

2019 (FY18) Community Benefit Report



ADVANCING THE HEALTH OF OUR COMMUNITIES

It's so important to us at Edward-Elmhurst Health that we've made it our mission statement — our very reason for existing. To ensure we are meeting the needs of those we serve, Edward-Elmhurst Health works with our community partners to complete a comprehensive community health needs assessment. We use that information to build a three year community benefit plan that identifies, prioritizes and addresses health issues in our service area.

Healthy Driven
Edward-Elmhurst
HEALTH

FY17-FY19 COMMUNITY HEALTH IMPLEMENTATION PLAN KEY PRIORITIES



Access to
Healthcare
Services



Obesity,
Diabetes,
Nutrition &
Physical
Activity



Early
Prevention &
Detection



Mental Health
&
Substance
Abuse



Addressing
the Opioid
Epidemic

EDWARD-ELMHURST HEALTH AT A GLANCE

2 million+ residents

613 acute care beds

108 behavioral health beds

50+ outpatient locations

2 medically-based fitness centers

MISSION

Advancing the health of our communities

VISION

Transforming the healthcare experience

- ▶ safe
- ▶ seamless
- ▶ personal

HEALTHY DRIVEN VALUES

Determination
Respect
Integrity
Vision
Excellence
Nurturing

\$203 Million Total Community Benefit

(see inside)

MAKING ACCESS TO HEALTHCARE EASIER



In 2016, 43 percent of Elmhurst Hospital and 38 percent of Edward Hospital service area residents reported difficulty accessing healthcare, with inconvenient office hours and appointment availability identified as major barriers. Since then, we have made great strides in increasing patient access to healthcare services.

We've been working to provide convenient, affordable healthcare for financially and medically vulnerable patients, through programs such as the Access DuPage Collaborative and our partnership with Change Healthcare.

An important part of this plan includes informing underinsured and uninsured patients about the financial assistance available to them. Edward-Elmhurst Health (EEH) proactively screens patients, identifies those in need, and directs them to the right resources based on their particular financial situation. In FY18, EEH provided more than \$17M in financial assistance to qualified patients.



Our relationship with the DuPage Health Coalition dates back to 1986, and in FY18 we donated a total of \$841,178 to assist with the operation of the Coalition's three key programs — Access DuPage - coordinates health services for low income and medically uninsured residents of DuPage County; Silver Access - provides families who are eligible for the Affordable Care Act Marketplace with assistance paying premiums to reduce financial barriers to insurability; and Dispensary of Hope - provides medications to low income and uninsured DuPage County residents.

Also this past year, EEH was able to connect more than 2,100 underinsured and uninsured patients with insurance coverage through various Medicaid programs due to our partnership with Change Healthcare. We offer assistance with the complex Medicaid application process to patients receiving care as an inpatient, in the Emergency Department, and in various outpatient departments.



We also continue to add primary care physicians and advanced practice clinicians to expand access and reduce wait times throughout the service area. EEH expanded its employed and affiliated provider network by 8 percent in FY2018. Edward Medical Group and Elmhurst Memorial Medical Group sites are spread out over 45 miles and see patients in more than 50 outpatient locations, ensuring access to high quality care within the community.

In addition, EEH has expanded its ambulatory network over the past four years to include seven immediate care locations and 11 walk-in clinics (four in primary care offices and seven in retail health clinics in Jewel-Osco stores) ensuring outpatient services that are both convenient and close to home.



STORIES OF SUCCESS

Jumpstart Your Health helps community members kick prediabetes

Jan Fordon, 77, of Berkeley, and Len Dompke, 61, of Bensenville, joined Jumpstart Your Health after learning they were prediabetic.



After beginning the one year program, Fordon met the program goal of losing 7 percent of her weight. By the end of the program, she achieved her personal goal — a total loss of 30 pounds. The result was a drop in her previously high cholesterol and triglyceride levels.

“The weight loss also helped my back problems,” says Fordon. “Learning to focus on portion control probably changed my eating habits the most. It’s also been helpful to learn that if I go off my plan I can get back on track the next day.”

The education part of the program was key for Dompke. He says, “We started by learning to manage our calories. Education on exercise was next — I finally learned why exercise is so important in managing weight.”



The Jumpstart Your Health program is offered free of charge to people who are at risk of developing type 2 diabetes, thanks to grant funding from the Elmhurst Memorial Hospital Foundation.

Preventive heart scan saves Naperville man’s life

A preventive heart scan discovered Chris Cobb, 48, of Naperville, was on the verge of having a massive heart attack. An athlete for most of his life, Cobb was in great shape. It wasn’t until a close friend, who recently had a heart scan that uncovered cancer, insisted on it, that Cobb decided to go.

The results of Cobb’s scan showed a moderate calcium buildup. Cobb didn’t think it was urgent, so he waited six months to learn more — until his mother had a heart attack and needed open heart surgery. He decided it shouldn’t wait any longer and scheduled an EKG.

His EKG was normal, but because of his family history, the cardiologist recommended a stress test. A week later, Cobb failed his stress test. Twenty minutes later, he had an angiogram and when he woke up, he was told he needed a triple bypass the next morning.

Thanks to the heart scan and new heart plumbing, Cobb now has a healthy heart. And since he never had a heart attack, he has no heart damage.

“I feel very fortunate because most people usually find out about this through a heart attack. I had 90 percent blockage in my main artery, 90 percent blockage in the widow maker, and 65 percent blockage in two other arteries,” says Cobb. “I could have had a heart attack at any time, and they said I would not have survived it.”

A heart scan is the safest and most accurate screening tool for detecting the early build-up of calcium in the coronary arteries, the most common cause of heart disease. This simple, painless and potentially lifesaving test takes just 15 minutes.





Retired pharmacist and professor adopts a healthy lifestyle, loses weight, thanks to the Endeavor Health® Weight Management program

Lois Garland-Patterson, 72, of Naperville knew she had to make a lifestyle change when she topped the scale at 316 pounds. Her primary care physician referred her to Omar Shamsi, M.D., a bariatric and obesity medicine specialist at Endeavor Health® Weight Management.

“Dr. Shamsi was so animated and so passionate about what he was trying to do. He wasn’t patronizing. He didn’t have an attitude. He said ‘we have a problem and we are going to find a solution for it,’” she says.

A bariatric dietitian also gave her tips on how to manage a diet versus how to follow a diet. Between eating a low-carb diet and small amounts of exercise, Garland-Patterson was able to lose 60-68 pounds in nine months.

“I didn’t realize how much my weight impeded my lifestyle, my mobility, until I started losing it. I can walk faster. I have energy. It doesn’t hurt to bend over now. My feet aren’t swollen. I can wear rings because my fingers aren’t swollen. I can do so many things. The rewards are great,” she says.

“To me it was effortless. I feel good. I’m healthy. Life is wonderful,” she says. “I was never able to control my weight before and now I have a solution. It’s how you live. Health is my primary goal,” Garland-Patterson adds.

The board-certified bariatric and obesity medicine specialists at Endeavor Health® Weight Management help hundreds of patients each year make positive, long-term changes.

DOING OUR PART TO PROTECT OUR COMMUNITY

Edward-Elmhurst Health has taken the lead in the fight against opioid abuse. Under the guidance of Dr. Daniel Sullivan, Vice President & Chief Medical Officer, Elmhurst Hospital and Dr. Sanjeeb Khatua, System Executive Vice President, Chief Physician Executive, we are doing groundbreaking work in this area.

Our Opioid Task Force has set the standard with:

- ▶ new multidisciplinary approaches to pain management focusing on alternatives to opioid prescriptions
- ▶ physician education and implementation of specialty-specific prescription guidelines
- ▶ a process to collaborate with local hospitals to standardize opioid prescribing guidelines across the region
- ▶ a community opioid “Take Back” program for safe disposal of opioids.

In DuPage County in 2018, 17 people died from opioid-based prescription medication, according to the DuPage County Coroner. Today, 77 percent of opioid prescription medications taken by new users are obtained from a friend or relative.

As part of our Opioid Task Force initiative, Edward-Elmhurst Health is helping to reduce that number through our new Medication Take-Back program. This program provides secure kiosks where community members can drop off unwanted, unused or expired controlled medications 24/7/365.

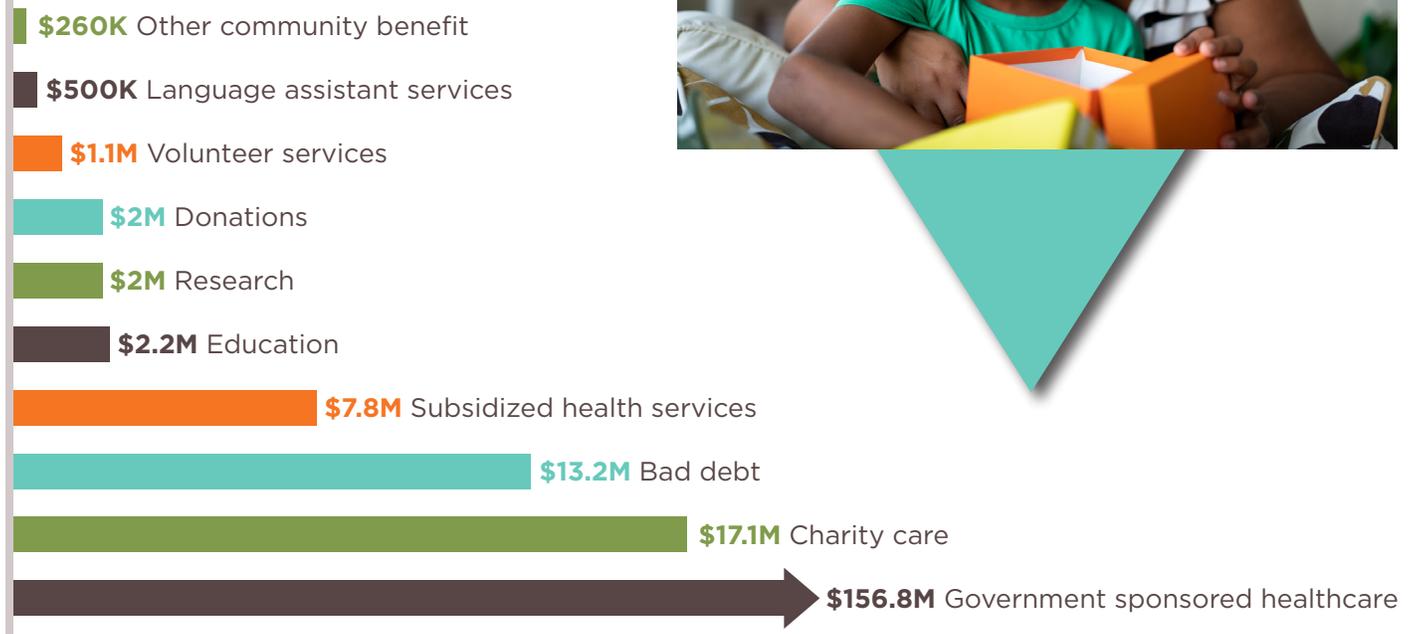
Our prevention efforts are coupled with our focus on providing effective treatment options for opioid addiction. Through our Medication-Assisted Therapy (MAT) Clinic, Linden Oaks Behavioral Health provides medication that suppresses withdrawal symptoms and stifles cravings for the opioid drug. This, combined with therapy to address the underlying trigger for the drug use, has been successful in helping people get their lives back from opioids.



\$203 million

TOTAL COMMUNITY BENEFIT

(July 1, 2017 - June 20, 2018)



ACCOMPLISHMENTS INCLUDE

ACCESS TO HEALTHCARE SERVICES

- ▶ **\$840K** contributed to the Access DuPage Collaborative
- ▶ **40% growth** in the number of underinsured and uninsured patients that were connected with insurance coverage due to our partnership with Change Healthcare
- ▶ **25+ additional** primary care physician and advanced practice clinician established practices, expanding access and reducing wait times throughout the area
- ▶ **140K Medicaid and Medicare visits** by the physician network ensuring access to high quality care within the community

OBESITY/DIABETES/NUTRITION/PHYSICAL ACTIVITY

- ▶ **13K+ visits** occurred at expanded weight loss clinics and bariatric surgical programs

EARLY PREVENTION AND DETECTION

- ▶ **2.5K heart, stroke and cancer-aware assessments** given to at-risk individuals encouraging early detection and intervention
- ▶ **7,300 screenings through Young Hearts for Life program** to prevent sudden cardiac death in youth
- ▶ **80K+ physician visits** and **15K services scheduled online**

MENTAL HEALTH/SUBSTANCE ABUSE

- ▶ **4.5K visits** occurred through the primary care navigation program, facilitating access to timely and appropriate mental health services

ADDRESSING THE OPIOID EPIDEMIC

- ▶ **New approach** to pain management, focusing on alternatives to opioid prescriptions, including physician education and specialty-specific prescription guidelines
- ▶ **Two collection bin kiosks** were established at Edward and Elmhurst Hospitals to provide accessible, safe places for the public to dispose of dangerous medications

ADDRESSING THE MENTAL HEALTH CRISIS WITH FIRST AID

Linden Oaks Behavioral Health (LOH) continues to provide Mental Health First Aid (MHFA) training for the community. During FY2018, more than 1,400 community members were trained, marking a milestone for LOH as nearly 11,000 individuals have been trained since the program's inception in 2011.



The MHFA program is a significant investment in the community — training anyone from behavioral health workers to school

staffers to interested community members — to identify the signs of someone struggling with mental illness and effectively guide them to appropriate professional help. Currently there are 35 active consortium members, including 33 adult and 16 youth instructors. LOH has the largest training coalition in Illinois, accounting for more than 20 percent of the individuals trained in the state.

The goal of MHFA training is to make responding to a mental health crisis as common as using CPR in a cardiac emergency. The fact is, we are all more likely to encounter someone — a friend, family member or neighbor — in an emotional crisis than someone having a heart attack. Yet, while 1 in 5 American adults experiences mental illness in a given year, more than half won't receive treatment because of the stigma associated with mental illness. This is unfortunate because there are medications and/or therapy that can successfully treat it.



Acting quickly to connect a person with the right treatment can be life-changing and lifesaving.

The MHFA Action Plan consists of:

- ▶ Assessing for risk of suicide or harm
- ▶ Listening nonjudgmentally
- ▶ Giving reassurance and information
- ▶ Encouraging appropriate professional help
- ▶ Encouraging self-help and other support strategies

"Anyone, anywhere can make a difference for someone facing a mental health problem or substance use disorder," says Trina Lueckhoff, MHFA Youth Instructor with LOH. "Mental health is something everyone needs to keep tabs on. Even people who aren't dealing with a mental illness must make choices that keep their psyches healthy. You can't truly be healthy unless you have good physical health and good mental health. Your mental health is fundamentally important."

To learn more about how Edward-Elmhurst Health addresses the health needs of our community, please visit [EEHealth.org/about-us/community-benefit](https://www.eehealth.org/about-us/community-benefit)