Community Commitment

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

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

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

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

Community Relations Vision Statement

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

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

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

Learn more at northshore.org/community-events/community
The Value of Reported Benefits

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

$245,737,581

- **Unreimbursed Services for Medicare and Medicaid**: $127,830,744
  The difference NorthShore absorbs between the Medicare or Medicaid subsidy and a patient’s bill.

- **Education**: $33,758,155
  Costs incurred for NorthShore Hospitals-based educational programs.

- **Charity Care**: $23,852,946
  Defined as care for which NorthShore does not expect to receive payment.

- **Subsidized Health Services**: $31,581,837
  Services that meet community needs and that NorthShore must subsidize from other revenue sources.

- **Bad Debts**: $14,879,516
  Defined as doubtful accounts that result from the extension of credit.

- **Research**: $7,342,157
  Includes the cost of research activities conducted primarily to advance medical or healthcare services.

- **Donations, Volunteer Services, Other Community Benefits**: $3,220,420
  Defined as cash and in-kind donations, the value of volunteer time provided by hospital employees and volunteers.

- **Language Assistance Services**: $1,440,826
  Costs pertaining to translation services.

- **Government-Sponsored Program Services**: $1,830,980
  Account for other reimbursed costs, which are not included as part of government-sponsored indigent health care.

Quick facts:

<table>
<thead>
<tr>
<th>Our People</th>
<th>Our Patients</th>
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<tbody>
<tr>
<td>Physicians and nurses: <strong>5,240</strong></td>
<td>Inpatients: <strong>60,400</strong></td>
</tr>
<tr>
<td>Total employees: <strong>10,000</strong></td>
<td>Annual ER visits: <strong>116,000</strong></td>
</tr>
<tr>
<td>Annual deliveries: <strong>5,100</strong></td>
<td></td>
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Who We Are

NorthShore is a comprehensive, fully integrated healthcare delivery system that serves the Chicago region. The system includes hospitals in Evanston, Glenview, Highland Park and Skokie. NorthShore employs nearly **10,000** and has **2,400** affiliated physicians, including an **800+** physician, multispecialty group practice with more than **100** office locations under NorthShore Medical Group.

The NorthShore Research Institute focuses on clinical and translational research, including leadership in clinical trials and medical informatics. Further, NorthShore supports teaching and research as the principal teaching affiliate for the University of Chicago Pritzker School of Medicine.

NorthShore is a Magnet-recognized organization, the only one in Illinois designated as a system to receive this prestigious honor that demonstrates excellence in nursing and the highest standards in patient care. NorthShore is also a national leader in the implementation of innovative technologies, including a robust Electronic Medical Record (EMR) system implemented in 2003.

Capital Expenditures

NorthShore remains committed to reinvesting in our communities. Over the last five years, we have committed more than **$650 million** in capital investments in new clinical programs, information technology, clinical equipment and facilities to reach beyond the current “best practices” to define the “next practices” that will become the standard of healthcare in the future.

Capital Expenditures ($ in Thousands):

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>$155,954</td>
</tr>
<tr>
<td>2010</td>
<td>$142,845</td>
</tr>
<tr>
<td>2009</td>
<td>$148,796</td>
</tr>
<tr>
<td>2008</td>
<td>$124,994</td>
</tr>
<tr>
<td>2007</td>
<td>$87,936</td>
</tr>
</tbody>
</table>

Key Accomplishments (2011 – 2012):

- 2012 Best Hospitals, U.S. News & World Report
- 2012 Leadership Award for Sustainability Excellence, VHA
- 2012 CIO 100 Award—Top 10 Hospital Systems, CIO magazine
- 2012 “Most Wired” Hospitals & Health Networks magazine
- 2011 100 Top Hospitals®, Thomson Reuters
- 2011 Best Hospitals, U.S. News & World Report
- 2011 Leapfrog Top Hospitals, Leapfrog Group
- 2011 Top Technology Innovator, InformationWeek
- 2011 Best Overall Internet Site, e-Healthcare Leadership Awards
The NorthShore Evanston Hospital Outpatient Clinic provides medical care for adults and children who lack private medical insurance. In fiscal year 2011, the clinic treated 11,555 patients, with 19,685 visits.

NorthShore provided 207 health screenings to 6,781 individuals.

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

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

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

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

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

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

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

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

Medical Safety Net

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

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

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

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

Contact

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Key Specialties

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

Evanston Hospital Community Programs and Partnerships

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

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

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

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

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

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

Nurturing Future Scientists

Each year, students in Glenview’s District 34 participate in the Science Olympiad. This event (right), called “tower,” teaches engineering principles by testing how much weight the tower they built can hold. In partnership with the Glenview Education Foundation, NorthShore Glenbrook Hospital sponsors Glenview District 34’s participation in the regional Science Olympiad in February, a national, standards-based science competition.
Be Well – Lake County: A Diabetes Management Program

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

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

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

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

Training First Responders

Highland Park Hospital offers vital medical and trauma care training for emergency medical technicians (EMTs) across the region. Through simulation training, instructors provide advanced life-support training—including administration of intravenous lines, intubation and defibrillation. Participants can earn college credit through the College of Lake County. The hospital also provides off-site continuing education training at area fire departments. Highland Park Hospital is a designated Regional Hospital Coordination Center by the Illinois Department of Public Health, responsible for the chain of communication for Region 10 regarding disaster preparedness and management.
NorthShore Skokie Hospital supports Turning Point Behavioral Health Care Center’s “The Living Room Project”—a first-of-its-kind, innovative psychiatric respite care program. The Living Room Project leads to decreased emergency room visits, lower costs associated with outpatient and preventive care, and the promotion of paraprofessionals who will act as peer counselors and advocates. The program demonstrates major cost savings in mental health crisis service delivery while caring for clients in a compassionate, nonintrusive, safe environment.

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

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

**Unique Approach to Mental Health Care**

**Reading Program Inspires Local Students**

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

**Key Specialties**

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

**Skokie Hospital Community Programs and Partnerships**

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

**Contact**

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Community Advisory Committees

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

NorthShore
Evanston Hospital
Rob Albertson
Winnetka Resident
Christopher Canning
Village President
Village of Wilmette
Carol Chaya Siegal, RN
Community Nurse
CJE SeniorLife
Andrea Densham
Executive Director
Childcare Network of Evanston
Bill Geiger
President and CEO
McGaw YMCA
Jane Grover
Alderman, 7th Ward
City of Evanston
Sandi Johnson
Past Executive Director
North Shore Senior Center
Kelley Kalinich
Superintendent
Kenilworth School District 38
David Kane
Vice President
Mather LifeWays
Greg Klaiber
Chief
Evanston Fire & Life Safety Services
Mary Larson
Health Services Coord.
Evanston/Skokie School District 65
Iliaana Mora
Senior Vice President
Erie Family Health Center
Colleen Sheridan
Health Services Coord.
New Trier High School
Karen Singer
Executive Director
YWCA Evanston/North Shore
William Stafford
Chief Financial Officer
Evanston Township High School
Evonda Thomas
Director
Health and Human Services
City of Evanston
Katie Dold White
Trustee
Village of Kenilworth

NorthShore
Glenbrook Hospital
Jill Brickman
Township Supervisor
Northfield Township
Tina Caruana
Glenview Resident
Eric Etherton
Assistant Principal
Glenbrook North High School
Julie Fleckenstein
Social Worker
Glenview Police Department
Kim Hand
Senior Services
Village of Glenview
Jason Hickman
Director of Recreation
Glenview Park District
Jonathan Kaspar
Administrator
Covenant Village of Northbrook
William Lustig
Chief of Police
Northfield Police Department
Barbara Marzillo
School Nurse
Glenbrook South High School
Jane McCarthy
Executive Director
Family Service Center of Glenview, Kenilworth, Northbrook, Wilmette
Megann Panek
Director
Glenview Senior Center
Steve Samuelson
Executive Director
Frisbie Senior Center
Gary Smith
President
The Josselyn Center
Dana Turban
Northfield Resident
Nancy Vaccaro
Director of Counseling Services
Northbrook Police Department

NorthShore
Highland Park Hospital
Jeanne Ang
Director,
Patient Care Services
Lake County Health Department
Mari Barnes
Township Supervisor
Moraine Township
Anne Flanigan Bassi
Board Member
Lake County Board
Alicia De La Cruz
Highland Park Resident
Eric Falberg
Alderman, 4th Ward
City of Highwood
Susan Garrett
State Senator
Renee Goier, PhD
Superintendent
School District 109
William Jones
Assistant Village Manager
Village of Glenco
David Knapp
City Manager
City of Highland Park
David Kylo
Reverend
Zion Lutheran Church
Alesia Margetis
Counselor
School District 113
Karen May
State Representative
Liza McElroy
Executive Director
Park District of Highland Park
Julie Morrison
Supervisor
West Deerfield Township
Nancy R. Rotering
Mayor
City of Highland Park
Marla Schachtel
Manager
Lake Forest Senior Center
Kent Street
Village Manager
Village of Deerfield

NorthShore
Skokie Hospital
Mark Collins
Trustee
Niles Township
Ralph Czerwinski
Fire Chief
Village of Skokie
Jackie Grossmann
Home Sharing Coordinator
Interfaith Housing
Janice Hincapie
Executive Director
Lincolnwood Parks and Recreation
Debbie Juris
Director of Membership
Morton Grove Chamber of Commerce
Margaret Lee
President
Oakton Community College
Marcia McMahon
Chief Professional Officer
Northwest Suburban United Way
Iliaana Mora
Senior Vice President
Erie Family Health Center
Maureen Murphy
Human Services Director
Niles Township
Maura Ragan
Director of Volunteer and Community Relations
North Shore Senior Center
Mathai Samkutty
Reverend
Village of Lincolnwood
Katie Schneider
Executive Director
Niles Chamber of Commerce
Jim Szczepaniak
Director, Community Relations
Niles Township High School District 219
Michelle Tuft
Superintendent of Recreation
Skokie Park District
Jackie Walker-O’Keefe
Director, Social Services
Village of Morton Grove
Gayle Weinhouse
Director,
Membership and Sponsorship
Skokie Chamber of Commerce