

2022 Community Benefit Report (FY21 DATA)



ADVANCING THE HEALTH OF OUR COMMUNITIES

In January of 2022, Edward-Elmhurst Health (EEH) officially merged with NorthShore University HealthSystem. It was a significant milestone for both organizations. A major platform for this newly formed organization is the concept of community-connected care, which couldn't be more significant right now. NorthShore - Edward-Elmhurst Health believes that every person in every community should receive high-quality, equitable and safe care. To accomplish this, we are committed to identifying health disparities across the communities we serve and partnering with other organizations to address areas of concern.

Even prior to the merger and throughout the challenges we faced during the COVID-19 pandemic, Edward-Elmhurst Health's mission - to advance the health of the communities we serve - has always been front and center. Addressing the health needs of our community continued during Fiscal Year 2021 (July 2020-June 2021), the second year of our three-year Community Health Implementation Plan. Examples of our commitment are represented within this 2022 report.

As NorthShore - Edward-Elmhurst Health moves forward together, we have each committed \$100 million to our respective communities through a Community Investment Fund to enhance health and well-being, advance health equity and support local economic growth. In 2022, EEH will distribute \$4M to support community-based organizations through this program and will make similar contributions annually.

FY20-FY22 COMMUNITY HEALTH IMPLEMENTATION PLAN KEY PRIORITIES



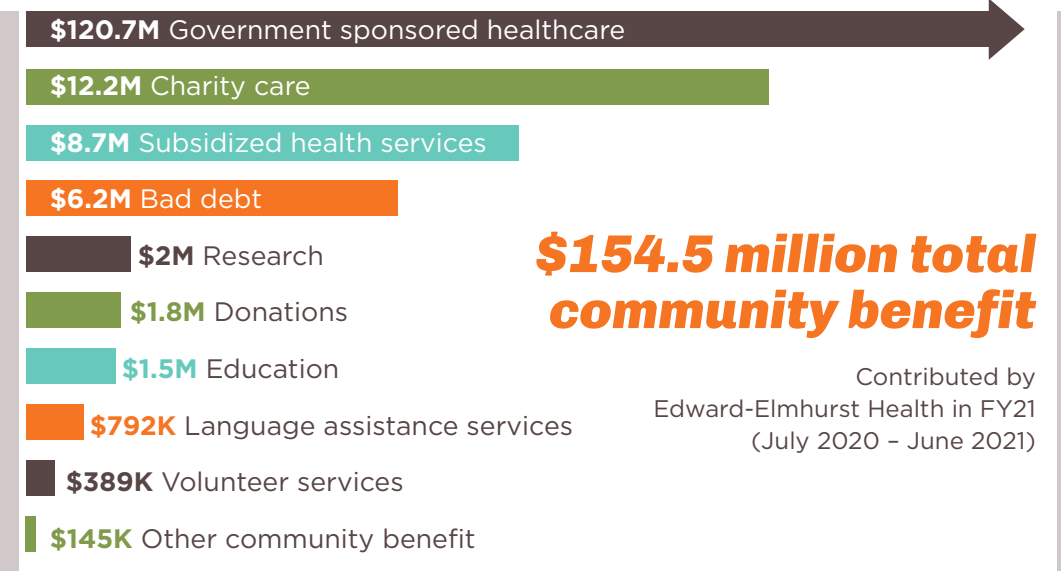
CHRONIC DISEASE
(obesity/diabetes,
cancer,
heart disease/stroke)



BEHAVIORAL HEALTH
(mental health,
substance abuse,
adolescent
depression and suicide)



**ACCESS TO
PRIMARY CARE
AND COMMUNITY
RESOURCES**
(including provider
supply and availability,
financial access and
health literacy around
how we seek care)





COVID-19 RECAP

As COVID-19 persisted, Edward-Elmhurst Health continued to follow the changing state and federal guidelines in all areas including PPE, social distancing, screening, testing and treatment. We worked together — caring for patients and families struggling from the devastating effects of COVID-19 and teaching our patients, communities and each other how to stay safe. Here are some highlights from FY21.

Testing and Treatment

EEH expanded its COVID-19 testing to nine EEH locations for a total volume of **306,773** tests conducted.

Edward and Elmhurst Hospitals admitted and discharged **2,870** COVID-positive patients and saw **234** deaths in FY21.

Many different types of COVID treatments, medications and interventions have been provided. To date EEH has administered a total of **5,810** doses of monoclonal antibodies.



Communication and Support

EEH built on and enhanced its community-facing COVID-19 site on EEHealth.org to communicate important updates in regard to testing, vaccines, visiting and more. Through the end of FY21, there were **728,407** unique page views specifically related to COVID-19.

To help those struggling with the loss of a loved one to COVID-19, EEH Spiritual Care Services led complimentary virtual COVID-19 Loss Support Groups.

Virtual access to care

Vaccine scheduling became easier for the community when EEH provided a way to schedule online through MyChart and other means for those without a MyChart account.

The features of Eleanor, our virtual chatbot, were expanded beyond checking COVID symptoms to include general and pediatric symptoms.

EEH also launched the Find Care Now webpage which provides access to virtual visits, walk-in care, online scheduling and more. Up to **30%** of primary care visits and **77%** of behavioral health visits were conducted virtually as access to care expanded.

The mobile app continues to grow, with added tools like health assessments, and has exceeded **180K** downloads.

During COVID, a huge effort was made to bring virtual education programs to the community in areas like wellness education, childbirth and weight loss.

Patient experience

Throughout the pandemic, we remained committed to person-centered care, despite visitation restrictions. EEH care teams helped combat social isolation through dedicated phone calls, video-based technology and personal items to connect family members with their loved ones in isolation. We closely monitored community levels and trends and limited or expanded the visitor policy as appropriate.

Vaccines

Toward the end of 2020, we reached a significant time during the pandemic as vaccines became available and healthcare workers were among the first eligible. Early 2021 as eligibility expanded to the general population, EEH opened mass vaccination clinics at our sites in Woodridge and Downer's Grove. Within the first month of vaccines being available, DuPage County had the highest percentage of vaccinated residents compared to all counties in Illinois. In FY21, EEH administered **57,349** COVID-19 vaccines to the general population and **7,435** employees and physicians became fully vaccinated.



ACCOMPLISHMENTS IN FY21

ACCESS TO HEALTHCARE

- ▶ **Over \$800K contributed** to the DuPage Health Coalition to assist with three key programs – Access DuPage, Silver Access DuPage and DuPage Dispensary of Hope.
- ▶ **Over \$12.2M** in financial assistance given to qualified uninsured and underinsured patients.
- ▶ **43 additional physicians and advanced practice providers** recruited, increasing healthcare provider access throughout the community.
- ▶ Nearly **162K Medicaid and Medicare visits** conducted by the primary care provider network, representing 36% of total primary care visit volume.

EARLY DETECTION, PREVENTION AND WELLNESS

Obesity/Diabetes

- ▶ **Over 19K visits** occurred between our five Endeavor Health Medical Weight Loss Clinic locations.
- ▶ More than **50% of participants** in Jumpstart Your Health **lost greater than 5% of their body weight** within the first six months.
- ▶ EEH launched the Healthy Driven Families electronic platform to enhance access to information and resources to support family wellness. In 2021, the platform saw **513 page visits** averaging 60 per month through September 2021.
- ▶ Healthy Driven Take a Hike Challenge saw over **1,300 participants** representing a 58% increase from its first year in 2020.
- ▶ EEH expanded access points to its Diabetes Centers which treated over **7,500 patients**.



Cardiovascular Care

- ▶ **Free peripheral arterial disease screening** held to bring awareness, education and early detection to community members.
- ▶ **Raised over \$20,000** through the American Heart Association Heart Walk.
- ▶ **Provided \$57,500 to Young Hearts for Life** that supported 6,089 screenings at five schools which identified 29 students with heart conditions.
- ▶ **Increased** both HeartAware and StrokeAware **online screenings by 33%**.

Cancer Care

- ▶ **Launched a dedicated Breast Cancer page** on the EEH website to help streamline patient navigation based on individual diagnosis.
- ▶ **Increased Lung Aware health risk assessments by 125%**.
- ▶ **Provided more than 270 lung CT scans** throughout the system, **an increase of 45%**.

ACCESS TO BEHAVIORAL HEALTH SERVICES

- ▶ Linden Oaks Medical Group (LOMG) **added six psychiatric providers and 14 counselors** to expand access to critical counseling and medication management services.
- ▶ LOMG counselors and psychiatrists conducted **74,000 virtual visits, a 330% increase** over 2020.
- ▶ **Completed nearly 14,000 visits** through the Behavioral Health Integration (BHI) model which embeds behavioral health therapists within physician offices.
- ▶ **Linden Oaks expanded into the new Woodridge outpatient site**, offering eating disorder outpatient programming and LOMG psychiatric services.

ADDRESSING THE OPIOID INITIATIVE

- ▶ The Medication-Assisted Therapy (MAT) Clinic **expanded the use of once monthly injectable medications** for adults to support patient compliance and reduce the risk of medication misuse.
- ▶ **EEH Emergency Department partnered with DuPage County** to distribute Narcan for home use as part of an initiative to prevent overdose-related deaths.
- ▶ **Piloted a successful maternal opioid reduction program** at Edward Hospital to reduce opioid use among mothers experiencing cesarean deliveries.

DIVERSITY, EQUITY AND INCLUSION

- ▶ EEH's Business Intelligence and Analytics team **developed health equity dashboards** designed to identify and prioritize areas where health-related disparities may exist - leading to targeted interventions around culturally sensitive diabetes care and navigation.
- ▶ EEH **offered and encouraged staff to take trainings** on unconscious bias and microaggressions.
- ▶ The **EEH's Voices of Diversity Blog won two awards**: eHealthcare Leadership Award in the Category of Best Digital Leadership in Health Equity, Diversity and Inclusion, and Ragan Communications Corporate Social Responsibility and Diversity award.



ADDRESSING SOCIAL DETERMINANTS OF HEALTH (SDOH)

Health systems traditionally focus most of their resources on providing clinical care, but evidence has shown that underlying social determinants of health (SDOH), individual health behaviors, and the physical environment all play a role in the overall health status of communities. Studies indicate that social determinants and other non-medical factors can account for up to 80% of health outcomes which is why working with our communities to address social determinants has become a top priority for EEH.

During development of the FY20-FY22 SDOH implementation strategy, EEH leadership identified an opportunity to improve the way we support patients with SDOH.

In FY21, an Epic module was implemented to identify patients in need of community resources such as food banks and other social support. In addition, EEH partnered with findhelp.org (formerly known as Aunt Bertha), a social care network that connects people with social services in their communities to ensure they receive the care they need in order to improve their overall health status. Data collected through this program, which was fully implemented in Q4 FY21, will be utilized to guide program development and community relationship opportunities in calendar year 2022 and beyond.



TO LEARN MORE ABOUT HOW EDWARD-ELMHURST HEALTH IS ADDRESSING THE HEALTH NEEDS OF OUR COMMUNITY, PLEASE VISIT [EEHEALTH.ORG/COMMUNITY](https://eehealth.org/community).

Healthy Driven™
Edward-Elmhurst
HEALTH