

2020-2021

Community Impact Report



As a vibrant, community-connected health system, we are tirelessly committed to our communities. We value our collaborative relationships with community partners and our shared mission to improve the health and wellbeing of our neighbors.

To learn more about our partnerships and initiatives, scan the QR code to the right or visit northshore.org/communityimpact.



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In 2021, here's how we advanced our efforts to be a national leader in redefining community-connected healthcare.

Community Investment Fund

Through the creation of a \$100 million fund, millions of dollars in annual interest will be used to support partnerships with organizations working to enhance community health equity and wellbeing and advance local economic growth.



Diversity, Equity and Inclusion

DE&I is at the very heart of a broader, enduring commitment to fully support our communities and team members. We are addressing disparities in health and wellbeing, and advancing access and patient outcomes in all the communities we serve.



Community Checkup Video Series

This video series spotlights community partnerships and initiatives making a positive impact on the health and wellness of our neighbors.



Health Ambassadors

This program fosters health and wellness outreach by supporting team members who are connected within their communities.

Community Leader Newsletter

Our new monthly email provides key systemwide updates to connect and inspire our external stakeholders. [Sign up for our monthly community leader newsletter.](#)



By the
Numbers

\$338 Million

Provided in community benefits across the system*



27,701

Patients receiving charity care*

16,298 Students*

(includes teaching and/or supervision of med students, clinical college students, Emergency Medical Services (EMS) students)



170,000+

COVID-19 vaccinations to date**

500,000+

COVID-19 tests to date**



\$2,530,634

In language assistance services

*In FY 2020

**As of October 15, 2021



Evanston Hospital

Evanston Hospital is a comprehensive acute-care facility and the nucleus of NorthShore University HealthSystem. It is also the principal home to NorthShore Cardiovascular Institute and Kellogg Cancer Center.

Thank you to [Evanston's Community Advisory Committee](#).



Keeping High School Students Healthy

Launched in 1996, the school-based health center at [Evanston Township High School \(ETHS\)](#) is a collaborative partnership between Evanston Hospital, ETHS and Evanston's Health & Human Services Department. Staffed and funded by NorthShore, the Center provides free care for all students whose parents register them. In FY 2020, 863 students served, 2,398 visits.

Vital Care for Those in Need

The Evanston Hospital Community Health Center offers an array of free and discounted care, including internal medicine, obstetrics/gynecology, general surgery, orthopaedics and diabetes education for those who are economically disadvantaged and are unable to obtain healthcare services through private providers. Resident physicians and registered nurses provide care under the supervision of NorthShore senior attending physicians. In FY 2020, 3,884 patients served, 10,730 visits.

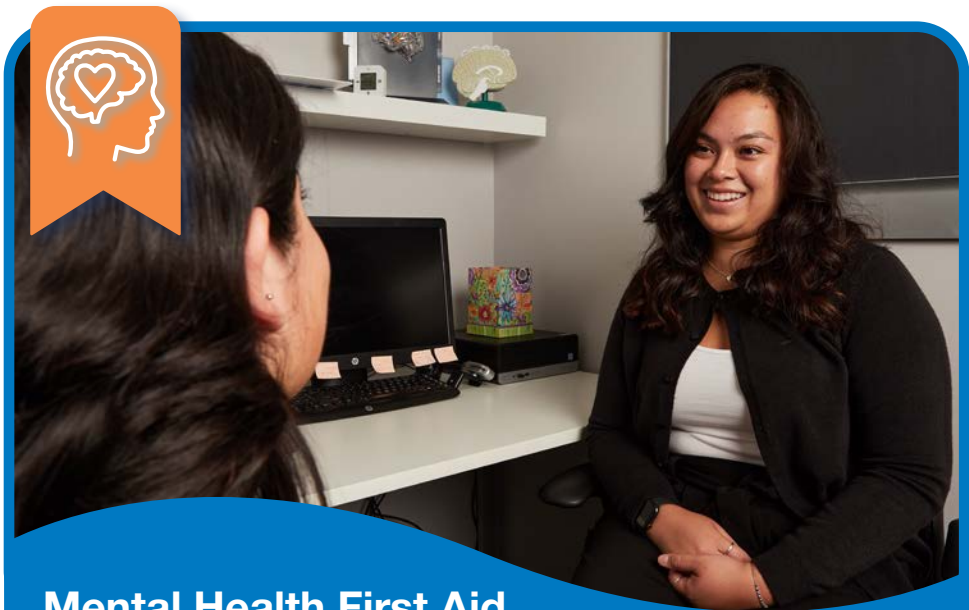




Glenbrook Hospital

Glenbrook Hospital is a comprehensive medical and Level II Trauma Center and is also certified by the Joint Commission as a Primary Stroke Center—providing an acute stroke team 24 hours a day, seven days a week for rapid care.

Thank you to [Glenbrook's Community Advisory Committee](#).



Mental Health First Aid

In late 2020, NorthShore collaborated with The Josselyn Center to pilot virtual Mental Health First Aid (MHFA) sessions for the City of Evanston. A total of 120 community members were trained as MHFA responders. The pilot was successful with participants sharing their confidence to better deal with each type of crisis and to handle difficult conversations. Participants also felt the program helped normalize mental health and reduce misconceptions.

Food Waste Diversion Project

Glenbrook Hospital partners with [Northfield Township](#) to donate leftover food from the kitchen and café that has been carefully frozen using strict health guidelines. The frozen prepacked meals are picked up by Northfield Township volunteers for distribution at local food pantries. Currently, all four Legacy NorthShore hospitals donated food to three local food pantries.





Highland Park Hospital

Highland Park Hospital is a full-service hospital serving Lake County. Its Emergency Department serves as the region’s primary point of contact for communication and coordination of disaster response activities for participating hospitals and Emergency Medical Services (EMS) providers.

Thank you to [Highland Park’s Community Advisory Committee](#).



Collaboration with Erie HealthReach Waukegan Health Center

[Erie HealthReach Waukegan](#) formed a partnership with NorthShore to move their small hospital delivery team to Highland Park for the care of their high risk pregnancy patients. The partnership aligns both organizations’ mission to provide community-focused, high-quality and affordable care with access to a team of OB/GYN physicians delivering 24/7 care at Highland Park Hospital’s Labor, Delivery and Postpartum unit. Within the first year of this partnership, 314 expectant mothers from Erie HealthReach Waukegan delivered 316 infants.

Catholic Charities Hot Supper Program

Throughout the year, Highland Park Hospital collaborates with [Catholic Charities](#) in Lake County to provide hot meals to underserved individuals and families. Although the pandemic has prevented recipients from eating together as a community, more than 75 meals are distributed at two to three hot supper events annually.





Northwest Community Healthcare (NCH)

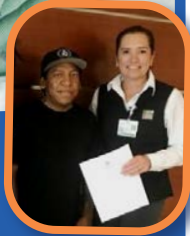
NCH is a 509-bed hospital with a Level II Trauma Center, a Level III Neonatal Intensive Care Unit and a dedicated pediatric Emergency Department in Arlington Heights. NCH has 23 doctor's offices, five immediate care centers and 13 labs.

Learn more about [NCH's Community Services](#).



Community Health Worker

Violeta Audelo-Solano—NCH's bilingual, Spanish-speaking [Community Health Worker](#)—offers free, ongoing support to Spanish-speaking patients at NCH and in the community. She meets patients identified by physicians and staff as needing extra support pre and post discharge. She provides assistance with understanding, complying with and overcoming barriers, basic education, and referrals to community clinics and other social services. In the community, she provides support and individual or group education to discharged patients and community members. In FY 2021 she has provided support for 452 Spanish-speaking individuals.



Mobile Dental Clinic

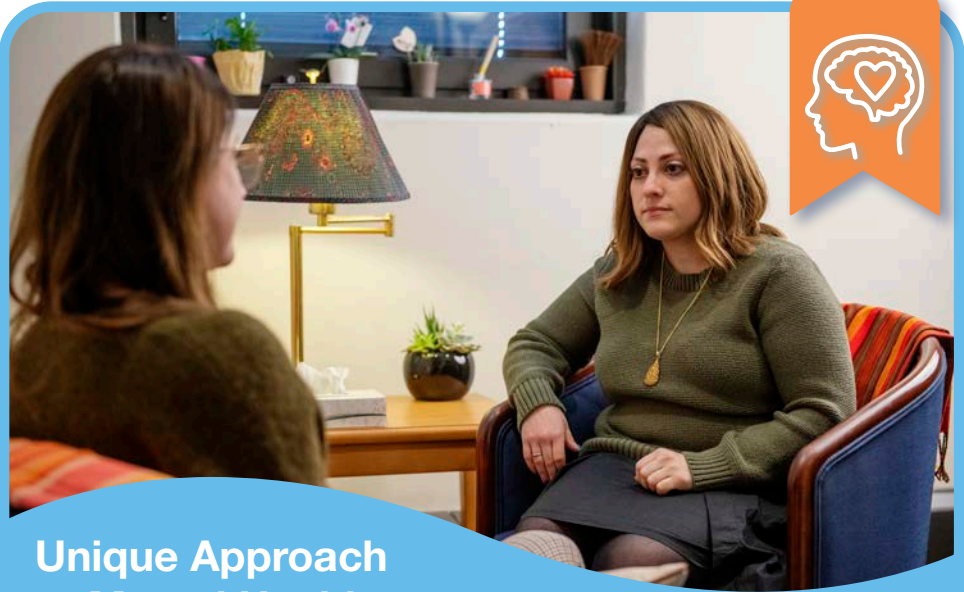
NCH launched a [Mobile Dental Clinic](#) in 2003 and since that time has served over 38,000 patients, providing a value of more than \$10.1 million in oral health services. The clinic provides preventive and restorative oral health services to individuals who have an income at or below 200% of the federal poverty level or are on General Assistance or Medicaid. While many dental clinics focus on treating emergencies, the NCH program emphasizes the importance of overall oral health by helping patients develop a habit of regular cleanings and exams and establishing a permanent dental home.



Skokie Hospital

Skokie Hospital is home to Illinois' only specialty hospital dedicated to orthopaedic and spine care. It also offers emergency and outpatient services to meet the needs of the local community.

Thank you to [Skokie's Community Advisory Committee](#).



Unique Approach to Mental Health

Turning Point Behavioral Health Care Center's innovative "The Living Room" project provides psychiatric respite care for patients dealing with mental health issues. The unique program, supported by Skokie Hospital, uses peer counselors (adults in recovery from their own mental health challenges) and reports a 98% success rate in keeping in-crisis patients out of hospital emergency rooms.

Village of Skokie Farmers Market

NorthShore provided a \$5,000 grant to the [Village of Skokie Farmers Market](#) to help connect low-income consumers (LINK card holders) with fresh local produce. NorthShore matched LINK card purchases at Farmers Markets dollar-for-dollar for the purchase of fresh produce.





Swedish Hospital

Swedish Hospital is a full-service, acute-care hospital providing a wide range of health and wellness services to Chicago's diverse North and Northwest Sides for more than 130 years.

[Learn more about Swedish's Community Programs and Outreach.](#)



Healthy Chicago Equity Zone Leader

Swedish Hospital's new Health Equity team is making an impact within diverse communities directly affected by high COVID-19 numbers and low vaccination rates, hosting more than 40 vaccine outreach events in just three month's time. The hospital serves as the North/Central Region Lead for the Chicago Department of Public Health, Healthy Chicago Equity Zone initiative.



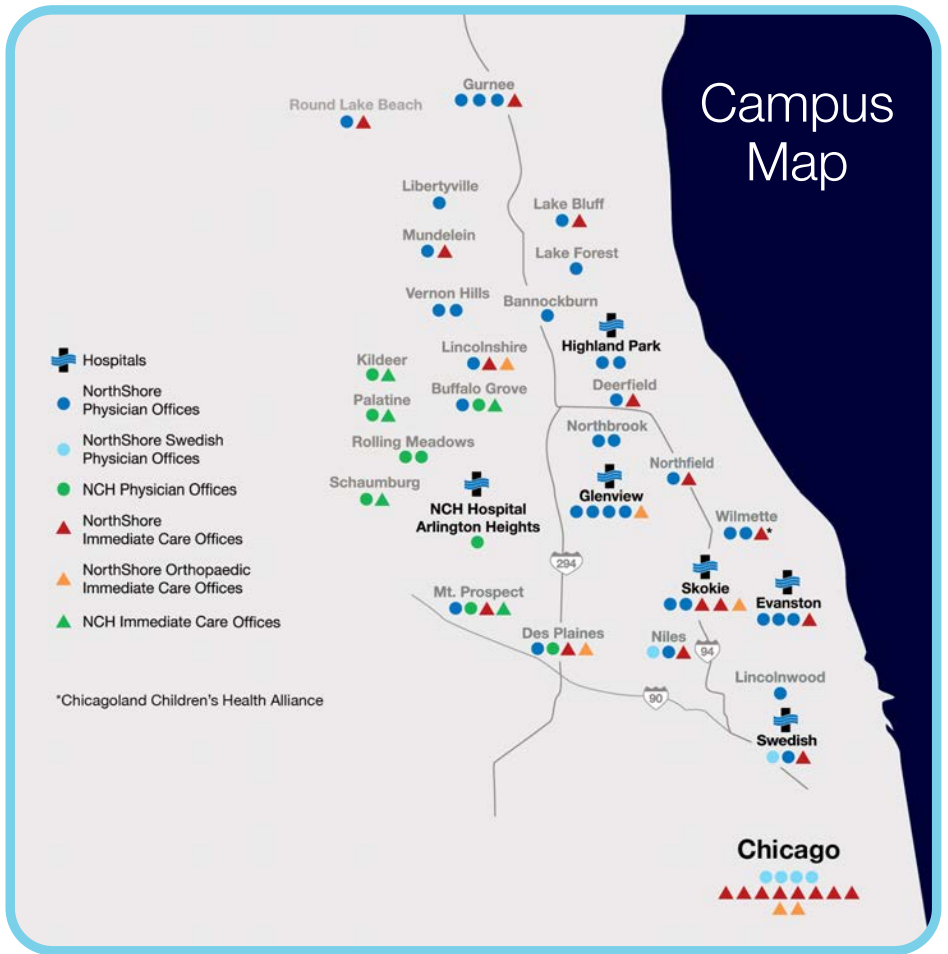
Promoting Bike Safety and Free Helmets

Swedish Hospital partnered with Chicago's SAFE Ambassadors to distribute more than 1,200 free bike helmets at local community events. As part of the outreach, the team also provided custom fittings and safe riding tips.



For More Information

- northshore.org
- swedishcovenant.org
- NCH.org
- Sign up for our [monthly community leader newsletter](#), featuring key systemwide updates and inspiring connections with external stakeholders.



Episode 4 - Teens Mental Health & Wellbeing



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