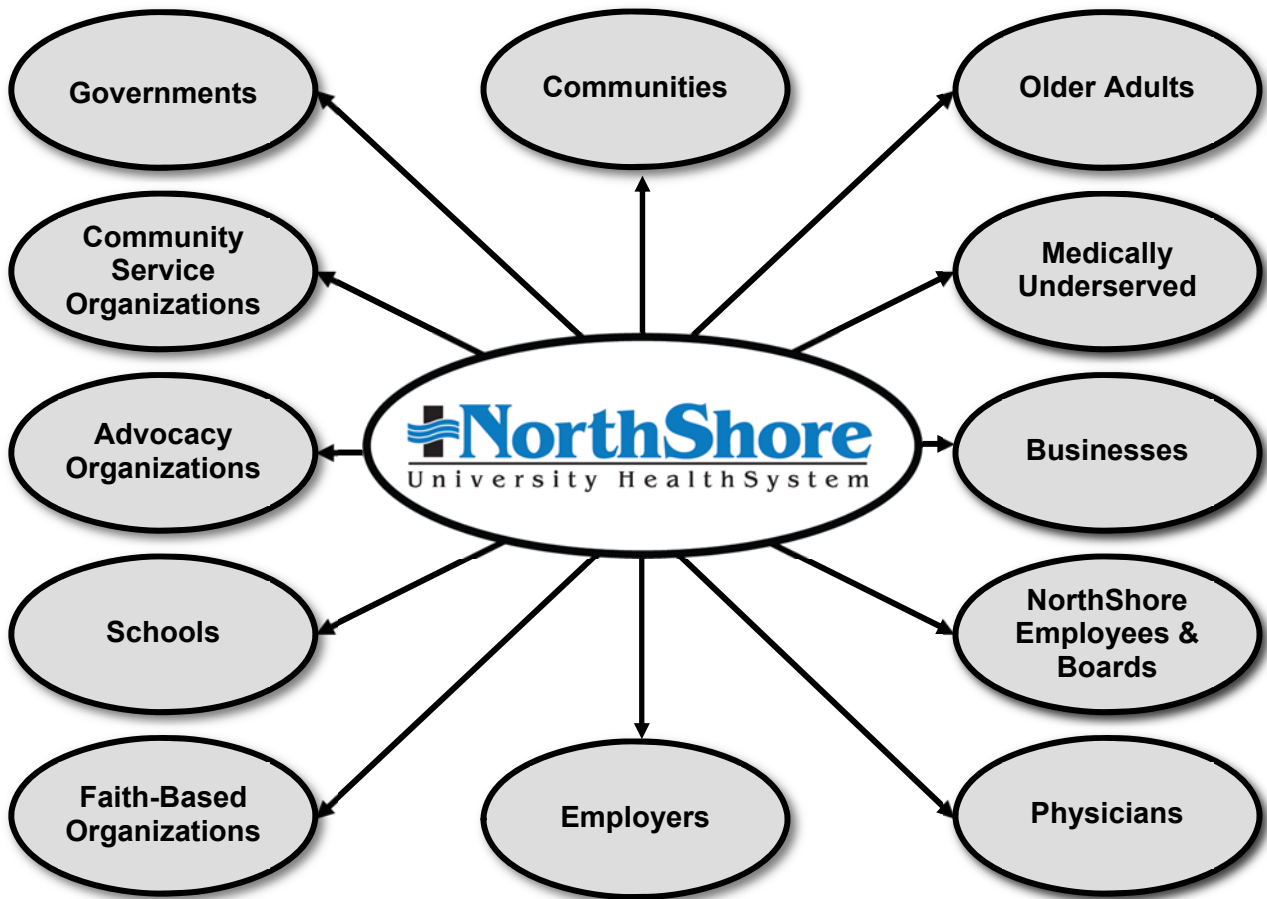
- High quality care (see Industry Recognition)
- Cutting edge clinical research & innovative technology (see Industry Recognition)
- Financial stability
- University of Chicago Pritzker School of Medicine affiliation
- Teaching hospital
- Swedish Hospital Merge
- NorthShore Advocate Pediatric Care Network
- Advanced electronic medical record system
- National reputation – “100 Best Hospitals”
- Research Institute nationally ranked
- Magnet Designation
- Highly regarded employer
- Corporate commitment to community relations
- Numerous NorthShore initiatives working to improve community health
- Established successful community relations program

#### **Challenges:**

- Uncertainty and stability of the Affordable Care Act
- Federal and State reimbursement
- Changes in care setting from inpatient to outpatient
- Increases in bad debt and uncompensated care
- Maintaining image and reputation
- Public awareness of services, technology and contributions
- Maintain community relations success

#### **COVID-19 Global Pandemic Opportunities:**

- Continual improvement in quality, service and technology
- Build upon existing community relationships and outreach programs
- Strong community relations team in place to launch, manage and sustain initiatives
- Empower the talent and caring spirit of NorthShore employees via community service



### Strategies

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- Create innovative and recognizable community partnerships to identify and address community health needs
- Focus outreach efforts to foster positive relationships with target audiences
- Expand NorthShore's community presence through greater employee volunteerism
- Communicate community benefits and outreach efforts
- Connect NorthShore services with the needs of the community
- Monitor NorthShore's Implementation Strategy Plan as approved by a committee of the Board of Directors



### **Tactics: Six Steps to Success**

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1. Partnership & Collaboration
2. Outreach
3. Volunteerism
4. Share Our Story
5. Health Screenings & Education
6. Track & Evaluate

#### **1. Tactic: Partnership & Collaboration**

NorthShore Community Advisory Committee (CAC) established at each hospital

- Continue to identify community health issues & partnership opportunities
- Serve as communications link to the community

#### **2. Tactic: Outreach**

Continue leadership roles on committees, task forces, coalitions and planning groups

- Maintain memberships in key community organizations
- Make strategic contributions to community-based initiatives that enhance the health of the community
- Respond to reasonable requests for assistance and leadership

#### **3. Tactic: Volunteerism**

Promote employee involvement in community organizations

- Community Relations to provide employees with volunteer opportunities
- Promote participation through internal communication vehicles
- Recognize and award employees for volunteerism and community service

#### **4. Tactic: Share Our Story**

- Northshore.org
- NorthShore University HealthSystem Annual Report
- NorthShore University HealthSystem Annual Community Benefits Report
- Community leader briefings
- Internal communication vehicles (NorthShore Now, Pulse, meetings, etc.)
- External communication vehicles (Connections, Philanthropy Perspectives, Facebook & Twitter)
- External speaking opportunities
- NorthShore sponsored forums
- Partner publications
- Media placements
- Health industry publications

### **5. Tactic: Health Screenings & Education**

Respond to community requests for:

- Health screenings
- Health fairs
- Speakers' Bureau
- NorthShore support group services

### **6. Tactic: Track & Evaluate**

#### **External**

- Comply with Internal Revenue Service Community Benefits Reporting on Schedule H
- Comply with Illinois Community Benefits Act
- Conduct community health needs assessment (every 3 years)
- Track implementation strategy plan against community needs assessed, outcomes, and NorthShore Guiding Principles
- Document individual success stories
- "Share our Story" via media placements
- Gain community and industry recognition for providing excellence in community benefits

#### **Internal**

- Track implementation strategy plan against community health needs assessed, outcomes, and NorthShore Guiding Principles
- Track participation in NorthShore services
- Track participation level of NorthShore employees in volunteer activities

## Evanston Hospital – Community Advisory Committee

The Community Advisory Committee's (CAC) role is to advise Evanston Hospital administration on services and initiatives from a community perspective. The CAC is structured to ensure Evanston Hospital's accountability to the community, and to assist in the fulfillment of the community relations vision, to be the most trusted and indispensable health partner throughout the communities we serve.

### Evanston Hospital Members

<b>Aretha Barnes</b> Chief of Police City of Evanston	<b>Maureen McDonnell</b> Executive Director Peer Services	<b>Eleanor Revelle</b> Alderman City of Evanston
<b>Dave Davis, ED</b> Neighborhood & Community Relations Northwestern University	<b>Tracy McGuire</b> North Shore Market President Byline Bank	<b>Colleen Sheridan</b> Health Services Coordinator New Trier High School
<b>Nathaniel Ekman</b> Executive Director NAMI Cook County North Suburban	<b>Ike Ogbo</b> Director Department of Health & Human Services City of Evanston	<b>Keith Terry</b> Managing Partner Terry Performance Group
<b>Susan Fowler</b> AVP of Senior Living Initiatives and Privacy Officer Mather LifeWays	<b>Senta Plunkett</b> President Village of Wilmette	<b>Carol Teske</b> Executive Director Childcare Network of Evanston
<b>Cynthia Hoffman</b> Chief Financial Officer McGaw YMCA	<b>Paul Polep</b> Fire Chief Evanston Fire & Life Safety Services	<b>Katie Dold White</b> Kenilworth Resident
<b>Carla Jones</b> Director, Operations Erie Evanston/Skokie Health Center	<b>Maricar Ramos</b> Executive Director Cradle to Career	

## Glenbrook Hospital – Community Advisory Committee

The Community Advisory Committee's (CAC) role is to advise Glenbrook Hospital administration on services and initiatives from a community perspective. The CAC is structured to ensure Glenbrook Hospital's accountability to the community, and to assist in the fulfillment of the community relations vision, to be the most trusted and indispensable health partner throughout the communities we serve.

### Glenbrook Hospital Members

<b>Brian Bos</b> Medical Officer Glenview Fire Department	<b>Jonathan Kaspar</b> Administrator Presbyterian Homes	<b>Craig Solomon</b> Executive Director Wesley Child Care Center
<b>Lara Cummings</b> Assistant Principal Glenbrook South High School	<b>Nancy Milota</b> Senior Vice President Northbrook Bank & Trust	<b>Dana Turban</b> Northfield Resident
<b>Amy Domke</b> School Nurse Glenbrook North High School	<b>Steve Samuelson</b> President & CEO Frisbie Senior Center	<b>Nancy Vaccaro</b> Social Worker Northbrook Police Department
<b>Julie Fleckenstein</b> Social Worker Glenview Police Department	<b>Michael Scholl</b> Vice President, Behavioral Services <b>The Josselyn Center</b>	
<b>Kim Hand</b> Senior Services North Shore Senior Center Village of Glenview	<b>Julie Shellard</b> School Nurse Glenbrook South High School	

## Highland Park Hospital – Community Advisory Committee

The Community Advisory Committee's (CAC) role is to advise Highland Park Hospital administration on services and initiatives from a community perspective. The CAC is structured to ensure Highland Park Hospital's accountability to the community, and to assist in the fulfillment of the community relations vision, to be the most trusted and indispensable health partner throughout the communities we serve.

### Highland Park Hospital Members

<b>Pablo Alvarez</b> Counselor School District 113	<b>Kelly Condatti</b> Development Director GLASA	<b>Alesia Margetis</b> Counselor School District 113
<b>Anne Flanigan Bassi</b> Supervisor Moraine Township	<b>Ryan Daniels</b> Rabbi North Shore Congregation Israel	<b>Ghida Neukirch</b> City Manager City of Highland Park
<b>Robbie Boudreau</b> Executive Director Faith in Action	<b>Pam Feinberg</b> Director Tri-Con Child Care	<b>Terri Olian</b> Executive Director Highland Park Community Foundation
<b>Carolyn Cerf</b> Executive Director Highwood Chamber of Commerce	<b>William Hansen, LCSW</b> Executive Director Family Services of Glencoe	<b>Nancy Rotering</b> Mayor City of Highland Park
<b>Alivia Cohen</b> Social Worker School District 112	<b>Andrew Lichterman</b> Assistant Village Manager Village of Deerfield	<b>Anna Yankelev</b> Strategic Planning Analyst Lake County Health Department

## Skokie Hospital – Community Advisory Committee

The Community Advisory Committee's (CAC) role is to advise Skokie Hospital administration on services and initiatives from a community perspective. The CAC is structured to ensure Skokie Hospital's accountability to the community, and to assist in the fulfillment of the community relations vision, to be the most trusted and indispensable health partner throughout the communities we serve.

### Skokie Hospital Members

<b>Carolyn Anthony</b> Retired Director Skokie Library	<b>Carla Jones</b> Site Director Erie Evanston/Skokie Health Center	<b>Ann Raney</b> Chief Executive Officer Turning Point Behavioral Health Center
<b>Katrina Belogorsky</b> Community Engagement Librarian Skokie Library	<b>Julie Kim</b> Social Worker Skokie Police Department	<b>Joi Smith</b> President Oakton Community College
<b>Molly Bougearel</b> Vice President, Strategy & Development Heartland Health Centers	<b>Michele Mangrum</b> Manager, Marketing & Sales CJE Senior Life	<b>April Stallworth</b> Director, Community Relations Niles Township High School District 219
<b>Mike Charley</b> Director Skokie Health Department	<b>Christine McCall</b> Clinical Director Peer Services	<b>Emily Wilder</b> Director, Out-of-School & Community Engagement Skokie School District 19
<b>Mark Collins</b> Trustee Niles Township	<b>Deepa Mehta</b> Director of Programs-Head Start Childcare Network of Evanston	<b>Zach Williams</b> Chair Skokie Community Foundation
<b>Jeffrey Hoeflich</b> Chief Skokie Fire Department		

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# Financial Assistance Policy

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## 1. POLICY:

- The fundamental purpose of NorthShore University HealthSystem (NorthShore) is to provide quality health care and health-related services that effectively and efficiently meet the needs of individuals and families who reside in the communities served by NorthShore. For purposes of this policy, NorthShore refers to the non-profit hospitals: Evanston Hospital, Glenbrook Hospital, Highland Park Hospital, Skokie Hospital, and Swedish Hospital. Where policy differences apply to Swedish Hospital, those differences are separately identified.
- Consistent with NorthShore's values of compassion and stewardship, it is the policy of NorthShore to provide financial assistance to patients in need. Furthermore, the purpose of this Financial Assistance Policy (FAP) is to provide the framework under which financial assistance will be granted to patients for emergency or medically necessary care provided by NorthShore.
- This policy identifies the specific criteria and application process under which NorthShore will extend financial assistance to individuals whose financial status makes it impossible to pay fully for the services. Note that certain individuals are presumptively eligible to receive services at no cost (see section 4.E).
- This policy applies to all emergency or medically necessary care provided by a NorthShore hospital. This policy is not binding upon providers of medical services outside of the hospital. In **Exhibit 1** of the FAP, you can find information on providers delivering emergency or other medically necessary care in the hospital facility whose services are covered as part of this policy and a list of providers whose services are not covered as part of this policy. Note that provider services are covered only if you are found to be eligible for financial assistance in accordance with this policy. Free paper copies of the **Exhibit 1** are available as part of the FAP online at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy) or upon request in the emergency department and hospital registration areas. Free paper copies are also available by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.
- NorthShore may exclude services from this policy that are covered by an insurance program at another provider location but are not covered at NorthShore after efforts are made to educate the patient on insurance program coverage limitations and provided that federal Emergency Medical Treatment and Active Labor Act (EMTALA) obligations are satisfied.
- This policy describes the criteria used by NorthShore in calculating the amount of the financial assistance discount, if any, the measures NorthShore will take to widely publicize this FAP within the community served by NorthShore, the process used by NorthShore to determine financial assistance eligibility, and the financial assistance application process. The actions NorthShore may take in the event of nonpayment are described in a separate **Billing and Collections Policy**. That policy can be downloaded on NorthShore's website at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy) or a free paper copy is available in the emergency department and hospital registration areas or by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.
- To be eligible for financial assistance, you must complete and submit a financial assistance application (for patients who are not presumptively eligible) along with any required supporting documentation. Financial assistance applications are due no later than 240 days after the date of the first billing statement sent for the services for which you are requesting financial assistance. Exceptions may be granted as described later in this policy. Nothing in this policy takes precedence over federal, state or local laws or regulations currently in effect today or in effect in the future.
- Final authority to determine whether NorthShore has made reasonable efforts to determine FAP eligibility resides with NorthShore's Single Business Office and Swedish Hospital's Financial Services Center. This policy is intended to benefit NorthShore's community consistent with its values of compassion and stewardship. The existence of this FAP does not

## 10. Financial Assistance and Presumptive Eligibility Policy

constitute an offer of financial assistance to any particular patient and creates no contractual rights or obligations. This FAP may be updated by NorthShore in its sole discretion.

- The policies and procedures stated herein are intended to comply with Illinois state regulations and section 501(r) of the Internal Revenue Code and related guidance.

### 2. SCOPE:

This policy applies to all emergency or medically necessary care provided by a NorthShore hospital. This policy is not binding upon providers of medical services outside of the hospital. In **Exhibit 1** of the FAP, you can find information on providers delivering emergency or other medically necessary care in the hospital facility whose services are covered as part of this policy and a list of providers whose services are not covered as part of this policy. Note that provider services are covered only if you are found to be eligible for financial assistance in accordance with this policy.

### 3. DEFINITIONS:

Application - Means an application for financial assistance to be completed by a patient.

Application Period - During the application period, NorthShore will accept and process an application for financial assistance. The application period begins on the date the care is provided to the individual and ends on the 240<sup>th</sup> day after the date of the first billing statement for the care.

Amounts Generally Billed (AGB) - Patients who qualify for financial assistance will not be charged more for emergency or medical necessary care than the amounts generally billed (AGB) to patients who have insurance.

- 1) The NorthShore AGB percentage is calculated using the “look-back” method, which is the total of Medicare fee-for-service and private health insurer allowed claims divided by the total gross charges for those claims for a 12-month period. Discounts provided to patients who qualify for financial assistance will be reviewed against the AGB percentage limits to ensure patients are not charged more than AGB.
- 2) AGB percentages can be found in **Exhibit 2** of the FAP.
- 3) A revised AGB percentage will be calculated annually and applied by the 120th day after the start of the year.

Cost of Services Provided - The usual and customary charges at the time of initial billing, multiplied (reduced) by the hospital's relationship of costs to charges (also referred to as the hospital's “cost to charge ratio”) taken from NorthShore's most recently filed Medicare cost report. Costs are updated annually.

Elective Services - Services to treat a condition that does not require immediate attention. Elective services include procedures that are advantageous to the patient, but not urgent and include medically necessary services and non-medically necessary services, such as cosmetic and dental surgery performed solely to improve appearance or other elective procedures not typically covered by health insurance plans. Elective services that are not medically necessary will not be considered for financial assistance.

Emergency Services - Services provided to a patient for a medical condition with acute symptoms of sufficient severity (including severe pain, psychiatric disturbances and/or symptoms of substance abuse), such that the absence of immediate medical attention could reasonably be expected to result in placing the health of the individual (or with respect to a pregnant woman, the woman or her unborn child) in serious jeopardy, or cause serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.

Extraordinary Collection Actions (ECAs) - These are collection actions requiring a legal or judicial process and can also involve other activities such as selling debt to another party or reporting adverse information to credit agencies or bureaus. NorthShore does not engage in ECAs, nor does it permit its collections vendors to engage in ECAs. Further information on NorthShore's collection policies can be found in NorthShore's separate **Billing and Collections Policy**. Free paper copies of this policy are available online at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy) or free paper copies



## 10. Financial Assistance and Presumptive Eligibility Policy

are available upon request in the emergency department and hospital registration areas or by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.

Family - The patient, the patient's spouse/civil union partner, the patient's parents or guardians (in the case of a minor patient), and any dependents claimed on the patient's or parent's income tax return, and living in the patient's or his or her parents' or guardians' household.

Family Income - The sum of a family's annual earnings and cash benefits from all sources before taxes, less payments made for child support reportable to the United States Internal Revenue Service. Family income includes, but is not limited to earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, alimony, child support, and other sources.

Federal Poverty Level (FPL) - Level of income at which an individual is deemed to be at the threshold of poverty. This income level varies by the size of the family unit. The poverty level is updated annually by the United States Department of Health and Human Services and published in the Federal Register. For purposes of this policy, the poverty level indicated in these published guidelines represents gross income. The FPL used for purposes of this policy will be updated annually. FPLs can be found in **Exhibit 3** of the FAP.

Financial Assistance - Financial assistance means assistance offered by NorthShore to patients who meet certain financial and other eligibility criteria as defined in NorthShore's FAP to help them obtain the financial resources necessary to pay for medically necessary or emergent health care services provided by NorthShore in a hospital setting. Eligible patients may include uninsured patients, low income patients, and those patients who have partial coverage but who are unable to pay some or all of the remainder of their medical bills.

Medically Necessary Services - Services or supplies that are provided for the diagnosis, direct care, and treatment of a medical condition, meet the standards of good medical practice in the local area, are covered by and considered medically necessary by the Medicare and Medicaid programs, and are not mainly for the convenience of the patient or physician. Medically necessary services do not include cosmetic surgery or non-medical services, such as social, educational or vocational services.

Plain Language Summary - A plain language summary of NorthShore's FAP includes: 1) a brief description of the eligibility requirements and assistance offered; 2) a listing of the website and physical locations where financial assistance applications may be obtained; 3) instructions on how to obtain a free paper copy of the FAP; 4) contact information for assistance with the application process; 5) availability of language translations of the FAP and related documents; and 6) a statement confirming that patients who are determined to be eligible for financial assistance will be charged no more than AGB for emergency or medically necessary services.

Presumptive Eligibility - A financial assistance eligibility determination made by reference to specific criteria which has been deemed to demonstrate financial need on the part of an uninsured patient without completion of a financial assistance application.

Reasonable Efforts - NorthShore will make reasonable efforts to provide notification to the patient about NorthShore's FAP by offering the plain language summary of the FAP. In addition, NorthShore will take the following steps to inform patients about NorthShore's FAP.

- 1) Incomplete Applications - If the patient and/or patient's family member submits an incomplete financial assistance application, NorthShore will provide a written notification that describes what additional information or documentation is needed.
- 2) Completed Applications - If the patient and/or patient's family member submits a complete financial assistance application, NorthShore will provide written notification that documents a determination on whether a patient is eligible for financial assistance in a timely matter and notifies the patient in writing of the determination (including, if applicable, the assistance for which the patient is eligible) and the basis for this determination. This notification will also include the financial assistance percentage amount (for approved applications) or reason(s) for denial, and expected payment from the patient and/or family where applicable. The patient and/or family will continue to receive statements during the evaluation of a completed application.
- 3) Patient Statements - NorthShore will send a series of statements describing the patient's account and amount due. Patient statements will include a request that the patient is responsible to inform NorthShore of any available health

## 10. Financial Assistance and Presumptive Eligibility Policy

insurance coverage and will include a notice of NorthShore's FAP, a telephone number to request financial assistance, and the website address where financial assistance documents can be obtained.

- 4) NorthShore Website - NorthShore's website will post a notice in a prominent place that financial assistance is available, with an explanation of the financial assistance application process. NorthShore will post its FAP with a list of providers who are covered and not covered under the FAP, plain language summary, financial assistance application, and billing and collections policy at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy). NorthShore will have free paper copies of these documents available upon request in the emergency department and registration areas or by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.

Uninsured Patient - A patient who is not covered in whole or in part under a policy of health insurance and is not a beneficiary under a public or private health insurance, health benefit, or other health coverage program (including, without limitation, private insurance, Medicare, or Medicaid, or Crime Victims Assistance) and whose injury is not compensable for purposes of workers' compensation, automobile insurance, or liability or other third party insurance, as determined by NorthShore based on documents and information provided by the patient or obtained from other sources, for the payment of health care services provided by NorthShore.

Urgent Services - Services to treat an unexpected illness or injury that requires immediate medical attention (usually within 48 hours), that is not life threatening, but where a prolonged delay in treatment may threaten the patient's health or well-being.

### 4. PROCEDURE:

- A. *Communication*: To make our patients, families, and the broader community aware of the availability of financial assistance, NorthShore will take a number of steps to notify patients and visitors to its hospitals of the availability of financial assistance and to widely publicize this policy to members of the broader community served by the hospitals. These measures include:
  - i. *Financial Counseling*: NorthShore patients are encouraged to seek information from their hospital's financial counselor if they anticipate difficulty paying their portion of the hospital bill. Our counselors make every effort to assist patients who are uninsured, underinsured, or face other financial challenges associated with paying for the health care services we provide. Counselors may screen patients for eligibility for a variety of government-funded programs, assist with a worker's compensation or liability claim, set up an extended time payment plan, or help patients apply for financial assistance.
  - ii. *Plain Language Summary*: A paper copy of the plain language summary of NorthShore's FAP will be offered to all patients. NorthShore will also have free paper copies of financial assistance documents available online at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy) or upon request in the emergency department and registration areas. Free paper copies are also available by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.
  - iii. *Translated Copies Available*: NorthShore will offer its FAP, plain language summary, financial assistance application, and billing and collections policy in English and any other languages spoken by the lesser of 1,000 individuals or 5% of the population likely to be affected or encountered by NorthShore hospitals. NorthShore will have free paper copies of these documents available on the NorthShore website at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy) or upon request in the emergency department and hospital registration areas. Free paper copies are also available by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.
  - iv. *We Can Help Signage*: All financial assistance signage will be clearly and conspicuously posted in locations that are visible to the public, including, but not limited to NorthShore emergency department and patient registration areas. Signage will indicate that financial assistance is available and the phone number to reach a financial counselor for more information.
  - v. *Brochures*: Brochures will be placed in NorthShore patient access, registration, emergency department, and cashier locations, and will include guidance on how a patient may apply for Medicare, Medicaid, All Kids, Family Care etc.,

## 10. Financial Assistance and Presumptive Eligibility Policy

and NorthShore's financial assistance program. A contact and telephone number for help reviewing or applying for financial assistance will be included.

- vi. *Website:* NorthShore's website will post a notice in a prominent place that financial assistance is available, with an explanation of the financial assistance application process. NorthShore will post its FAP with a list of providers who are covered and not covered under the FAP, plain language summary, financial assistance application, and billing and collections policy on the NorthShore website at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy). NorthShore will also have free paper copies of these documents available upon request in the emergency department and registration areas. Free paper copies are also available by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.
  - vii. *Patient Bills and Statements:* Patient statements will include a request that the patient is responsible to inform NorthShore of any available health insurance coverage and will include a notice of NorthShore's FAP, a telephone number to request financial assistance, and the website address where financial assistance documents can be obtained.
- B. *Eligibility Determination:* Financial need is determined in accordance with procedures that involve an individual assessment of financial need. Those procedures are described below:
- i. A presumptive eligibility determination is completed according to the criteria described in Section 4.E. below. If a patient is presumptively eligible for financial assistance, a financial assistance application is not required. The patient or guarantor is expected to cooperate with the screening process and supply personal or financial information and documentation relevant to making a determination of presumptive eligibility;
  - ii. A financial assistance application process, in which the patient or guarantor is expected to cooperate and supply personal or financial information and documentation relevant to making a determination of financial need;
  - iii. Reasonable efforts by NorthShore to explore appropriate alternative sources of payment and coverage from public and private payment programs, and to assist patients to apply for such programs. Coverage may be pursued by using:
    - a) Available websites and contact information for worker's compensation or public liability claims
    - b) Available contact information for patients in police custody
    - c) The Get Covered Illinois website for patients who are signing up for exchange health coverage during open enrollment
    - d) The eCareNext tool (as part of Passport OneSource) to search for eligibility for health insurance coverage, public aid coverage, DHS social services, Illinois Healthy Women's program, Renal services only, and Temporary Assistance for Needy Families (TANF)
    - e) The state's PACIS and/or IES database to search for public aid coverage
    - f) The SNAP search tool through the Illinois Link EBT card website
    - g) The Experian eligibility tool to search for public aid coverage
    - h) Other appropriate third party sources
  - iv. The use of external publicly available data sources that provide information on a patient or guarantor's ability to pay (including credit scoring) (see section 4.G.);
  - v. A review of the patient's outstanding accounts receivable for prior services rendered at NorthShore and the patient's payment or bad debt history;
  - vi. The levels of financial assistance provided by NorthShore are based on income, family size, and FPL. Illinois residency is only a requirement for the uninsured population with family income between four and six times the FPL. Both uninsured and insured patients can apply for financial assistance; and
  - vii. The patient's eligibility for financial assistance will be based on the tables below and may vary based on the financial status of the patient, extenuating financial circumstances and the availability of third party health care benefits. Eligibility guidelines will be revised annually after the poverty level guidelines are published by the federal government and will also include NorthShore's most recently filed Medicare cost to charge ratios. Families with incomes exceeding the guidelines stated below can be screened for payment plan consideration.

## 10. Financial Assistance and Presumptive Eligibility Policy

- C. *Uninsured Patient Financial Assistance Eligibility:* Based on the federal poverty levels, the following table shall be used to determine the discounts offered to uninsured patients qualifying for financial assistance. Discounts provided to patients who qualify for financial assistance will be reviewed against the AGB percentage limits to ensure patients are not charged more than AGB.

FPL Tier	0% – 200% FPL	201% - 300% FPL	301% - 400% FPL	401% - 600% FPL
Expected Patient Payment	\$0 PMT / 100% write-off	100% of the Cost of Services Provided	100% of the Cost of Services Provided	AGB Percentage (see Exhibit 2)
Annual Maximum Expected Patient Payment	\$0 PMT / 100% write-off	15% of Annual Family Income	15% of Annual Family Income	15% of Annual Family Income

- FPLs can be found in **Exhibit 3** of the FAP and AGB percentages for each hospital can be found in **Exhibit 2**.
  - Expected payment for NorthShore hospital charges is determined by reducing hospital charges for medically necessary services on the uninsured patient's bill to 100% of the hospital's cost to charge ratio for patients with family income between two and four times the FPL, or amounts generally billed for patients with family income between four and six times the FPL. A revised percentage will be calculated annually and applied by the 120th day after the start of the year. The NorthShore discount percentages by FPL tier can be found in **Exhibit 4**. The Swedish Hospital discount percentages by FPL tier can be found in **Exhibit 5**.
  - In compliance with the Illinois Hospital Uninsured Patient Discount Act (210 ILCS 89/1) effective 4/1/09, eligibility for financial assistance for patients with family income of four to six times FPL is restricted to patients with Illinois residency and medically necessary charges exceeding \$300. Also in compliance with this law, NorthShore has compared the discounts for 135% of the hospital's cost to charge ratio to the amounts generally billed and have applied the more generous discounts for patients.
- D. *Insured Patient Financial Assistance Eligibility:* Based on the FPLs, the following table shall be used to determine the discounts offered to insured patients qualifying for financial assistance. Patients may request financial assistance consideration for the balance remaining (i.e., self-pay balance) after their health insurance has paid for medically necessary services. Financial assistance for insured patients is restricted to patients with a patient balance remaining of \$300 or greater. Discounts provided to patients who qualify for financial assistance will be reviewed against the AGB percentage limits to ensure patients are not charged more than AGB. The NorthShore discount percentages by FPL tier can be found in **Exhibit 4**. The Swedish Hospital discount percentages by FPL tier can be found in **Exhibit 5**. Families with family incomes exceeding the guidelines stated below can be screened for payment plan consideration.

FPL Tier	0% – 200% FPL	201% - 400% FPL
Expected Patient Payment	\$0 PMT / 100% write-off	AGB Percentage times remaining self-pay balance

FPLs can be found in **Exhibit 3** of the FAP and AGB percentages for each hospital can be found in **Exhibit 2**.

- E. *Presumptive Eligibility:* Uninsured patients may be determined eligible for financial assistance based on the presence of one of the criteria listed below. After at least one criterion has been demonstrated, no other proof of income will be requested. The list below is representative of circumstances in which a patient's family income is less than two times the FPL and the patient is eligible for a 100% reduction of medically necessary charges. Presumptive eligibility screening for an uninsured patient should be completed as soon as possible after receipt of medically necessary services and prior to the issuance of any bill for those services. When notified of a possible presumptive eligibility status, NorthShore will hold any patient statement during the completion of the presumptive eligibility review process. Also, NorthShore can work with external charitable and non-profit agencies to pre-approve individuals for presumptive eligibility in extenuating circumstances. Examples of these agencies include federally qualified health clinics or religious non-profit organizations.

## 10. Financial Assistance and Presumptive Eligibility Policy

- i. Presumptive Eligibility Criteria is demonstrated by enrollment in one of the following programs:
    - a) Women, Infants and Children Nutrition Program (WIC)
    - b) Supplemental Nutrition Assistance Program (SNAP)
    - c) Illinois Free Lunch and Breakfast Program
    - d) Low Income Home Energy Assistance Program (LIHEAP)
    - e) Temporary Assistance for Needy Families (TANF)
    - f) Illinois Housing Development Authority's Rental Housing Support Program
    - g) Organized community-based program or charitable health program providing medical care that assesses and documents low income financial status as criteria
    - h) Medicaid eligibility, but not eligible on date of service or for non-covered service
  - ii. Presumptive Eligibility Criteria can also be demonstrated by the following life circumstances:
    - a) Receipt of grant assistance for medical services
    - b) Homelessness
    - c) Deceased with no estate
    - d) Mental incapacitation with no one to act on patient's behalf
    - e) Recent personal bankruptcy
    - f) Incarceration in a penal institution
    - g) Affiliation with a religious order and vow of poverty
    - h) Evidence from an independent third-party reporting agency indicating family income is less than two times FPL
  - iii. Ways to demonstrate Presumptive Eligibility include:
    - a) Electronic confirmation of program enrollment or other presumptive eligibility criteria.
    - b) Where independent electronic confirmation is not possible, proof of enrollment or other eligibility criteria will be requested. Any one of the following will be satisfactory proof:
      - 1. WIC voucher
      - 2. SNAP card, proof of enrollment screen print, or copy of SNAP approval letter
      - 3. Letter from the school or Free/Reduced Priced Meals & Fee Waiver Notification with Signature
      - 4. LIHEAP Award or Approval letter
      - 5. TANF Approval Letter from Red Cross, DHS, or HFS
      - 6. Rent receipt in the case of state or federally subsidized housing program
      - 7. Rent adjustment letter from Lessor or HUD card or letter
      - 8. Card or Award statement showing current eligibility for State of Illinois program
      - 9. Statement from Grant Agency or Grant letter
      - 10. Personal attestation or letter from church or shelter confirming homelessness
      - 11. Letter from attorney, group home, shelter, religious order, or church
      - 12. Notice of Discharge of Debtor that identifies NorthShore as a creditor included in bankruptcy filing
- F. *Eligibility Timeline:*
- i. For uninsured patients, financial assistance determinations will be effective retrospectively for all self-pay balances dated during the application period and prospectively for a period of at least six months without further action by the patient. The patient shall communicate to NorthShore any material change in the patient's financial situation that occurs during the six month period that may affect the financial assistance determination within thirty (30) days of the change. A patient's failure to disclose a material improvement in family income may void any provision of financial assistance by NorthShore after the material improvement occurs. Presumptive eligibility determinations for uninsured patients may be effective retrospectively for all open self-pay balances.
  - ii. For insured patients, financial assistance determinations will be effective retrospectively for all self-pay balances dated during the application period. Insured patients can re-apply for financial assistance for any emergency and medically necessary care occurring in the future.
- G. *Final Screening for Financial Assistance Eligibility Determinations:* There are instances when a patient may appear eligible for financial assistance, but there is no application on file or there is a lack of supporting documentation. In this event, external agencies' data and/or NorthShore's accounts receivable payment/charity/bad debt history or membership with the NorthShore Community Health Center at Evanston Hospital or Erie Family Health Center may be used to determine insurance and employment status and to estimate income for financial assistance determinations. NorthShore

## 10. Financial Assistance and Presumptive Eligibility Policy

will approve financial assistance for patients whose financial status has been verified by a third party (e.g., credit scoring). In these situations, a financial assistance adjustment may be posted to the patient account and will not require the patient to submit a financial assistance application. Financial status confirmation through a third party may be done using the Experian Payment Navigator or other third party sources.

- H. *Urgent or Medically Necessary Services:* Financial assistance is limited to urgent or medically necessary services rendered in a hospital setting. Nothing in this section is intended to change NorthShore's obligations or practices pursuant to federal or state law respecting the treatment of emergency medical conditions without regard to the patient's ability to pay.

I. *Application Process*

- i. *How to Apply:* A financial assistance application should be completed and submitted, along with supporting documentation. Free paper copies of the application are available for download on NorthShore's website at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance) or [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy). Free paper copies are also available in the emergency department and in hospital registration areas. Free paper copies are also available by mail by calling (847) 570-5000 or (773) 989-3841 for Swedish Hospital.
- ii. Applicants may send the completed application and supporting documents to the NorthShore address listed below or bring them to a hospital financial counselor. Patients can locate a hospital financial counselor by visiting the central registration desk and requesting to speak with a financial counselor. For questions about the application process, assistance filling out the application, or to check the status of an application submitted, the hospitals' financial counselors are available to assist in person at the hospital or you can call (847) 570-5000 or (773) 989-3841 for Swedish Hospital.
- iii. *Where to Send Completed Applications:*

NorthShore University HealthSystem  
Patient Financial Services  
P.O. Box 1006, Suite 330  
Skokie, IL 60076-9877  
Fax: (847) 982-6957  
or  
Bring to a hospital financial counselor

*For Swedish Hospital:*

Swedish Hospital  
Financial Service Center  
5145 N. California Ave.  
Chicago, IL 60625  
Fax: (773) 878-6838  
or

Bring to a hospital financial counselor

- iv. Requests for consideration for financial assistance or presumptive eligibility may be initiated by any of the following individuals within the application period: a) the patient or guarantor, b) a representative of the patient or guarantor, c) a NorthShore representative on behalf of the patient/applicant, or d) the patient's attending physician.
- v. Notwithstanding considerations outlined elsewhere in this policy, it is the responsibility of the patient to cooperate with and fully participate in the financial assistance application process. This includes providing information about any available third party health coverage; providing in a timely and forthright manner all documentation and certifications needed to apply for funding through government or other programs (e.g., Medicare, Medicaid, All Kids, FamilyCare, Affordable Care Act Health Insurance Exchange, third party liability, Crime Victims funding, etc.) or to determine the patient's eligibility for other financial assistance. Failure to do so may adversely affect consideration of the patient's financial assistance application. Patients are asked to provide the information, certification and documents within thirty (30) days of NorthShore's request unless compelling circumstances are brought to NorthShore's attention. Except in cases of presumptive eligibility, the application for financial assistance must be signed by the patient (or guarantor/ representative).

## 10. Financial Assistance and Presumptive Eligibility Policy

- vi. A financial counselor can assist the applicant in the process of applying for financial assistance. If the patient is deceased and a responsible party is not identified, a NorthShore representative may generate the request and complete the application using available information and documents (e.g., Medicaid spend down form, estate document, etc.)
- J. *Family Income:*
  - i. The patient should provide one or more of the following documents to establish family income, if such documents are available. If there is more than one employed person in the patient's family, each person must submit one or more of the documents below:
    - a) If Employed:
      - 1. Most recently filed federal income tax return
      - 2. Two most recent pay stubs
      - 3. Two most recent statements for all checking, savings, and credit union accounts
    - b) If Self-Employed:
      - 1. Most recently filed federal income tax return
      - 2. Two most recent statements for all checking, savings, and credit union accounts
    - c) If Unemployed:
      - 1. Most recently filed federal income tax return
      - 2. Unemployment award letter that lists your benefit amount
      - 3. Letter from previous employer with the termination date
      - 4. Confirmation of support letter
    - d) If a Full-Time Student:
      - 1. Proof of college enrollment (including letter from college or university showing your full-time status, or tuition/financial documentation)
    - e) If Retired or Disabled:
      - 1. Most recently filed federal income tax return (if applicable)
      - 2. Award letter from the Social Security Administration stating the monthly benefit amount
      - 3. Two most recent statements for all checking, savings, and credit union accounts
    - f) Proof of Other Non-Wage Income (where applicable)
      - 1. Spousal and/or child support letter
      - 2. Rental property income
      - 3. Investment property income
      - 4. Any other income sources not listed above
  - ii. Except in cases of presumptive eligibility, the applicant must sign the application certification. NorthShore may rescind or modify a determination if later evidence demonstrates the applicant provided materially false information.
- K. *Additional Documentation:* Applicants may elect to provide additional documentation regarding assets, expenses, income, outstanding debts or other circumstances which would show financial hardship to support a request for financial assistance equal to or greater than the amounts to which they are otherwise eligible pursuant to this FAP. NorthShore may request applicants to submit additional documentation if the applicant's financial position is not adequately reflected by such income documents.
- L. *Eligibility Notification:* NorthShore will use its best efforts to notify applicants in writing of financial assistance determinations within forty-five (45) days after NorthShore has received a fully completed financial assistance application. This notification will also include the financial assistance percentage amount (for approved applications) and expected payment from the patient and/or family where applicable. The patient and/or family will continue to receive statements during the evaluation of a completed application. If a financial assistance application is denied, in whole or in part, NorthShore shall inform the applicant of the reason(s) for the determination and provide contact information if the applicant has any questions.
- M. *Incomplete Applications:* If the patient and/or family submit an incomplete application, NorthShore will provide a written notification that describes what additional information or documentation is needed.
- N. *False or Misleading Information:* If it is determined that an applicant has intentionally provided materially false or misleading information regarding their ability to pay medical expenses, NorthShore may deny the applicant's current or future applications. In the case of false information provided in the absence of bad faith, NorthShore will base its

## **10. Financial Assistance and Presumptive Eligibility Policy**

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determination upon the corrected information. If financial assistance has already been granted based on the patient's intentional provision of materially false information, NorthShore may void the prior grant of financial assistance, in which case NorthShore retains all legal rights to seek payment from the patient of any amounts which may be due. If the provision of materially false information was unintentional, NorthShore will revise the determination based upon the corrected information.

### **5. ATTACHMENT:**

Exhibit 1 - FAP Provider/Physician List  
Exhibit 2 - Amounts Generally Billed (AGB) Percentages by Facility  
Exhibit 3 - Federal Poverty Level (FPL) Guidelines  
Exhibit 4 - NorthShore Financial Assistance Discount Tables  
Exhibit 5 - Swedish Hospital Financial Assistance Discount Tables

### **6. DISTRIBUTION:**

Administrative Directives Manual

### **7. POLICY RESPONSIBILITY:**

Sr. Vice President, Business Services



## 10. Financial Assistance and Presumptive Eligibility Policy

### 8. REFERENCES:

#### Internal

Administrative Directives Manual: Billing and Collections Policy  
Administrative Directives Manual: HIPAA Policies (Management of Information)  
Administrative Directives Manual: HIPAA Policies  
EMTALA Compliance Manual: EMTALA Medical Screening Exam Policy

#### External

Health and Human Services (HHS)  
Federal Poverty Guideline, most current year  
Hospital Uninsured Patient Discount Act (210 ILCS 89/1)  
Internal Revenue Code Section 501(r)

### 9. REVISION:

The organization reserves the right to unilaterally revise, modify, review, or alter the terms and conditions of the policy within the constraints of the law, with or without reasonable notice.

### 10. APPROVAL:

<u>Brian M. Washa</u> Signature	<u>Sr. Vice President, Business Services</u> Title	<u>11/23/2020</u> Date
<u>Douglas D. Welday</u> Signature	<u>Chief Financial Officer</u> Title	<u>11/16/2020</u> Date

### 11. DATES:

Origination: 6/04      Review: 9/20    Effective: 11/20      Next Review: 9/23

## 10. Financial Assistance and Presumptive Eligibility Policy

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### Exhibit 1 FAP Provider/Physician List

All NorthShore and Swedish Medical Group physicians/providers are covered under this policy. A list of the independent/non-employed providers that deliver emergency or other medically necessary care in NorthShore hospital facilities that are not covered under this policy are made available online in a separate document at [www.northshore.org/about-us/billing/financial-assistance](http://www.northshore.org/about-us/billing/financial-assistance). A list of the independent/non-employed providers that deliver emergency or other medically necessary care at Swedish Hospital that are not covered under this policy are made available online in a separate document at [www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy](http://www.swedishcovenant.org/for-patients-and-visitors/pay-your-bill/hospital-financial-assistance-policy). Free paper copies of Exhibit 1 are also available upon request in the emergency department and hospital registration areas and by mail by calling (847) 570-5000 for NorthShore or (773) 989-3841 for Swedish Hospital. Updates for changes to the provider list will be made on a quarterly basis.

## 10. Financial Assistance and Presumptive Eligibility Policy

### Exhibit 2 Amounts Generally Billed (AGB) Percentages

Patients who qualify for financial assistance will not be charged more for emergency or medical necessary care than the amounts generally billed (AGB) to patients who have insurance. The hospital AGB percentages are calculated using the “look-back” method, which is the total of Medicare fee-for-service and private health insurer allowed claims divided by the total gross charges for those claims for a 12-month period. Discounts provided to patients who qualify for financial assistance will be reviewed against the AGB percentage limits to ensure patients are not charged more than AGB.

Provider	AGB %	Discount %
Evanston Hospital	32%	68%
Glenbrook Hospital	32%	68%
Highland Park Hospital	32%	68%
Skokie Hospital	32%	68%
Swedish Hospital	19%	81%
NorthShore Medical Group	32%	68%
Swedish Medical Group	19%	81%

For use in this policy, the AGB percentages for each facility are to be calculated annually and applied by the 120th day after the start of the year.

## 10. Financial Assistance and Presumptive Eligibility Policy

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### Exhibit 3 Federal Poverty Level (FPL) Guidelines

The poverty guidelines referenced in this policy are those issued each year by the U.S. Department of Health and Human Services as published in the Federal Register. The income thresholds in the current poverty guidelines were published on January 13, 2021.

Family Size	FPL
1	\$12,880
2	\$17,420
3	\$21,960
4	\$26,500
5	\$31,040
6	\$35,580
7	\$40,120
8	\$44,660

*For family units of more than 8 persons, add \$4,540 for each additional person to determine FPL.*

For purposes of this policy, the income levels specified above are understood to be at gross income, although certain provisions allow for adjustments to income for extraordinary medical expenses. For use in this policy, the federal poverty income levels are to be updated annually after their revision and publication by the federal government in the Federal Register.

## 10. Financial Assistance and Presumptive Eligibility Policy

### Exhibit 4 NorthShore Financial Assistance Discount Tables

#### UNINSURED PATIENT DISCOUNT TABLE

Below are the discount percentages by FPL tier for uninsured patients. The discount percentage will be applied to charges for emergency or medically necessary care.

Family Size	0%-200% FPL	201%-300% FPL	301%-400% FPL	401%-600% FPL
	Maximum Income for a 100% Discount	Maximum Income for a 75% Discount	Maximum Income for a 75% Discount	Maximum Income for a 68% Discount
1	\$25,760	\$38,640	\$51,520	\$77,280
2	\$34,840	\$52,260	\$69,680	\$104,520
3	\$43,920	\$65,880	\$87,840	\$131,760
4	\$53,000	\$79,500	\$106,000	\$159,000
5	\$62,080	\$93,120	\$124,160	\$186,240
6	\$71,160	\$106,740	\$142,320	\$213,480
7	\$80,240	\$120,360	\$160,480	\$240,720
8	\$89,320	\$133,980	\$178,640	\$267,960
Annual Maximum Payment	\$0 Payment/ 100% Discount	15% of Annual Family Income	15% of Annual Family Income	15% of Annual Family Income

#### INSURED PATIENT DISCOUNT TABLE

Below are the discount percentages by FPL tier for insured patients. The discount percentage will be applied to the remaining self-pay balance for emergency or medically necessary care.

Family Size	0%-200% FPL	201%-400% FPL
	Maximum Income for a 100% Discount	Maximum Income for a 68% Discount
1	\$25,760	\$51,520
2	\$34,840	\$69,680
3	\$43,920	\$87,840
4	\$53,000	\$106,000
5	\$62,080	\$124,160
6	\$71,160	\$142,320
7	\$80,240	\$160,480
8	\$89,320	\$178,640

## 10. Financial Assistance and Presumptive Eligibility Policy

### Exhibit 5 Swedish Hospital Financial Assistance Discount Tables

#### UNINSURED PATIENT DISCOUNT TABLE

Below are the discount percentages by FPL tier for uninsured patients. The discount percentage will be applied to charges for emergency or medically necessary care.

Family Size	0%-200% FPL	201%-300% FPL	301%-400% FPL	401%-600% FPL
	Maximum Income for a 100% Discount	Maximum Income for a 83% Discount	Maximum Income for a 83% Discount	Maximum Income for a 81% Discount
1	\$25,760	\$38,640	\$51,520	\$77,280
2	\$34,840	\$52,260	\$69,680	\$104,520
3	\$43,920	\$65,880	\$87,840	\$131,760
4	\$53,000	\$79,500	\$106,000	\$159,000
5	\$62,080	\$93,120	\$124,160	\$186,240
6	\$71,160	\$106,740	\$142,320	\$213,480
7	\$80,240	\$120,360	\$160,480	\$240,720
8	\$89,320	\$133,980	\$178,640	\$267,960
Annual Maximum Payment	\$0 Payment/ 100% Discount	15% of Annual Family Income	15% of Annual Family Income	15% of Annual Family Income

#### INSURED PATIENT DISCOUNT TABLE

Below are the discount percentages by FPL tier for insured patients. The discount percentage will be applied to the remaining self-pay balance for emergency or medically necessary care.

Family Size	0%-200% FPL	201%-400% FPL
	Maximum Income for a 100% Discount	Maximum Income for a 81% Discount
1	\$25,760	\$51,520
2	\$34,840	\$69,680
3	\$43,920	\$87,840
4	\$53,000	\$106,000
5	\$62,080	\$124,160
6	\$71,160	\$142,320
7	\$80,240	\$160,480
8	\$89,320	\$178,640

## 10. Financial Assistance and Presumptive Eligibility Policy

### Important: *You may be able to receive free or discounted care.*

Completing this application will help NorthShore University HealthSystem (NorthShore) determine if you can receive free or discounted services or other public programs that can help pay for your healthcare. If you are uninsured, a Social Security Number is not required to qualify for free or discounted care. However, a Social Security Number is required for some public programs, including Medicaid. Providing a Social Security Number is not required but will help NorthShore determine whether you qualify for any public programs.

Please complete this form as soon as possible after the date of service in order for NorthShore to determine your eligibility for financial assistance. NorthShore will accept your application for up to 240 days following the first billing statement for the care.

Patient acknowledges that he or she has made a good faith effort to provide all information requested in the application to assist NorthShore in determining whether the patient is eligible for financial assistance.

INSTRUCTIONS: COMPLETE THE APPLICATION IN FULL AND SIGN THE AUTHORIZATION TO VERIFY INFORMATION.							
APPLICANT INFORMATION							
Email Address						Family Size (Incl. Pt.)	
Last Name		First Name		M.I.		Date of Birth	
Social Security Number							
Street Address		Apt. #		City		State	
Zip		Home Phone					
Employer Name				Employer Street Address			
Cell Phone							
Employer City		State		Zip		Gross Monthly Income	
Work Phone							
SPOUSE/GUARANTOR OR PARENT(S) OF MINOR (WHEN APPLICABLE)							
Email Address						Relationship to Patient	
Date of Birth							
Last Name		First Name		M.I.		Social Security Number	
Street Address		Apt. #		City		State	
Zip		Home Phone					
Employer Name				Employer Street Address			
Cell Phone							
Employer City		State		Zip		Gross Monthly Income	
Work Phone							

### Presumptive Eligibility:

**Uninsured** patients who demonstrate one of the Presumptive Eligibility Criteria listed below individually or through the benefits provided to their Family are automatically eligible to receive **free care** and **no proof of income will be requested**. We verify eligibility electronically when possible, but may need you to assist us to demonstrate your eligibility.

### Check as many as apply:

- |  |  |
|--|--|
| <input type="checkbox"/> WIC<br><input type="checkbox"/> SNAP<br><input type="checkbox"/> ILLINOIS FREE LUNCH/BREAKFAST<br><input type="checkbox"/> INCARCERATED<br><input type="checkbox"/> HOMELESSNESS<br><input type="checkbox"/> DECEASED WITH NO ESTATE<br><input type="checkbox"/> MEDICAID ELIGIBILITY, BUT NOT ON THE DATE OF SERVICE OR FOR NON-COVERED SERVICE<br><input type="checkbox"/> ILLINOIS HOUSING DEVELOPMENT AUTHORITY'S RENTAL HOUSING SUPPORT PROGRAM<br><input type="checkbox"/> MENTAL INCAPACITATION WITH NO ONE TO ACT ON PATIENT'S BEHALF | <input type="checkbox"/> LIHEAP: LOW INCOME HOME ENERGY ASSISTANCE PROGRAM<br><input type="checkbox"/> COMMUNITY-BASED MEDICAL ASSISTANCE PROGRAM<br><input type="checkbox"/> GRANT ASSISTANCE FOR MEDICAL SERVICES<br><input type="checkbox"/> TANF: TEMPORARY ASSISTANCE FOR NEEDY FAMILIES<br><input type="checkbox"/> PERSONAL BANKRUPTCY (CASE # _____ DISCHARGED DATE _____)<br><input type="checkbox"/> AFFILIATION WITH A RELIGIOUS ORDER AND VOW OF POVERTY |
|--|--|

## 10. Financial Assistance and Presumptive Eligibility Policy

**\*\* If you demonstrate Presumptive Eligibility, you do not need to supply any income information. You still need to sign the Applicant Certification on the following page.**

### **Income Information:**

Please provide the documents requested below (where applicable). Your application may be delayed or denied in the event that any of the required documents are not included.

The following documentation should be provided for the applicant, spouse/partner of the applicant, or if the applicant/patient is a minor, the parent or guardian. If you cannot provide any documentation relating to your income, please complete the letter of support on the last page of this application.

#### **If Employed:**

- Copy of your prior year tax return
- Copies of the two most recent pay stubs
- Copies of the two most recent statements for all checking, savings, and credit union accounts

#### **If Self-Employed:**

- Copy of your prior year tax return
- Copies of the two most recent statements for all checking, savings, and credit union accounts

#### **If Unemployed:**

- Copy of your prior year tax return
- Copy of your unemployment award letter that lists your benefit amount
- A letter from your previous employer with the termination date
- A confirmation of support letter (complete letter on the last page of this application)

#### **If a Full-Time Student:**

- Proof of college enrollment (including letter from college or university showing your full-time status, or tuition/financial documentation)

#### **If Retired or Disabled:**

- Copy of your prior year tax return (if applicable)
- Copy of your most recent award letter from the Social Security Administration stating the monthly benefit amount
- Copies of the two most recent statements for all checking, savings, and credit union accounts

#### **Proof of Other Non-Wage Income:**

Provide the following information if applicable to your financial situation:

- Spousal and/or child support letter
- Rental property income
- Investment property income
- Any other income sources not listed above

### **Family/Household Information:**

Number of persons in family/household	
Number of persons who are dependents of the applicant	
Ages of applicant's dependents	



## 10. Financial Assistance and Presumptive Eligibility Policy

### Other Information:

If you have additional documents that may help NorthShore make a determination regarding your application, such as large outstanding bills which would show financial hardship, please provide those documents (example: phone bills, electricity bills, medical bills, bank or checking statements, etc.)

### Application Certification:

I certify that the information in this application is true and correct to the best of my knowledge. I will apply for any state, federal, or local assistance for which I may be eligible to help pay for this NorthShore bill. I understand that the information provided may be verified by NorthShore, and I authorize NorthShore to contact third parties to verify the accuracy of the information provided in this application. I understand that if I knowingly provide untrue information in this application, I will be ineligible for financial assistance, any financial assistance granted to me may be reversed, and I will be responsible for the payment of the NorthShore bill.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit completed applications by:	Need Assistance? We can help.
<p><b><u>Mail:</u></b> NorthShore University HealthSystem Patient Financial Services P.O. Box 1006, Suite 330 Skokie, IL 60076-9877</p> <p><b><u>Fax:</u></b> (847) 982-6957</p> <p><b><u>In Person:</u></b> Bring to the hospital financial counselor by visiting a hospital central registration desk</p>	<p><b>Call (847) 570-5000</b></p> <p><b>or meet with a hospital financial counselor by visiting a hospital central registration desk</b></p>
<p><b><u>For Swedish Hospital:</u></b></p> <p><b><u>Mail:</u></b> Swedish Hospital Financial Service Center 5145 N. California Ave. Chicago, IL 60625</p> <p><b><u>Fax:</u></b> (773) 878-6838</p> <p><b><u>In Person:</u></b> Bring to the hospital financial counselor by visiting the Financial Service Center</p>	<p><b>For Swedish Hospital:</b></p> <p><b>Call (773) 989-3841</b></p> <p><b>or meet with a hospital financial counselor by visiting the Financial Service Center</b></p>

**Room and Board Statement/Confirmation of Support Letter**

**This form is to be completed by the person that is providing room and board and is only to be completed for the applicant if he/she is living with someone other than his/her legal spouse**

I currently provide room and board for \_\_\_\_\_  
(Please print applicant's name)

The address where the room and board is provided  
\_\_\_\_\_  
\_\_\_\_\_

I provide a monetary allowance of \$\_\_\_\_\_ per week/month (circle one)

Other support (please explain) \_\_\_\_\_

Name and address of person providing support (please print)

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone  
Number: \_\_\_\_\_

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Person Providing Support: \_\_\_\_\_ Date: \_\_\_\_\_

### Support for Community Organizations

To help support its mission “to preserve and improve human life,” NorthShore makes financial contributions to national and local organizations. Recognizing that the more NorthShore and the community connect, the stronger and healthier we both will become, NorthShore makes financial contributions to activities, organizations and causes that support the organization’s community benefits guiding principles, address a community health need and support civic engagement. In 2021, a total of \$1,970,890 in financial support and non-cash donations were provided to 82 not-for-profit organizations.

#### Corporate Support

- American Association for Precision Medicine
- American Cancer Society
- Chessmen Club of the NorthShore
- Chicago Medical Society
- Crohn’s & Colitis Foundation
- Emergency Medicine Stroger Cook County
- Erie Family Health Center
- Greater Chicago Food Depository
- Lawrence Hall
- Learning Bridge Early Education
- March of Dimes
- MCHC – Chicago Hospital Council
- Partners in Health
- Resilience
- Skills for Chicagoland’s Future
- The Friendship Center
- The Josselyn Center
- The Kedzie Center
- UI Shared Services
- United Way of Metro Chicago
- University of Chicago

#### Evanston Hospital-Based Community Support

- Childcare Network of Evanston
- City of Evanston
- Connections for the Homeless
- Evanston Community Foundation
- Evanston Environmental Association
- Evanston Township High School
- Evanston Wilmette Golf Course
- Family Focus
- Friends of the Evanston Farmers’ Market
- Haven Youth and Family Services
- Infant Welfare Society of Evanston
- James B Moran Center for Youth Advocacy
- McGaw YMCA
- NAMI Cook County North Suburban
- Northwestern University
- WE Evanston
- Youth & Opportunity United
- YWCA Evanston North Shore

### Glenbrook Hospital-Based Community Support

- Catholic Charities of the Archdiocese of Chicago
- Chicago Mitzvah Campaign
- Erie Family Health Center
- Family Service Center of Wilmette
- Frisbie Senior Center
- Glenbrook High School District #225
- Hunger Resource Network
- Meals on Wheels NE Illinois
- North Suburban YMCA
- Northbrook Civic Foundation
- Northfield Township
- Rotary Club of Glenview
- Rotary Club of Northbrook
- School District #34 Cook County
- St Catherine Laboure School
- West Northfield School District #31
- Wings Program Inc
- Youth Services of Glenview and Northbrook

### Highland Park Hospital-Based Community Support

- A Safe Place
- Catholic Charities of the Archdiocese of Chicago
- Center for Enriched Living
- College of Lake County
- Deerfield Parent Network
- Family Service of Glencoe
- Family Services of Lake County
- Fenix Family Health Center
- Highland Park School District 112 Education Foundation
- Lake County Health Department
- Lake County Partners
- North Shore Legal Aid Clinic
- Northern Illinois Food Bank
- PADS Lake County
- Parks Foundation of Highland Park
- Rosalind Franklin University
- Southeast Lake County Faith in Action
- Village of Deerfield

### Skokie Hospital-Based Community Support

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- Chicago Center for Torah Chesed
- CJE Senior Life
- Heartland Health Centers
- Josselyn Center
- Niles Township Food Pantry
- Rotary Club of Skokie Valley
- Skokie Fraternal Order of Police
- Turning Point Behavioral Health Center
- Village of Skokie

## Medical Education

As a primary teaching affiliate for University of Chicago Pritzker School of Medicine, NorthShore is dedicated to excellence in medical education and research. NorthShore also has additional teaching affiliation agreements with Rush University Medical Center, University of Illinois-Chicago, Stroger Hospital, and Northwestern University Feinberg School of Medicine. NorthShore physician-educators connect and innovate with the next generation of medical specialists to help shape the future of healthcare. Combined with NorthShore's established reputation for advanced information technology and its strong clinical environment, this affiliation represents an exciting advancement in academic medicine for the Chicagoland area and for future physician leaders. NorthShore incurred \$35,304,470 in unreimbursed costs for its hospital-based educational programs. Additionally, from the University of Chicago Pritzker School of Medicine students are trained in the following core clinical rotations:

- Emergency Medicine
- Family Medicine
- Internal Medicine
- Neurology
- Obstetrics and Gynecology
- Pediatrics
- Psychiatry
- Surgery

NorthShore has 223 Residents and Fellows pursuing specialties and subspecialties in clinical areas which include:

### RESIDENCIES

- Dentistry
- Family Medicine
- Internal Medicine (Categorical, Preliminary & Transitional)
- Pathology

### FELLOWSHIPS

- Breast Surgery
- Cardiology
- Endocrine Surgery
- Family Medicine-Sports Medicine
- Gastroenterology
- Maternal-Fetal Medicine
- Musculoskeletal Imaging
- Simulation-Emergency Medicine
- Urogynecology

The affiliate-based Residency program areas include:

- Anesthesiology
- Emergency Medicine
- General Surgery
- Neurology
- Neurosurgery
- Obstetrics and Gynecology
- Ophthalmology
- Orthopaedic Surgery
- Otolaryngology
- Pediatrics
- Plastic Surgery
- Podiatry
- Psychiatry
- Radiology
- Urology

The affiliate-based Fellowship program areas include:

- Cardiothoracic Surgery
- Child Psychiatry
- Colon Rectal Surgery
- Gynecology-Oncology
- Hematology-Oncology
- Mammography
- Maternal-Fetal Medicine
- Medical Microbiology
- Molecular Genetics Pathology
- Neonatal-Perinatal Medicine
- Nephrology
- Neuroradiology
- Orthopaedic Hand
- Orthopaedic Sports
- Palliative Medicine
- Peripheral Vascular Surgery
- Surgical Oncology

NorthShore also offers a comprehensive Pharmacy Residency program, with resident positions located at all four hospitals. The Pharmacy Residency program includes both clinical and administrative exposure focusing on inpatient and ambulatory practice. The program also includes specialty residencies in oncology, pharmacy informatics, and pharmacy administration. The program consists of a multitude of experiences that reinforce residents' knowledge and skills and help them advance into well-rounded practitioners. In 2021, 18 residents participated in the program.

The NorthShore School of Nurse Anesthesia operates out of Evanston Hospital and is affiliated with DePaul University. The program has full accreditation from the Council of Accreditation of Nurse Anesthesia Educational Programs. The mission of the school is to prepare qualified professional registered nurses for the advanced practice of nurse anesthesia in a variety of practice settings. The graduate nurse anesthetist demonstrates the knowledge, skills, and attitude necessary to take on leadership roles in the practice of nurse anesthesia. In 2021, 96 students participated in the program.

NorthShore also provided clinical training and internships during the 2021 academic year for 281 high school and college students. Students interned in the following areas: Nursing, Diagnostic Radiology, Occupational Therapy, Physical Therapy, Medical Social Work and Speech Pathology.

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## **Research Institute**

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The NorthShore University HealthSystem Research Institute (Research Institute) was organized in 1996 to provide a means for integrating leading-edge research into improved clinical care. The Research Institute also creates an environment to recruit and retain externally-funded research leadership in order to achieve the mission and goals of the organization. The Research Institute now houses more than 210 principal investigators who currently occupy 95,000 net square feet of research space and work on 1,200 active research protocols. In 2021, NorthShore's contribution to the internal support for the Research Institute was \$3,245,574.

The Research Institute builds on NorthShore's promise to deliver excellence in all aspects of patient care. Efforts are directed to research initiatives that make a difference across multiple disciplines. From oncology and neurology to orthopaedics and cardiovascular care, the Research Institute focuses on areas of inquiry that have the potential to make the greatest impact on improving and saving lives. NorthShore offers some 1,000 active clinical trials of various types, from innovative surgical procedures to the latest drug therapies. NorthShore's clinical research portfolio focuses on a range of conditions, including cancer, neurologic disorders and stroke, cardiovascular disorders, and a wide range of pediatric and gynecologic conditions. Additionally, major clinical trial programs in advanced imaging and medical genetics are also offered. The Research Institute is also a member of the Illinois Precision Medicine Consortium (IPMC), which is part of a national landmark longitudinal All of Us Research Program (AoURP) cohort program to improve the ability to prevent and treat disease based on individual lifestyle, environment, and genetics. NorthShore will enroll over 9,000 NorthShore patients in the study, and participants in NorthShore's AoURP will be asked to share a wide-range of health, environmental, and lifestyle information.

The NorthShore Program for Personalized Cancer Care (PPCC) is pioneering new strategies in cancer care. The PPCC uniquely focuses on the genetic pattern of an individual's hereditary DNA to derive a personalized cancer risk assessment profile. Based on the inherited risk of developing a given cancer, the PPCC is beginning to implement personalized cancer care strategies that encompass the entire spectrum of disease. The PPCC believes this approach will lead to more efficient use of health care resources by targeting prevention and screenings toward individuals at greater risk of developing cancer, earlier cancer detection, and, ultimately and most importantly, reduced cancer deaths and suffering.



## Industry Recognition

Among the many honors bestowed on NorthShore during the past year, these stand out and distinguish us in the marketplace.

- October 2020: Legacy NorthShore is nationally named a 2020 Most Wired health system for the 17th straight year by the College of Healthcare Information Management Executives. NorthShore receives a “Level 9 Quality Award” (out of 10) for both Acute and Ambulatory surveys.
- November 2020: Legacy NorthShore receives the Press Ganey Guardian of Excellence Award, recognizing 17 of NorthShore’s off-site Outpatient Services that have achieved the 95th percentile or above for performance in Patient Experience.
- February 2021: Legacy NorthShore receives the Chicago Health Executives Forum Innovations Award for being the first to implement the BCBSIL Payer Platform with Epic, a secure, interconnected system of health information between insurers and providers utilized at point of care.
- April 2021: Legacy NorthShore is named to the 2021 Fortune/IBM Watson Health™ 100 Top Hospitals® list for a record 22 times, more than any other hospital or health system in the U.S. in the award’s 28-year history. NorthShore also is among the Top 15 Major Teaching Hospitals.
- April 2021: Legacy NorthShore earns five stars—the highest possible quality rating from the Centers for Medicare & Medicaid Services (CMS), as part of its consumer-oriented Hospital Compare program.
- April 2021: Evanston, Glenbrook and Northwest Community hospitals receive “A” grades and Highland Park and Swedish hospitals receive “B” grades in Spring ratings from The Leapfrog Group, a national organization that focuses on quality and safety in American health care.
- April 2021: Evanston, Highland Park and Swedish hospitals are proud to be recognized by Blue Cross Blue Shield with a Blue Distinction® Centers (BDC) for Maternity Care designation, as part of the Blue Distinction Specialty Care program.
- July 2021: NorthShore Orthopaedic & Spine Institute is named one of the top 50 specialty programs in the country in U.S. News & World Report’s annual ‘Best Hospital’ rankings for 2021-22. Legacy NorthShore also is ranked the #6 hospital in both Illinois and the Chicago metro area.
- July 2021: Legacy NorthShore hospitals receive the 2021 ‘Environmental Excellence Award’ and ‘System for Change Award’ from Practice GreenHealth, the nation’s leading organization dedicated to environmental sustainability in healthcare.
- July 2021: Legacy NorthShore is recognized as a LinkedIn ‘Top 25 Company’ in the greater Chicago area for 2021.

## Attachments

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Annual Non Profit Hospital Community Benefits Plan Report

Hospital or Hospital System:NorthShore University HealthSystem

Mailing Address:1301 Central StreetEvanston, IL 60201

(Street Address/P.O. Box)(City, State, Zip)

Physical Address (if different than mailing address):

(Street Address/P.O. Box)(City, State, Zip)

Reporting Period:10/01/20through09/30/21Taxpayer Number:36-2167060

MonthDayYearMonthDayYear

If filing a consolidated financial report for a health system, list below the Illinois hospitals included in the consolidated report.

Hospital Name	Address	FEIN #
Evanston Hospital	2650 Ridge Avenue, Evanston, IL	36-2167060
Glenbrook Hospital	2100 Pfingsten Road, Glenview, IL	36-2167060
Highland Park Hospital	777 Park Avenue West, Highland Park, IL	36-2167060
Skokie Hospital	9600 Gross Point Road, Skokie, IL	36-2167060

1.ATTACH Mission Statement:  
The reporting entity must provide an organizational mission statement that identifies the hospital's commitment to serving the health care needs of the community and the date it was adopted.

2.ATTACH Community Benefits Plan:  
The reporting entity must provide it's most recent Community Benefits Plan and specify the date it was adopted. The plan should be an operational plan for serving health care needs of the community. The plan must:

1.Set out goals and objectives for providing community benefits including charity care and government-sponsored indigent health care.

2.Identify the populations and communities served by the hospital.

3.Disclose health care needs that were considered in developing the plan.

3.REPORT Charity Care:  
Charity care is care for which the provider does not expect to receive payment from the patient or a third-party payer. Charity care does not include bad debt. In reporting charity care, the reporting entity must report the actual cost of services provided, based on the total cost to charge ratio derived from the hospital's Medicare cost report (CMS 2552-96 Worksheet C, Part 1, PPS Inpatient Ratios), not the charges for the services.

Charity Care.\$18,619,899

ATTACH Charity Care Policy:  
Reporting entity must attach a copy of its current charity care policy and specify the date it was adopted.

4. **REPORT Community Benefits** actually provided other than charity care:  
See instructions for completing Section 4 of the Annual Non Profit Hospital Community Benefits Plan Report.

Community Benefit Type

Language Assistant Services .....	\$ 1,521,135
Government Sponsored Indigent Health Care .....	\$ 109,275,073
Donations .....	\$ 1,970,890
Volunteer Services	
a) Employee Volunteer Services .....	\$ 8,805
b) Non-Employee Volunteer Services .....	\$ 140,844
c) Total (add lines a and b) .....	\$ 149,649
Education .....	\$ 35,304,740
Government-sponsored program services .....	\$ 1,322,958
Research .....	\$ 4,161,249
Subsidized health services .....	\$ 45,220,895
Bad debts .....	\$ 9,647,210
Other Community Benefits .....	\$ 343,199

**Attach a schedule for any additional community benefits not detailed above.**

5. **ATTACH Audited Financial Statements for the reporting period.**

**Under penalty of perjury, I the undersigned declare and certify that I have examined this Annual Non Profit Hospital Community Benefits Plan Report and the documents attached thereto. I further declare and certify that the Plan and the Annual Non Profit Hospital Community Benefits Plan Report and the documents attached thereto are true and complete.**

Douglas D. Welday, Chief Financial Officer

847-570-5050

Name / Title (Please Print)

Phone: Area Code / Telephone No.



MARCH 30, 2022

Signature

Date.

Thomas Bishop

847-570-5124

Name of Person Completing Form

Phone: Area Code / Telephone No.

tbishop@northshore.org

847-570-5240

Electronic / Internet Mail Address

FAX: Area Code / FAX No.



# HOSPITAL FINANCIAL ASSISTANCE REPORT

OFFICE OF THE ATTORNEY GENERAL • STATE OF ILLINOIS

Pursuant to 77 Ill. Adm. Code 4500.60, each Illinois hospital must annually provide, in conjunction with the filing of either its Community Benefits Report as required by the Community Benefits Act or its Worksheet C Part I as required by the Hospital Uninsured Patient Discount Act, a Hospital Financial Assistance Report to the Office of the Attorney General. This form shall be completed and filed with the Office of the Attorney General as described below.

Reporting Hospital: NorthShore University HealthSystem (Evanston, Glenbrook, Highland Park, Skokie Hospitals)  
Mailing Address: 1301 Central Street  
City, State, Zip: Evanston, IL 60201  
Reporting Period: October 1, 2020 through September 30, 2021  
Taxpayer Number: 36-2167060

• • •

1. Attach a copy of each Hospital Financial Assistance Application form used during the reporting period. If more than one form was used, identify the date any amended form was adopted.
2. Attach a copy of the Presumptive Eligibility Policy in effect during the reporting period, which shall identify each of the criteria used by the hospital to determine whether a patient is presumptively eligible for Hospital Financial Assistance.
3. Provide the following Hospital Financial Assistance statistics for the hospital during the reporting period:
  - A) The number of Hospital Financial Assistance Applications submitted to the hospital, both complete and incomplete, during the most recent fiscal year: a) 8,532
  - B) The number of Hospital Financial Assistance Applications the hospital approved under its Presumptive Eligibility Policy during the most recent fiscal year: b) 8,222
  - C) The number of Hospital Financial Assistance Applications the hospital approved outside its Presumptive Eligibility Policy during the most recent fiscal year: c) 8,443
  - D) The number of Hospital Financial Assistance Applications denied by the hospital during the most recent fiscal year: d) 89
  - E) The total dollar amount of financial assistance provided by the hospital during the most recent fiscal year based on actual cost of care: e) \$ 18,619,899
4. If the Reporting Hospital annually files a Community Benefits Plan Report with the Office of the Attorney General pursuant to the Community Benefits Act, the Hospital Financial Assistance Report shall be filed at the same time as the Community Benefits Plan Report is filed each year. All records and certifications required to be filed under this Part in conjunction with the filing of its Community Benefits Report as required by the Community Benefits Act shall be submitted to:
5. If the Reporting Hospital is not required to annually file a Community Benefits Plan Report with the Office of the Attorney General, the Hospital Financial Assistance Report shall be filed jointly with its Worksheet C Part I from its most recently filed Medicare Cost Report pursuant to the Hospital Uninsured Patient Discount Act. All records and certifications required to be filed under this Part in conjunction with the filing of its Worksheet C as required by the Hospital Uninsured Patient Discount Act shall be submitted to:

## Charitable Trusts Bureau

Office of the Illinois Attorney General  
100 West Randolph Street, 11th Floor  
Chicago, Illinois 60601

## Health Care Bureau

Office of the Illinois Attorney General  
100 West Randolph Street, 10th Floor  
Chicago, Illinois 60601



6. If the Reporting Hospital utilizes Electronic and Information Technology in the implementation of the Hospital Financial Assistance Application requirements, identify such Electronic and Information Technology so used and the source of such Electronic and Information Technology:

NorthShore University HealthSystem does not use Electronic and Information Technology in the implementation of the Hospital Financial Assistance Application requirements.

7. If the Reporting Hospital utilizes Electronic and Information Technology in the implementation of the Presumptive Eligibility Criteria, identify such Electronic and Information Technology so used and the source of such Electronic and Information Technology:

NorthShore University HealthSystem utilizes Experian in the implementation of the Presumptive Eligibility criteria.

...

**Under penalty of perjury, I the undersigned declare and certify that I have examined this Hospital Financial Assistance Report and the documents attached thereto. I further declare and certify that this Hospital Financial Assistance Report and the documents attached thereto are true and complete.**

Name and Title (CEO or CFO): Douglas D. Welday, Chief Financial Officer

Signature:



Date:

MARCH 30, 2022

...

Where the Reporting Hospital utilizes Electronic and Information Technology in the implementation of the Hospital Financial Assistance Application requirements, complete the following additional certification:

**I further declare and certify** that each of the Hospital Financial Assistance Application requirements set forth in 77 Ill. Adm. Code 4500.30 are included in Hospital Financial Assistance Applications processed by Electronic and Information Technology.

Name and Title (CEO or CFO): Not applicable, see #6 above.

Signature:

Date:

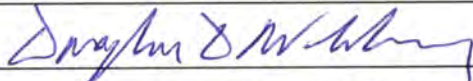
...

Where the Reporting Hospital utilizes Electronic and Information Technology in the implementation of the Presumptive Eligibility Criteria, complete the following additional certification:

**I further declare and certify** that each of the Presumptive Eligibility Criteria requirements set forth in 77 Ill. Adm. Code 4500.40 are included in Hospital Financial Assistance Applications processed by Electronic and Information Technology.

Name and Title (CEO or CFO): Douglas D. Welday, Chief Financial Officer

Signature:



Date:

MARCH 30, 2022