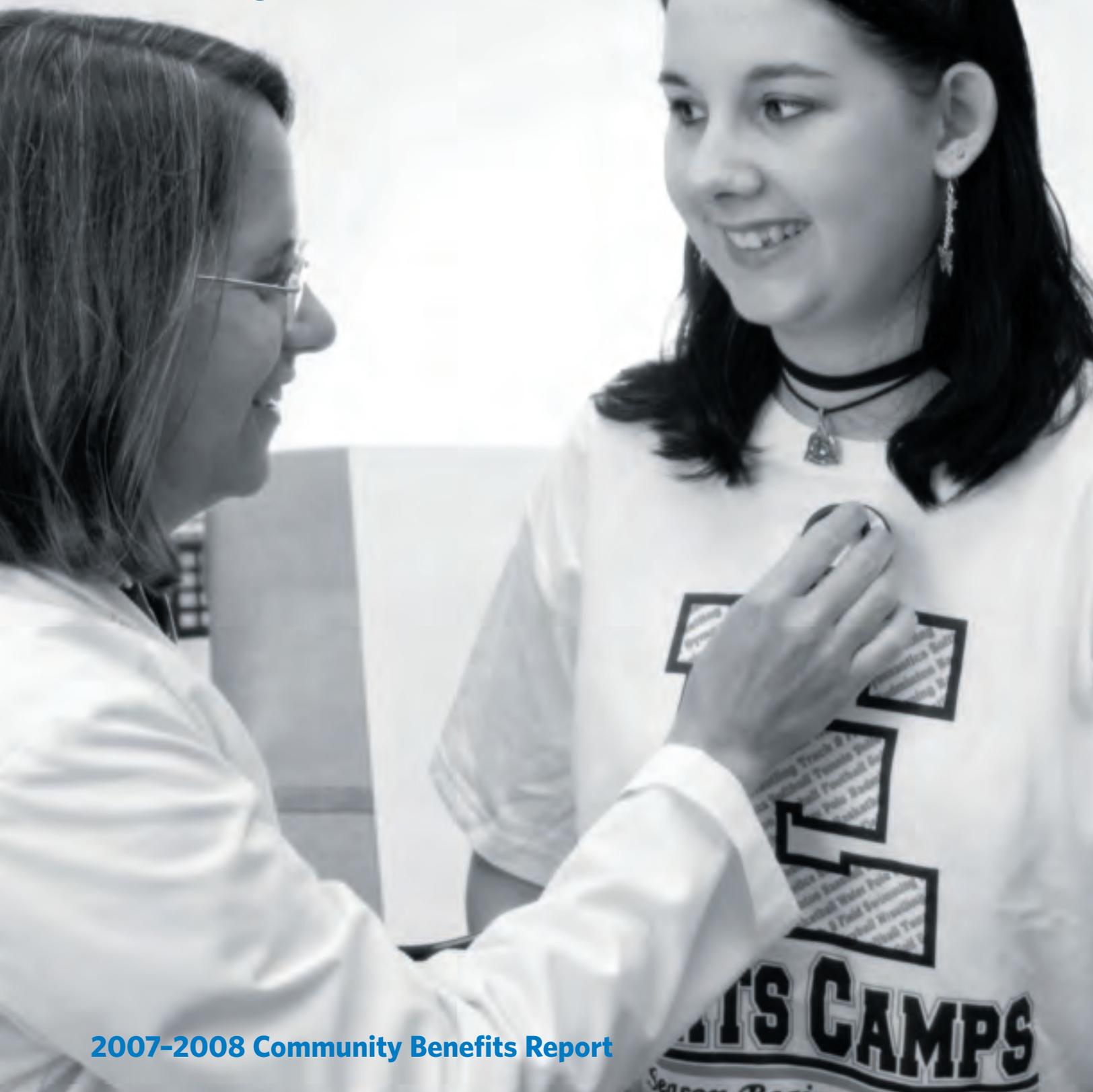


Connecting to Our Communities



2007-2008 Community Benefits Report

Each year, NorthShore University HealthSystem (NorthShore) is required to submit a report to the Illinois Attorney General on our efforts to meet certain needs of the community. We're proud of our community benefits offered over the past year and are eager to share them with you. This report highlights a few initiatives and partnerships that allow us to extend our efforts into the communities we are so privileged to serve.



The Value of Reported Benefits

At NorthShore, we believe that to truly care for the communities we serve, we must have a clear understanding of community health needs and issues. And that means reaching out and getting involved in our communities.

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

\$150,555,020

Charity Care: \$12,490,121

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

Subsidized Health Services: \$14,281,001

Services that meet community needs and that the NorthShore integrated health system 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 and Indigent Healthcare: \$83,294,216

This covers the unreimbursed cost of Medicare, Medicaid and other federal, state or local indigent healthcare programs. Patients are eligible based on their financial need.

Facts and Figures

- Evanston Hospital’s Outpatient Department cared for **3,020** adults and **2,101** children who lacked insurance.
- NorthShore University HealthSystem (NorthShore) Emergency Departments cared for **95,909** patients.
- The Eye and Vision Center treated **782** patients who received financial assistance.
- The Family Care Center at Glenbrook Hospital provided training for **14** medical residents.
- The Dental Center at Evanston Hospital had **2,153** encounters with patients who received 45- to 75-percent discounts on their services.
- Evanston Township High School Health Center had **2,680** patient visits with **880** students receiving treatment.
- The NorthShore Language Assistance Program staff interpreters provided **6,835** hours of translation services at the three NorthShore Hospitals.
- The Prescription Drug Assistance Program (PAP) filled more than **9,200** prescriptions at a cost of **\$490,000** for patients of the Evanston Hospital Outpatient Department, which is a nearly 125-percent increase since 2006.
- NorthShore provided **\$1,109,374** in contributions to **87** charitable organizations.
- NorthShore assisted nearly **4,000** callers through its **24-hour** Mental Health Access Center.
- Meals at Home and Mobile Meals through the three NorthShore Hospitals collectively provided **25,001** meals to community residents.
- NorthShore provided internships and mentoring opportunities to **502** students.
- The Kellogg Cancer Care Centers offered **eight** educational programs and pledged **\$20,000** toward support of the Cancer Wellness Center.
- At **199** screening events, NorthShore professionals conducted various medical screenings for **5,448** individuals.
- NorthShore presented 414 health education classes to **8,415** participants.
- The NorthShore Speakers’ Bureau made **97** presentations to **3,170** attendees.
- NorthShore participated in **19** community health fairs.
- Connections for Pregnant and Parenting Teens provided education and assistance to **245** teenagers.
- Through the launch of the Access to Care Program, Glenbrook Hospital provides immediate access to care to all Glenbrook South High School students, especially those without access to primary care services.

Education: \$16,564,225

Costs incurred for hospital-based educational programs, such as medical residency and internships, as well as nursing, radiology tech and physical therapy programs.

Government-Sponsored Program Services: \$736,380

These account for other reimbursed costs, which are not included as part of Government Sponsored and Indigent Healthcare.

Research: \$5,235,000

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

Language Assistance Services: \$452,611

These costs pertain to translation services for patients and families.

Bad Debts: \$14,252,000

These are doubtful accounts that result from the extension of credit.

Donations: \$1,109,374

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

Volunteer Services: \$1,376,710

These describe the value of volunteer time provided by Hospital employees and volunteers.

Other Community Benefits: \$763,382



“Without this help, I would have been in debt for the rest of my life. NorthShore has given me back my health at no risk to my financial well-being. I don’t even have the right words to express how grateful I am.”

Phyllis Weiland, NorthShore Patient

The financial counselors at the three NorthShore Hospitals—Evanston, Glenbrook and Highland Park—help both inpatients and outpatients who do not have health insurance pay for their healthcare costs. To qualify for financial assistance, patients submit a financial disclosure document and provide information relating to employment, income and assets.

Eligibility and the extent of assistance are determined by several factors, including income and family size. Care is never withheld or delayed based on income level or financial need.

Charity Care

To care for the members of its communities, NorthShore University HealthSystem (NorthShore) must have a clear understanding of their health needs and concerns.

Regardless of their financial circumstances, NorthShore reaches out to patients in need. It's part of being involved in the communities we serve. NorthShore provides free care to qualifying patients whose incomes are at or below 200 percent of the Federal Poverty Level—a level that is twice the national benchmark.

Those patients whose income is above 200 percent of the Federal Poverty Level or are uninsured may qualify for discounts ranging from 10 percent to 85 percent. From Oct. 1, 2006, through Sept. 30, 2007, NorthShore provided \$12.5 million in financial assistance to patients with limited financial means or limited health coverage.

"I love being able to help patients—no matter what their concerns," said Marcy Quattrochi, Director of Financial Assistance at NorthShore. "I see a variety of patients—from the very wealthy to the homeless—who do not have health insurance. The people we help really appreciate our quality of care and financial assistance. Those who have nothing are very appreciative of our help."

One of those patients is Phyllis Weiland. She arrived in the middle of the night at Evanston Hospital's Emergency Department after what she describes as "30 hours of screaming pain."

Physicians gave Weiland medication and a battery of tests during the next six hours. They kept her at Evanston Hospital for three and one-half days to be certain that emergency surgery could be avoided.

NorthShore Surgeon, Glen Balch, M.D., found the 63-year-old grandmother had a 4.8-centimeter gallstone that had inflamed and infected her gallbladder. Due to her severe inflammation, Dr. Balch waited for a few months to perform the surgery, while Weiland ate a low-fat and low-cholesterol diet to calm the inflammation.

On April 25, 2008, Dr. Balch successfully removed Weiland's gallstone at Glenbrook Hospital. "The doctors and nurses at NorthShore absolutely took the best care of me," she said. "They didn't do anything until they knew my condition. I knew that above all else, they wanted me to get well again. Now I have the energy of a 35 year old."

NorthShore solved Weiland's nonhealth-related problem as well. She cannot afford health insurance and earned only \$8,700 in 2007 as an independent child care worker, which is substantially below the federal poverty level of income at \$10,400.¹ Weiland qualified for 100-percent charity care under the NorthShore guidelines, and NorthShore paid for her two hospitalizations and surgery at a cost of \$32,449. For her future healthcare needs, she can continue her outpatient care at the Evanston Hospital Outpatient Department.

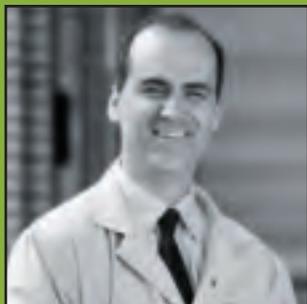
"Without this help, I would have been in debt for the rest of my life," Weiland said. "NorthShore has given me back my health at no risk to my financial well-being. I don't even have the right words to express how grateful I am."

Charity Care: \$12,490,121

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



¹ Source: Federal Register (74, FR 3971-3972), Jan. 23, 2008



"I enjoy teaching residents to care for patients. It's a great learning experience, especially because it's fulfilling and rewarding to provide healthcare to a traditionally underserved patient group who may not otherwise have it. Many of the attending physicians in the Outpatient Department are long-standing NorthShore physicians and continue to work in the Clinic because they have a desire to help these members of our community. The retention rate for physicians is very high."

Andy Anderson, M.D., Assistant Dean for Medical Education and the Vice Chairman and Program Director in the Department of Medicine at NorthShore University HealthSystem

During the past year, the Outpatient Department had 17,733 patient visits and cared for more than 4,500 people.

In addition to health and dental care, the NorthShore University HealthSystem Outpatient Clinic provides free medical social workers to patients. Often these social workers help individuals or families in transition or in abusive situations. They can coordinate medications and provide emotional support for patients.

Subsidized Health Services

From infants to seniors, NorthShore University HealthSystem (NorthShore) provides a safety net for delivering healthcare to the communities it serves.

For more people than ever, the tough economic times are making healthcare insurance harder to get through their employers or to pay for independently. NorthShore is committed to providing healthcare to those who need it in our communities without regard to their financial circumstances.

Several programs at NorthShore support subsidized health services and include the Perinatal Family Support Center at Evanston Hospital, the Outpatient Department at Evanston Hospital, Social Services and the Prescription Drug Assistance Program (PAP) for medications.

For families who experience the high-risk birth of a child or multiple births, the Perinatal Family Support Center offers parents and family members access to specialized clinical and social work services. Eight referring hospitals in the area recommend our program to 1,500 families in such crises annually. Eleven clinical staff members—both full and part time—help to care for all types of families, including those who have premature or sick babies as well as single-parent teens.

“We have the opportunity to enter a family’s life and help them find a way through a stressful pregnancy and delivery,” said Nancy Eschbach, Director of the Perinatal Family Support Center at NorthShore University HealthSystem. “We can offer them continuity of care during a difficult time. When our staff can stabilize a family and keep them moving forward, that is tremendously rewarding. Our crisis intervention is strength based and family centered.”

To ensure that all residents in our communities have access to quality and compassionate healthcare, the Outpatient Department at Evanston Hospital provides free and discounted care to adults, children and adolescents who lack private health insurance. The staff includes nurse practitioners, registered nurses and resident physicians, who provide care under the supervision of senior attending physicians on staff at NorthShore. The services available include internal medicine, obstetrics/gynecology, general surgery, podiatry, dermatology, orthopaedics, neurology, rheumatology and diabetes education.

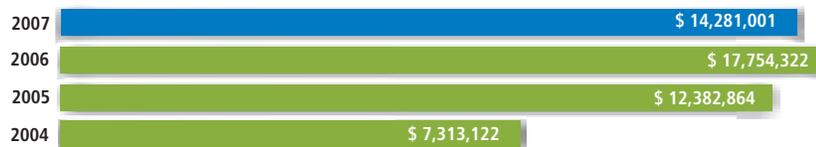
“At the Outpatient Department, the attending physicians, residents, nurses and all of the clinic personnel seek to provide the same high level of comprehensive and good healthcare for all patients,” said Andy Anderson, M.D., Assistant Dean for Medical Education and the Vice Chairman and Program Director in the Department of Medicine at NorthShore. “When patients enter our system, an assortment of services is available to provide continuity for their healthcare, financial counseling and social services support—all in the effort to build long-term relationships with our patients.”

While some patients can be challenging due to limited resources and complex social circumstances, residents report success stories regularly. According to Dr. Anderson, one resident was thrilled when she had talked to a diabetic patient about losing weight to better manage the disease, and the patient complied and became healthier.

For individuals without health insurance, prescription drugs can be their costliest out-of-pocket expense. During the past year, 32 NorthShore University HealthSystem Outpatient Clinic patients participated in PAP for medications. Through the NorthShore Pharmacies, these individuals received their free or discounted medications.

Subsidized Health Services: \$14,281,001

These are services to meet community needs that the NorthShore integrated health system must subsidize from other revenue sources. They include specialty services that yield a financial loss, as well as programs to prevent illness and improve community wellness.





“Even though we are a not-for-profit organization, we do have shareholders. Our shareholders are the patients and families within our communities who come to us for care. When we improve the health of an individual or the community at large without regard to ability to pay, we are paying dividends to our shareholders. This is another way NorthShore University HealthSystem is meeting our dividend obligation to our valued shareholders—the members in our communities.”

Ray Grady, President and CEO of Evanston Hospital and President of the Hospitals and Clinics at NorthShore University HealthSystem

Government Sponsored and Indigent Healthcare

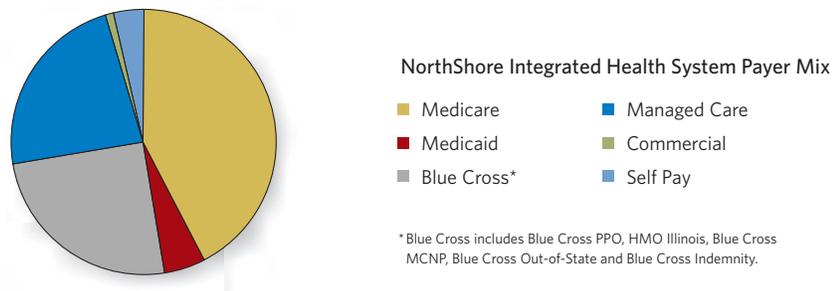
NorthShore University HealthSystem (NorthShore) makes up the difference in healthcare costs for those patients covered by state and federal programs, and those who cannot afford healthcare.

Government Sponsored Healthcare: While the U.S. government is the biggest healthcare insurer in the nation, it does not pay for the full cost of healthcare for many Americans under Medicare and Medicaid. As a result, NorthShore steps up to the plate and provides care to these patients regardless of reimbursement. For example, if Medicare pays \$12,000 for a hospital stay at Highland Park Hospital that costs \$18,000 to provide, NorthShore would absorb the remaining \$6,000.

Indigent Healthcare: NorthShore also treats patients who are uninsured (self pay) or underinsured (self-pay balances after insurance). These patients often do not have the financial means to pay their bill and are eligible to apply for financial assistance. NorthShore financial assistance guidelines provide for free care to individuals with annual incomes up to \$20,800—an amount that is twice the national poverty level benchmark. NorthShore also offers graduated discounts to individuals with incomes up to \$62,400.

In these instances, NorthShore University HealthSystem is the safety net that provides the best possible healthcare for these patients without regard to their financial circumstances. See Figure 1 for the payer mix of NorthShore outpatients and inpatients enterprisewide. At 43 percent, Medicare is the largest provider of insurance for both our inpatients and outpatients, while Medicaid and Self Pay account for another 10 percent of our patient base.

Figure 1: NorthShore's payer mix for both inpatient and outpatient services

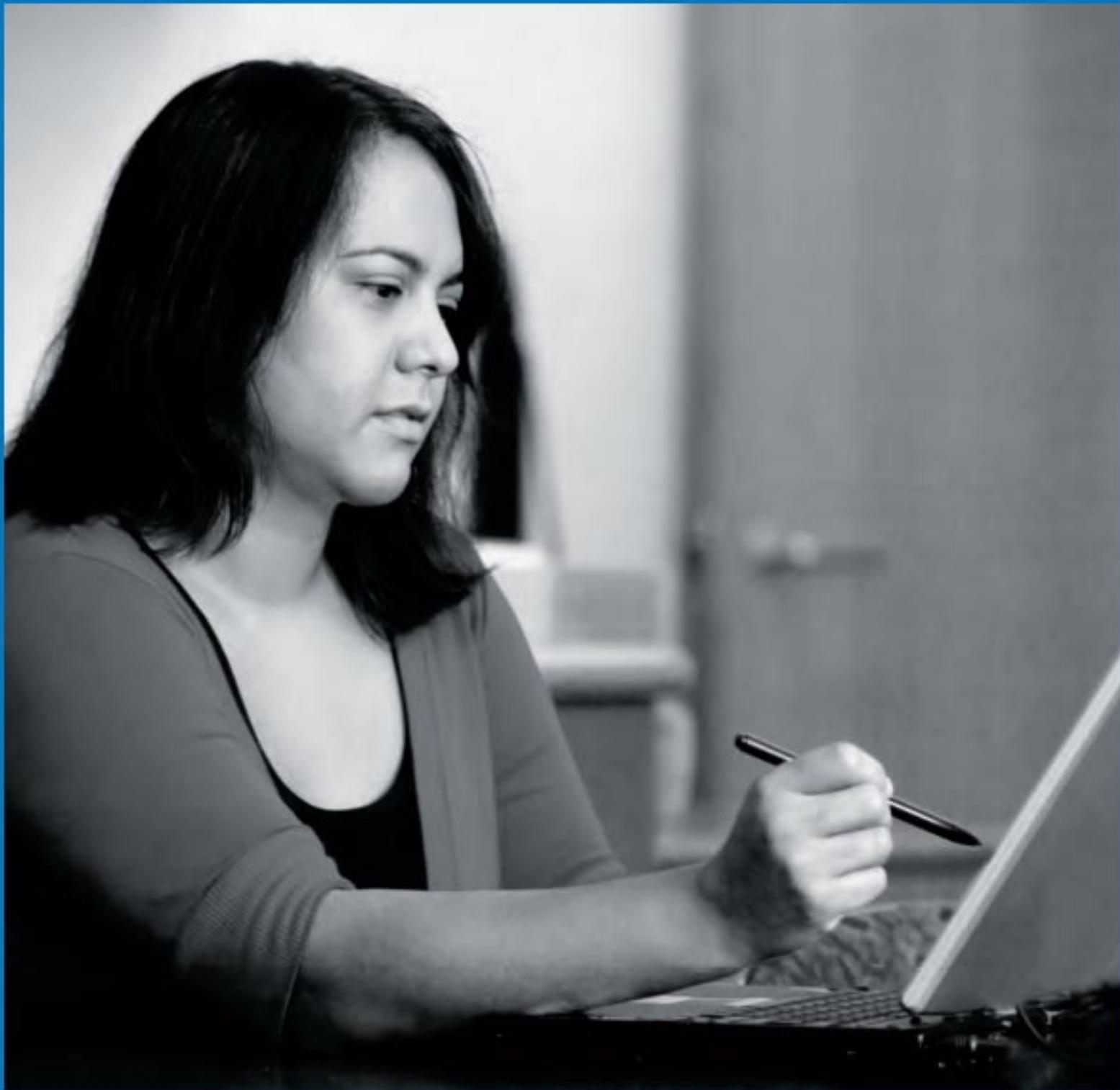


Government Sponsored and Indigent Healthcare: \$83,294,216

This covers the unreimbursed cost of Medicare, Medicaid and other federal, state or local indigent healthcare programs. Patients are eligible based on their financial need.



¹ Source: Federal Registry, (74, FR 3971-3972) Jan. 23, 2008.



"A low level of literacy can create barriers to receiving the best healthcare. But healthcare providers do not know a person's literacy level, and many people are not comfortable admitting they do not understand something. An easy way to measure health literacy is through a computer touch screen program."

Elizabeth Hahn, Ph.D.,
Academic Affiliate and Researcher at
NorthShore University HealthSystem

These projects are relevant to the overarching goal of Healthy People 2010 of Eliminating Health Disparities. They are also designed to increase the access of underserved populations to new technologies—a goal advocated by the Science Panel on Interactive Communication and Health. Finally, these projects will also help to address the recommendations of the Institute of Medicine, which earmarked patient-centered care as a way to improve the healthcare system.

Patient-centered care is responsive to individuals' preferences and values, and focuses on building a collaborative process between physician and patient. These projects are being conducted in collaboration with clinicians and researchers at several healthcare settings in the Chicago area, including those that serve predominantly minority patients.

Research

Ongoing research and clinical trials at NorthShore University HealthSystem (NorthShore) are improving patient outcomes in healthcare.

Research improves the care for patients at NorthShore. The NorthShore University HealthSystem Research Institute is ranked No. 1 in Illinois and ninth nationally among multispecialty independent research hospitals in funding from the National Institutes of Health. The research performed in NorthShore’s three Hospitals and laboratories results in better care for patients now—and in the future.

During the past year, NorthShore has broadened its efforts to provide care to needy and uninsured individuals in its communities. All told, NorthShore contributed more than \$5.2 million in research.

Improving the cultural environment of healthcare is a national imperative. Non-English-speaking patients experience a greater share of disease, are less informed about diagnosis and treatment, and are less likely to be satisfied with communication from their healthcare providers.

In addition, these patients increasingly face complex demands in modern healthcare systems that require proficiency in reading skills—for example, when they seek information, need to understand their rights and responsibilities, and make informed healthcare decisions.

An effective way to reach them is to use new health information technologies. This strategy can improve their access to health information and enhance their quality of communication in health-care delivery.

To address this need, NorthShore University HealthSystem received funding from the Agency for Healthcare Research and Quality and the American Cancer Society. The goals are to improve the measurement of patient-reported outcomes and to validate an innovative health information technology.

The Talking Touchscreen/La Pantalla ParlanChina is a bilingual multimedia program that allows patients with varying literacy, language and computer skills to learn independently and to complete questionnaires. As text appears on the screen, it is automatically read out loud through headphones or speakers.

In two studies of English- or Spanish-speaking cancer patients, many of whom had never used a computer before, 98 percent reported that the touch screen was easy or very easy to use. In the words of one patient: “It’s about time that someone thought about doing something like this for us patients.”

This new multimedia program is a practical, user-friendly system that is now being used to measure health literacy in English and Spanish through a grant from the National Heart, Lung, and Blood Institute. The touch screen is also being used in a randomized clinical trial to provide patient education information to English-speaking cancer patients through a grant from the Agency for Healthcare Research and Quality. The patient education program will soon be expanded to include Spanish language information.

Research: \$5,235,000

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



NorthShore University HealthSystem Medical Group

With more than 550 primary and specialty care physicians in 70-plus locations, NorthShore University HealthSystem (NorthShore) Medical Group provides convenient access to experienced physicians and high-quality medical care throughout Cook and Lake Counties.

Michael K. Rakotz, M.D., of NorthShore Medical Group Highland Park Primary Care, invests his time and talents into the lifestyle of his patients and, by doing so, shares his insight into healthy behaviors promoting a wholesome lifestyle. Dr. Rakotz conducts cooking classes at local groceries, farmers markets and festivals throughout the community to teach the audience about creating a diet that is both balanced and delicious.

"A lot of people simply do not know how to balance their diet, or about how much of what goes into their bodies affects their overall health and outlook on life," said Dr. Rakotz, Attending Physician for Family Medicine at NorthShore. Through education and demonstration, he can help individuals and families incorporate healthy eating habits into their lifestyle.

In addition to promoting healthy eating, Dr. Rakotz and the Highland Park Primary Care office sponsored the 30th Annual North Shore Half Marathon benefiting Misericordia, a Chicago-based nonprofit organization caring for and training individuals with developmental disabilities. The office co-sponsored the event and provided coupons to participants for a free injury-screening session.

"By identifying potential trouble spots during a runner's training, we are able to help prevent injury by educating these athletes on training and maintenance exercises that will keep them safe and fit," Dr. Rakotz said.

NorthShore Medical Group offices from Gurnee, Mundelein and Vernon Hills participated in the Green Oaks, Libertyville, Mundelein and Vernon Hills Area Chamber of Commerce Health and Wellness Fair at Westfield Hawthorn Mall. More than 1,000 people visited the fair, where Mecca K. Maxey-Smartt, M.D., Nadeem Alavi, D.O., and Adam Rosenfeld, D.O., along with practice managers and nursing staff, administered blood pressure screenings, distributed screening and prevention guides, and

answered general questions from the public about health and wellness.

"Talking with the participants about the dangers of high blood pressure helps to alleviate some fears and misconceptions associated with this condition," said Dr. Maxey-Smartt, a Family Medicine physician at Gurnee. "It also gave us an opportunity to discuss their other health questions and concerns."

In conjunction with the National Kidney Foundation, **NorthShore Medical Group is offering a free Diabetes Health Fair** in Glenview. Pauline J. Shipley, M.D., the Fair's keynote speaker, talks with attendees about

the importance of optimizing blood sugars, nutrition tips, different types of medication, general maintenance and exercise.

"The screening we provide can give an attendee a glimpse into the bigger picture of their personal health in living with this condition," said Dr. Shipley, Attending Physician of Endocrinology and Metabolic Diseases at NorthShore. "By gauging indicators such as blood pressure, overall renal health and blood sugar levels, we can help them understand how proper nutrition and basic exercise can improve their health."

Information on foot care, nutrition, cardiac care, exercise and eye care is also available.



In his cooking demonstrations, Dr. Michael Rakotz advises the public about eating a nutritious diet. He has the following recommendations for a diet that lowers your risk of developing heart disease, diabetes, stroke, high blood pressure and some cancers. Dr. Rakotz suggests eating five to nine servings of fresh fruits and vegetables per day. Focus on eating whole grains instead of refined grains. For example, substitute whole wheat bread and pasta, and brown rice for white bread, traditional pasta and white rice. He recommends lean proteins like poultry, fish and beans instead of red meat. Additionally, Dr. Rakotz emphasizes using healthy fats, such as olive, peanut, canola and other vegetable oils instead of butter, margarine and shortening.

Evanston Hospital

Every year, NorthShore University HealthSystem's (NorthShore) Evanston Hospital supports many health-related initiatives to benefit the members of its surrounding communities.

Alyson Petroski was struggling with a learning disorder and was receiving failing grades at Evanston Township High School (ETHS) when she first visited the in-school Health Center staffed by Evanston Hospital physicians and nurses.

The ETHS Health Center's social worker referred the freshman to the Bridges program at Evanston Hospital, which focuses on

mental health intervention for children and adolescents at risk for emotional, behavioral or developmental delay. With guidance from counselors at Bridges and monitoring at the ETHS Health Center, Petroski's grades soared, and she joined extracurricular activities.

This fall, Petroski begins her freshman year at Illinois State University, an accomplishment she credits to the assistance of the NorthShore staff at the Health Center and Bridges. "They gave me a reason to keep going," Petroski said. "I always knew there was someone to turn to with questions or problems."

The ETHS Health Center helps many students like Petroski. During the 2007-2008 school year, 880 ETHS students (68 percent of whom are uninsured or on Medicaid) made 2,680 visits to the Health Center for primary care, behavioral and reproductive health services.

In a continuing partnership to teach the importance of good health at an early age, Evanston Hospital and School District 65 hosted the Third Annual Health Challenge Bowl in January. Teams comprised of sixth and seventh graders from all five district middle schools participated in a football-themed health quiz game. The Health Challenge Bowl provides Evanston Hospital an opportunity to engage its home school district in a fun, academic way, while also giving students the chance to visit their local hospital and interact with medical professionals.

On June 22, 2007, **NorthShore sponsored one stage of the Point Premium Root Beer International Cycling Classic™ in Evanston.** The event consisted of eight professional- and amateur-category races along a 0.9-mile, hourglass-shaped course, and drew more than 15,000 spectators.

The full, week-long cycling event attracts riders from across the country and around the world to compete in the longest-running bicycle race held in the United States.

"A professional sports event like this provides us with the opportunity to connect residents to a host of health and wellness initiatives and healthcare services, while creating a great event for Evanston," said Ray Grady, President of Evanston Hospital and President of the Hospitals and Clinics at NorthShore University HealthSystem.



NorthShore University HealthSystem sponsors one stage of the Point Premium Root Beer International Cycling Classic™ held annually in Evanston, Ill., which attracts more than 15,000 spectators.

Other Contributions:

- Connections for the Homeless
- Dr. Martin Luther King Dinner
- Evanston Community Foundation
- Evanston 4th of July Association
- Evanston Inventure
- ETHS Health Sciences Rotation Program
- Family Focus
- Fellowship of Afro-American Men
- First Night Evanston
- Healthy Evanston Initiative
- Housing Options for the Homeless
- King Lab Magnet School PTA
- Mayor's Summer Youth Job Program
- Partnership for the Future
- Ted Fund
- The Cradle Foundation
- Youth Organization Umbrella
- YWCA/Evanston Northshore Ricky Byrdsong Memorial 5K Race Against Hate
- Youth Job Center

Glenbrook Hospital

Annually, NorthShore University HealthSystem's (NorthShore) Glenbrook Hospital supports innovative health programs that contribute to the well-being of members in its surrounding communities.

Glenbrook Hospital and Glenbrook South High School strengthened their successful partnership to provide access to care for students with limited or no health insurance. Through the Access to Care program, the Glenbrook Family Care Center provides primary care to all students, regardless of ability to pay, and offers back-to-school physicals and immunizations at school registration.

The staffs at both organizations continue to pursue new opportunities to keep the students and school population safe, healthy and happy. "Lots of great things are happening through our collaboration," said Barb Marzillo, RN, of Glenbrook South High School. "We love being neighbors with the Hospital."

Glenbrook Hospital also formed a partnership with Glenbrook North High School this year to teach community youth the importance of early cancer detection. Michael Rakotz, M.D., spoke to male students about the threat of testicular cancer, and Carole Martz, RN, MSN, AOCN, addressed the female students about the risks of breast cancer. Students were also taught proper methods for self-examination by Beth Weigel, RN, BSN, Breast Center Coordinator for the Department of Surgery at Glenbrook Hospital.

"It is important that young adults receive instruction on these examination tools to feel comfortable managing their personal health in the future," said Martz, Clinical Coordinator for the Living in the Future (LIFE) Cancer Survivorship Program at NorthShore. "Set in the safe and familiar environment of their high



NorthShore University HealthSystem's Glenbrook Hospital and Glenbrook South High School provide primary care to students who have limited or no access to health insurance, as well as back-to-school physicals and immunization at school registration.

school classroom, students were provided with the opportunity to learn these techniques through instruction by a NorthShore physician and nurse."

NorthShore anticipates repeating this successful education event during the 2008-2009 school year. This program was made possible by a generous gift from the Felicia Beth Nekritz Memorial Fund in memory of Felicia Beth Nekritz.

As an engaged community partner, NorthShore understands that the details of and annual changes to federal health programs can be confusing and overwhelming. This year, **Glenbrook Hospital partnered with Whitehall of Deerfield and Blue Cross Blue Shield's Service**

in the Neighborhood program to host hundreds of area seniors at innovative workshops and entertaining "bingo" events designed to clarify Medicare Part B and D policies.

"Glenbrook Hospital's Community Advisory Committee guides us in identifying at-risk populations in our community and establishing collaborative partnerships that support our mission 'to preserve and improve human life,'" said Douglas M. Silverstein, President of Glenbrook Hospital. "The Committee members come from local groups such as the police department, senior services and local schools. We look forward to continuing to partner with community organizations who are committed to improving the health of the members in our community."

Other Contributions:

- North Suburban United Way
- Village of Glenview Social Services Fund
- Village of Northbrook Emergency Crisis Fund
- Youth Services of Glenview and Northbrook

- Helping Hands of Glenview
- Family Services Center of Wilmette
- Friends of Northfield Foundation
- Northfield Township Food Pantry
- North Shore Youth Health Service

- Glenview Senior Services Fund
- North Shore Senior Center
- Glenbrook South High School Safe Passages Program
- Glenview Education Foundation

Highland Park Hospital

Every year, NorthShore University HealthSystem's (NorthShore) Highland Park Hospital contributes to community-based health programs in Lake County that improve the health of its underserved members.

During the past year, a **\$3 million grant from the National Institutes of Health** to NorthShore launched Phase 2 of the Community Action for Child Health Equity (CACHE), a five-site national study about the causes of preterm birth. Highland Park Hospital's Labor, Delivery, Recovery and

Postpartum served as one of the main pilot sites for questionnaires to patients in Lake County before its official launch to additional area hospitals.

Spearheaded by NorthShore Pediatric Physician Madeleine Shalowitz, M.D., MBA, the CACHE study examines the effects of stress on mothers' health and birth outcomes for nearly 500 Lake County families. Through the partnership between CACHE and the Lake County Health Department's Community Health Center, Dr. Shalowitz is working to improve the capacity

of research to answer society's complex, intractable health problems. Learning new ways to use research will empower the community with the right skills to ultimately inform public policy and develop enhanced programs and services for the infants and their families.

"The members of the community are actively engaged," Dr. Shalowitz said. "They really are 50-percent partners in this project and the positive changes that we hope will result from the research. The hope is that once we understand the pathways to these conditions we will understand the avenues for intervention."

The Family Practice residents each participate in an obstetrics/gynecological rotation at the North Shore Health Center. The facility is one of five Lake County Health Department community health centers designed to provide increased access to primary and preventive healthcare. Doctors and residents provide family-centered, culturally sensitive maternal care to primarily low-income, Spanish-speaking patients. Spearheaded by Miriam K. Whiteley, M.D., who specializes in Family Medicine at NorthShore, the practice started with 13 patient visits in January. Currently, patient visits have increased almost eight-fold to 100 per month.

"Our partnership with the Lake County Health Department is important and gives underserved patients better access to healthcare services," said Jesse Peterson Hall, President of Highland Park Hospital. "We look forward to continuing to strengthen this relationship, which, in turn, can enhance the healthcare needs for more members in our community."

The Illinois Department of Public Health has designated **Highland Park Hospital as one of 12 "pod" hospitals as part of the state's emergency preparedness plan.** As the official site for northeastern Illinois, Highland Park Hospital will coordinate Lake County's efforts when confronted with a disaster

The Hospital is responsible for conveying information about the threat, treatment and containment plans, the impact of the emergency and other vital data to the government, the media and, most important, the community and its residents.



Highland Park Hospital served as one of the main pilot sites for questionnaires to patients in Lake County for Phase 2 of the Community Action for Child Health Equity (CACHE), which is studying the causes of preterm birth.

Other Contributions:

- Highland Park Chamber of Commerce Student Honor Dinner
- Highwood Chamber of Commerce Student Honor Luncheon
- Interfaith Housing
- Lake County Health Department Kids 1st Fair
- S.M.I.L.E.—Park District of Highland Park
- Tri-Con Child Care Center

Community Advisory Committees

To ensure accountability to the communities we serve, NorthShore University HealthSystem (NorthShore) established a Community Advisory Committee (CAC) at each of our three Hospitals. The role of the CAC is to advise hospital administration on services and initiatives from a community perspective. The CAC also helps identify community resources that work to strengthen NorthShore, improve the health of the community and serve as a communication link between the Hospital and the community. Comprised of area residents and local faith, business and community leaders, the CAC serves a vital role in allowing us to fulfill our mission of connecting with the community.

Evanston Hospital Members:

Christopher Canning
Mayor
Village of Wilmette

Willis Francis
Chairman
Evanston Latino Resource Coalition

Georgia Gebhardt
Wilmette Resident

Paul Grant
Lincolnwood Resident

Jacqueline Grossman
Home Sharing Coordinator
Interfaith Housing Center of the North Shore

Sandra Hill
Former Executive Director
Family Focus, Evanston

Lucille Krasnow
Special Assistant for Community Relations, Northwestern University

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

Onnie Scheyer
Former President
New Trier Township
Volunteer Center

Evonda Thomas
Director, Department of Health and Human Services
City of Evanston

Elizabeth Tisdahl
Alderman
City of Evanston

Katie Dold White
Trustee
Village of Kenilworth

Linda Yonke
Superintendent
New Trier High School

Glenbrook Hospital Members:

Nada Becker
Executive Director
Northfield Chamber of Commerce

Jill Brickman
Township Supervisor
Northfield Township

Eric Dawson
Pastor
St. Philip Lutheran Church

Kim Hand
Senior Services
Village of Glenview

Rabbi Sidney Helbraun
Temple Beth-El

Jason Herbster
Director
Glenview Park Center

Jack Kaplan
Chief Financial Officer
North Suburban United Way

William Lustig
Police Chief
Village of Northfield

Barbara Marzillo
School Nurse
Glenbrook South High School

Robert Noone, Ph.D.
Executive Director
Family Service Center

Joyce Pottinger
Director
Glenview Senior Center

Michael Riggle, Ph.D.
Principal
Glenbrook North High School

Debra Sundblad
Social Worker
Glenview Police Department

Gary Smith
President
The Josselyn Center

Dana Turban
Northfield Resident

Highland Park Hospital Members:

Jeanne Ang
Associate Director,
Primary Care Services
Lake County Health Department

Mari Barnes
Township Supervisor
Moraine Township

Bruno Bertucci
Highwood Resident

Patrick Brennan
Deputy City Manager
Highland Park

Alicia De La Cruz
Highland Park Resident

Vincent Donofrio
Mayor
City of Highwood

Bethany Felder
Deerfield High School Student

Susan Garrett
State Senator
Illinois District #29

Patricia Haughney
Director of Administrative Services and Technology
School District #112

Linda Kimball
Director
OASIS

Karen May
State Representative
Illinois District #58

Julie Morrison
Supervisor
West Deerfield Township

Rabbi Isaac Serrotta
Lakeside Congregation

Carol Spielman
Board Member
Lake County Board

Michael Volling
Deputy Chief, Public Safety
Village of Glencoe

Ralph Volpe
Executive Director
Park District of Highland Park



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