

# EXTENDING CARE INTO OUR COMMUNITIES

2005 COMMUNITY BENEFIT REPORT





## Community Benefit—What Does It Mean?

When most people hear “community benefit,” they think of the free medical care that we provide to people who are unable to pay. That is one important component of community benefit, but the definition is so much broader—encompassing the spectrum of health programs and medical services that improve the health of our communities, but for which we receive little or no payment. We offer these services, such as trauma centers, mental health care, community clinics and educational programs, simply because our community needs them.

We care for patients in government-sponsored programs such as Medicare, but the payments we receive don't cover the cost of providing the care. We absorb the difference as a form of community benefit.

Other important parts of our charitable mission are to educate the physicians of tomorrow, and to conduct medical research that furthers the state-of-the-art of healthcare. Teaching hospitals like ours subsidize these programs because of their obvious importance to the future of medicine.

It's important to understand that hospitals are granted nonprofit status because they serve the public good and relieve the burden of government. There is really no such thing as "free" medical care—someone, whether a hospital or the taxpayers, must bear the cost. Without nonprofit hospitals, state and local government would have to step in to directly meet the community's healthcare needs. Because hospitals are here to care for the sick, they serve the public good, and thus earn their tax-exempt status.

On the following pages you will learn about some of the community benefits provided by Evanston Northwestern Healthcare in fiscal 2005.

# ANNUAL COMMUNITY BENEFITS REPORT

The Illinois Attorney General requires that nonprofit hospitals review and report on their efforts to meet certain needs of the community. A copy of the report is available by contacting the Illinois Attorney General's Office. Following are the financial data that ENH reported to the State:

# \$ 141,311,754

**Total financial value of reportable community benefits under the Illinois Community Benefits Act**

## **Charity Care: \$8,396,168**

Defined as care for which the provider does not expect to receive payment from the patient or a third-party payer

## **Subsidized health services: \$12,382,864**

Services that meet community needs and that the hospital must subsidize from other revenue sources. Includes specialty services that yield a financial loss, as well as programs to prevent illness and improve community wellness.



## **Government Sponsored Indigent Healthcare: \$81,858,245**

Defined as the unreimbursed cost of Medicare, Medicaid and other federal state or local indigent health care programs, eligibility for which is based on financial need

## **Education: \$12,262,257**

Defined as costs incurred for hospital-based educational programs such as medical residency and internships and nursing, radiology tech and physical therapy programs

## **Research: \$5,123,000**

Includes cost of research activities conducted primarily to advance medical or healthcare services

## **Language Assistance Services: \$395,064**

Costs pertaining to translation services



## **Bad debts: \$17,944,000**

Doubtful accounts resulting from the extension of credit.

## **Donations: \$269,929**

Defined as cash and in-kind donations such as meeting space, equipment and personnel to assist other community healthcare providers and agencies

## **Volunteer Services: \$1,451,631**

Defined as the value of volunteer time provided by hospital employees and volunteers

## **Other community benefits: \$1,228,596**



Evanston Northwestern Healthcare's financial assistance policy offers free care to qualifying patients whose income is at or below 200 percent of the Federal poverty level. Patients whose income is above 200 percent of the Federal poverty level may qualify for discounts ranging from 10 percent to 85 percent based on a sliding scale. A team of financial counselors at each of our hospitals and many medical office sites stands ready to assist patients with limited financial resources or limited health coverage.

## Financial Assistance

*"...the bills were coming in, but I thought I had insurance."*

Patricia Moffat is a survivor. Her strength and positive attitude come from within, but financial assistance from Evanston Northwestern Healthcare helped alleviate some of the stress of having cancer.

After a painful divorce, Moffat built a career as a Realtor to support herself and her children. Because she's self-employed, and because she had had breast cancer more than 14 years ago, it wasn't easy for her to find health insurance. She was paying more than \$1,400 a month for coverage when her cancer returned, this time in her bones.

"I had 12 weeks of chemotherapy at Evanston Hospital, and I was OK for a year," she said. Her insurance wasn't paying her bills, but she was sure that the situation would eventually be resolved. "Then in September 2004, I was diagnosed with a primary kidney tumor and had the kidney removed."

At the end of that year, the insurance company canceled her coverage. "They disbanded the group I was in and returned all my premiums. All this time the bills were coming in, but I thought I had insurance."

Even worse, in January of 2005 she had another recurrence, this time in her liver and spleen. ENH's financial assistance team stepped up to help, writing off tens of thousands of dollars of care and helping her find alternative coverage. Marcy Quattrochi, Manager of Financial Counseling at ENH, first helped her apply for state disability aid and ICHIP [the Illinois Comprehensive Health Insurance Plan], then worked on reducing her bills.

"We've canceled more than \$63,000 in charges so far," Quattrochi explained. "We are not charging her for the kidney surgery and treatment that occurred before ICHIP kicked in, and we're working out a discount and payment plan for the remaining 2004 bills. When patients don't have insurance, we work with them to find a solution that's fair to both sides."

"Marcy [Quattrochi] was very kind and helpful," Moffat said. "And I'm very pleased with the care I've received from Dr. Khandekar [Janardan Khandekar, MD, ENH's Chairman of Medicine] and everyone at the Kellogg Cancer Care Center. I'm very confident that my health will improve."

Evanston Northwestern Healthcare offers a variety of health screening and education programs, both on our campuses and in community locations. Still, we recognize that hospitals alone can't provide all the support and services necessary to create a healthy community. That's why we partner with other organizations that share our mission. While ENH is a non-profit institution and not a grant-making organization, we do contribute financially to selected local groups whose services complement ours.

When deciding how and where to invest our resources in community outreach, we follow these five principles:

- 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. Community Collaboration** – Engage diverse community stakeholders in the selection, design, implementation, and evaluation of program activities

## Community Programs and Contributions

Following are highlights of just a few of the programs and services we have supported in the past year.

### Evanston Hospital

Due to budget cuts in 2004, Evanston/Skokie District 65 was forced to eliminate many after-school athletic programs and turned to the McGaw YMCA for help. With the help of a \$5,000 contribution from Evanston Northwestern Healthcare, the Y's after-school programs are used by more than 500 children today.

*“Evanston Northwestern Healthcare recognizes that helping people live healthier lives encompasses much more than healing them when they're sick. Through YSports, ENH joins the McGaw Y, our schools and parents in helping get kids active so they're healthier now and develop habits that will carry into adulthood. ENH's support helps make it possible for every child who wants to participate to play.”*

– Bill Geiger, Executive Director of the McGaw YMCA



Dr. Hardy Murphy, Superintendent of School District 65 (l. to r.), Carol Remen, President of the District 65 Booster Council and a Nurse Practitioner at ENH, Bill Geiger and Kim Jass of the McGaw YMCA, and Ray Grady, President and CEO of Evanston Hospital.

ENH's contribution of \$340,000 supports the Evanston Township High School Health Center, which is staffed by an ENH physician, two nurse practitioners and a social worker. Last year, the center had 3,075 patient encounters, with 887 students receiving treatment last year. "The partnership of Evanston Township High School, the City of Evanston, and Evanston Hospital has produced one the best school-based health centers in the United States," said Allan Alson, Superintendent, Evanston Township High School District 202. "We are thankful to each of the partners for their cooperation and significant contributions. The resources provided by ENH in dollars and medical expertise are critical to the success of the center."

The first ENH/District 65 Health Challenge Bowl tested teams from all five District 65 middle schools on their knowledge of health-related issues, and Haven Middle School took home the traveling trophy. This fun, academic competition will become an annual event.



ENH donated \$10,000 to establish the Healthy Evanston Initiative Fund at the Evanston Community Foundation. We selected the Foundation because it shares common goals for the overall improvement of the Evanston community.



Sara Schastok of ECF with Ray Grady of ENH.

## Other contributions:

- Evanston 4th of July Association
- Evanston Inventure
- Connections for the Homeless
- Dr. Martin Luther King Jr. Dinner
- Family Focus
- Fellowship of Afro-American Men, supporting the youth basketball league
- First Night Evanston
- Housing Options for the Homeless
- King Lab Magnet School PTA
- Ricky Byrdsong Memorial 5K Race Against Hate
- Ted Fund, offering summer camp scholarships and tutoring to low-income families
- The Cradle Foundation
- YWCA Evanston/Northshore, for its domestic violence services
- Youth Organization Umbrella, providing counseling and crisis intervention for youths
- Youth Job Center

# Glenbrook Hospital

“The partnership between Glenbrook Hospital and The Glenview Values Project is a natural one as it enhances the community as both work toward the enhancement of community education. The Hospital has been integral in helping to educate our community on a variety of health and wellness concerns. Glenbrook Hospital has been a wonderful asset as we work for the betterment of youth in the community,” said Gerald D. Hill, PhD, Member, Glenview Values Project, Superintendent, Glenview School District #34.



Seema Terry, Glenbrook Hospital's Community Relations Manager (back row, center), joins Willowbrook teachers Sheila Ander (l.) and Helen Weeks (r.), and their generous first-graders.

In partnership with Glenbrook Hospital, first graders from Willowbrook Elementary participated in a stuffed animal project with local seniors, spending an afternoon making crafts and learning about the seniors and their life experiences. Once completed, the stuffed animals were presented to Glenbrook Hospital for children undergoing therapy at the Pediatric Rehabilitation Clinic in Skokie. “I think it’s important that kids learn to value the older generation and realize they have something to give us,” said Sheila Ander, first grade teacher and coordinator of the project. “And it’s also important for the kids to realize that...giving is better than receiving.”

The pilot “Live Well, Work Well” program offered reduced-cost screenings to teachers in District 31 and 34. Because of the success of the pilot effort, we will partner with other community and business organizations to expand the reach of Glenbrook Hospital’s preventive healthcare services.

ENH physicians and residents provided sports physicals to 29 students in Glenview District 34 middle schools who were on financial assistance and otherwise would not have been able to participate in extracurricular sports.

*“Glenbrook Hospital is at the forefront of efforts to partner with other social service providers in our community. Their outreach efforts have included participation in the Glenview Values Project, support for the Northfield Township Food Pantry from both ENH and hospital volunteers, and the establishment of a Community Advisory Board. We are fortunate to have this valuable community resource being active in the effort to provide quality health services to all segments of our community.”*

– Jill Brickman  
Northfield Township Supervisor

## Other contributions:

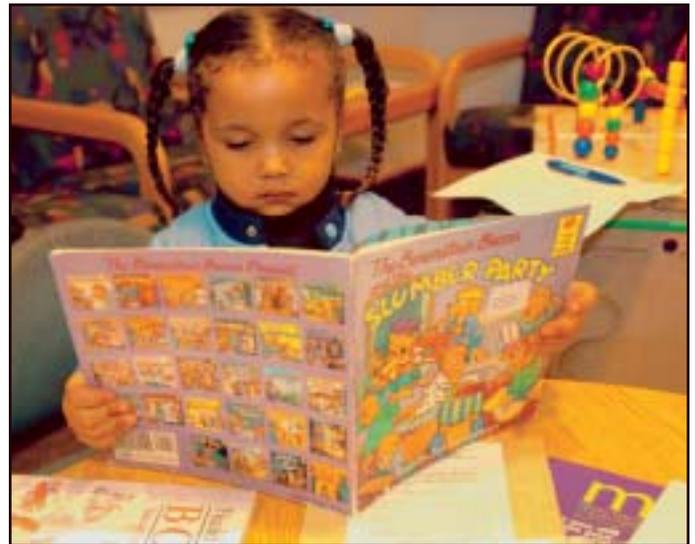
- Catholic Charities, to fund emergency prescription coverage for those in need
- Character Counts!
- Glenview School District 34’s Play for Life Campaign, to purchase age-appropriate outdoor play equipment for the two middle schools
- Helping Hands of Glenview, assisting Glenview elderly and/or disabled with transportation, yard cleanups and other needs
- Northfield Township Food Pantry
- North Suburban United Way
- Youth Services of Glenview/Northbrook

# Highland Park Hospital

Healthy Highland Park/Highwood was created by Highland Park Hospital, the City of Highland Park, Park District of Highland Park and community volunteers, who formed a task force in January 2005 to increase educational awareness and participation in health and fitness activities. A \$58,000 grant from the Healthcare Foundation of Highland Park allows the program to provide three free health screenings and education programs to residents of Highland Park and Highwood.

Highland Park Hospital partners with Family Services of South Lake county and School District 112 to provide school and sports physicals, lead screenings and immunizations to un/underinsured students in Highland Park and Highwood. Physicians and hospital employees volunteer their time at the Back to School Health Fair.

The Healthcare Foundation of Highland Park, formed after the merger of Highland Park Hospital and Evanston Northwestern Healthcare, contributed \$500,000 toward the Community Health Center, which will help meet the primary care needs of the underserved in Highland Park and



Highwood. “Due in large part to the initial leadership and commitment of Highland Park Hospital, the community galvanized its support of a health center in downtown Highland Park,” said Dale Galassie, MS, MA, Executive Director, Lake County Health Department/Community Health Center. “The hospital is central to the area’s strong community spirit and commitment to increasing access to healthcare.”

ENH’s donation of \$10,000 will help Moraine Township meet a variety of needs for the underserved population in Highland Park and Highwood. “Moraine Township and Highland Park Hospital have worked closely together for years to help address the needs of our community. The support and financial contributions from Highland Park Hospital are invaluable and allow the Township to assist residents with the purchase of medications, physical and mental health services, and other related healthcare needs that would not otherwise be provided to these residents,” said Mari Barnes, Moraine Township Supervisor, Highland Park

We also contributed to the Highland Park Chamber of Commerce Student Honors dinner.



## Systemwide Support:

- American Cancer Society
- American Craft Exposition
- American Heart Association
- American Red Cross/Hurricane Katrina
- Cancer Wellness Center
- March of Dimes
- Midwest Palliative and Hospice Care Center
- OASIS
- Pancreatic Cancer Action
- Wellness Place



## Facts and Figures

Last year, Evanston Hospital's Outpatient Department cared for **9,360** adults and **10,304** children who lacked insurance. Services include obstetrics/gynecology, general surgery, orthopaedics, diabetes education and podiatry. We partnered with community leaders to increase awareness of the clinic's services by posting information around Evanston.

ENH's Emergency Departments cared for **92,767** patients.

In 2005, **90** children received needed vaccinations from the Lake County Community Health Partnership Immunization Clinic, run jointly by Highland Park Hospital and the Lake County Health Department.

More than **5,300** people took advantage of ENH health screenings at our facilities or at community locations.

The Dental Center at Evanston Hospital had **2,435** encounters with patients who received 45% to 75% discounts on their services.

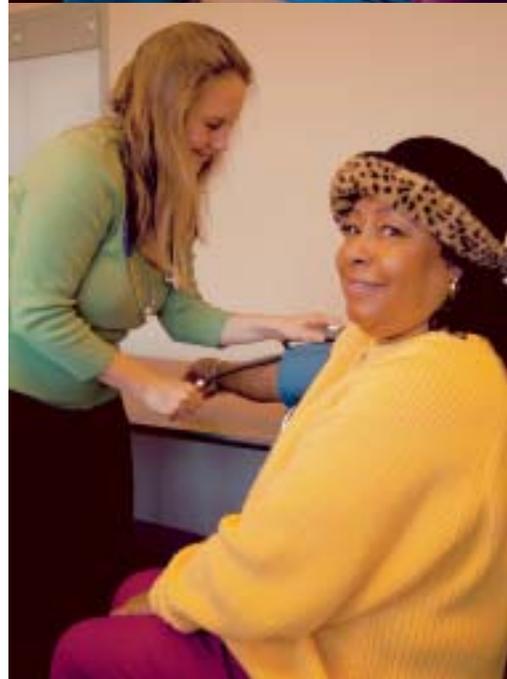
Mobile Meals/Meals at Home provided **29,896** meals.

ENH assisted nearly **6,000** callers to the Mental Health Access Center.

392 health education classes were offered to **7,854** participants.

362 health screening events were offered at ENH and in the community to **5,357** participants.

ENH treated **40** people who were displaced after Hurricane Katrina.



# Honors and Awards

Evanston Northwestern Healthcare is the only organization in the country to be **named 11 times as one of the nation's 100 Top Hospitals® and 15 Top Major Teaching Hospitals** by Solucient®, a leading source of healthcare information products.



In February 2006, ENH was once again included in the **IHN 100**, an annual ranking of the best integrated health networks in the nation according to Verispan, a healthcare information company.

The Commission on Cancer (CoC) of the American College of Surgeons presented Evanston Northwestern Healthcare with the **2004 Commission on Cancer Outstanding Achievement Award**. ENH is one of only two hospitals in Illinois – and one of only 39 in the country – to receive this first-of-its-kind award from the CoC.

ENH was a recipient of the **2005 CIO 100** award. The annual award program recognizes organizations around the world that exemplify the highest level of operational and strategic excellence in information technology (IT).

The April 2005 issue of Consumers Digest identified **“50 Exceptional U.S. Hospitals”** ranked on their implementation of 27 quality and safety practices endorsed by the National Quality Forum. Only three hospitals from Illinois were listed – Evanston Hospital, Glenbrook Hospital, and Highland Park Hospital.



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## Community Relations Vision Statement

Evanston Northwestern Healthcare 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 will be at the core of our efforts.



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[www.enh.org](http://www.enh.org)

*Evanston Hospital*  
*Glenbrook Hospital*  
*Highland Park Hospital*  
*ENH Medical Group*  
*ENH Foundation*  
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