

**Community Benefits Plan Report**  
**Elmhurst Memorial Hospital**

Fiscal Year 2005  
(July 1, 2004 – June 30, 2005)

## **Standard Form**

### **I. Organizational Mission Statement**

Elmhurst Memorial Healthcare's (EMHC) mission statement – **“to enhance the health of the communities and customers we serve,”** is a direct reflection of the organization's 80-year old tradition of caring for its neighbors – people and families who live in the surrounding communities. The mission statement, recently re-confirmed through EMHC's strategic planning process, is central to all organization planning.

### **II. Community Benefits Plan**

#### **1. Goals and objectives for providing community benefits including charity and government-sponsored indigent healthcare**

Elmhurst Memorial Hospital bases its goals for community benefits on the Illinois Department of Public Health's Illinois Project for Local Assessment of Needs (IPLAN). In addition, specific needs of the communities served by the Hospital are identified and goals are set accordingly.

**Elmhurst Memorial Hospital – Community Benefit Plan for Fiscal Year 2006**

<p><b>Responsible Sexual Behavior</b></p> <ul style="list-style-type: none"> <li>– The HIV infection incidence rates for DuPage County have decreased since 1991.</li> <li>– Chlamydia trachomatis and gonorrhea infections have steadily increased over the past five years.</li> </ul>	<ul style="list-style-type: none"> <li>• A confidential meeting space will be offered to the Chicago HELP support group – a support and educational group for people with a sexually transmitted disease.</li> </ul>
<p><b>High Blood Pressure</b></p> <ul style="list-style-type: none"> <li>– In DuPage County in 2000, approximately 76,854 adults were affected by high blood pressure.</li> <li>– In DuPage County in 2000, approximately 35,103 adults had not had their blood pressure measured within the preceding two years.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase availability of blood pressure screenings through the addition of a third screening site at the Elmhurst Memorial Lombard Health Center.</li> <li>– Additional screening will be offered for two hours on the first Thursday of every month.</li> <li>– Offer free blood pressure screenings throughout the year as part of the parish nurse program at four local parishes – St. Charles Borromeo in Bensenville, Grace Lutheran in Westchester, Immanuel Lutheran in Elmhurst and Immaculate Conception in Elmhurst.</li> <li>– Elmhurst Memorial Home Health nurses will provide free blood pressure screenings for the Elmhurst Senior Citizens Council event.</li> </ul>
<p><b>Cancer</b></p> <ul style="list-style-type: none"> <li>– Cancer is the second leading cause of death in DuPage county.</li> <li>– The DuPage county cancer mortality rate for the five-year period 1994 to 1998 was 198.8 deaths, exceeding the national target.</li> <li>– In 2001, cancer claimed the lives of 1,452 residents. More than half of cancer deaths were attributable to the following four causes – lung (366), female breast (153), colorectal (151), and prostate (74).</li> <li>– The 2001 DuPage County lung cancer mortality rate was 40.1 deaths per</li> </ul>	<ul style="list-style-type: none"> <li>• Screening programs will be offered to identify and diagnose patients with cancer at an earlier stage.</li> <li>– Prostate screening (digital rectal exam by physician and prostate specific antigen blood test).</li> <li>– Skin cancer screening (skin examination by physician).</li> <li>• Community education will be offered related to various cancer topics to include risk factors, prevention and wellness, screening guidelines, treatment, and symptom management.</li> <li>– Breast health lecture provided by a general surgeon and breast center</li> </ul>

<p>100,000 population, below the national target of 44.9. Incidence is increasing.</p> <ul style="list-style-type: none"> <li>- In DuPage County, over the five-year period 1996 to 2000, the female breast cancer mortality rates was 28.8 deaths per 100,000 population, exceeding the national target of 22.3 deaths. Incidence is increasing.</li> <li>- The 2001 DuPage County colorectal cancer mortality rates was 16.6 deaths per 100,000 population, exceeding the national target of 13.9 deaths. Death trends are increasing.</li> <li>- In DuPage County, over the five-year period 1996 to 2000, the prostate cancer mortality rate was 31.1 deaths per 100,000 population, exceeding the national target of 28.8. Incidence is increasing.</li> </ul>	<p>coordinator.</p> <ul style="list-style-type: none"> <li>- End-of-Life discussion - a panel presentation to address end of life issues including advance care planning, the dying process, advance directives, symptom management, and funeral preparation. The panel includes a physician, palliative care nurse, social worker, chaplain, and funeral director.</li> <li>- Pampered Chef – lecture on early detection and prevention of breast and colon cancer by clinical nurse specialist in partnership with American Cancer Society.</li> <li>- Tickled Pink – sponsored by Junior Women’s Club of Elmhurst – promoting breast health and education with emphasis on prevention and detection of breast cancer by breast health coordinator.</li> <li>- Cancer Awareness Dinner – outlining risk factors, screening, prevention, and treatment of cancer.</li> <li>• Events and activities will be offered to continue to offer support to cancer patients and their families – support groups, educational programs for caregivers, recognition of survivors and fundraising events.</li> <li>- Breast Cancer Support Group – meets weekly and is facilitated by an oncology nurse.</li> <li>- Prostate Cancer Support Group – meets monthly and is facilitated by an oncology nurse.</li> <li>- Look Good Feel Better Program in partnership with the American Cancer Society – meets six times a year and is attended by an oncology nurse.</li> <li>- Caring for the Caregiver Program in partnership with Wellness House – program discusses the challenging role of caregiver and offers strategies for replenishing and managing stress – attended by an oncology nurse.</li> <li>- Cancer Survivor’s Event – a celebration</li> </ul>
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	<p>of cancer survivorship held each year in the spring.</p> <ul style="list-style-type: none"><li>– Relay for Life – active participation in the American Cancer Society’s annual fundraiser for cancer research held each year in the summer.</li><li>• Patient Navigation Services – partnership with the American Cancer Society (ACS) to offer training to offer county-wide services and resources for cancer patients and their families. A display area in the Villa Park Health Education Center will be dedicated to ACS materials and cancer resources.</li></ul>
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<p><b>Diabetes</b></p> <ul style="list-style-type: none"> <li>– Diabetes is the eighth leading cause of death in DuPage county.</li> <li>– In DuPage County in 2000, the rate of diabetes deaths per 100,000 population was approximately 11, well below the target of 45 deaths per 100,000 populations.</li> <li>– Risks of associated complications from diabetes, such as cardiovascular disease, coronary heart disease, non-traumatic lower-extremity amputations and end stage renal disease, not diabetes, are generally the final conditions that result in death.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase diabetes screenings for the community to two screenings per quarter.</li> <li>– Offer additional finger stick screenings at one of the Elmhurst Memorial Healthcare locations or at a local community health fair.</li> <li>• Offer “Take a Break With the Diabetes Educators” – a monthly educational workshop on varying topics related to diabetes.</li> <li>• Continue to offer the annual Diabetes Health and Wellness Fair to provide prevention and management information, blood sugar screenings, lectures and workshops to community members with diabetes.</li> <li>• Offer the adult diabetes support group for the purpose of discussing emotional and education issues, as well as the stress that can result from dealing with diabetes.</li> <li>• Offer the Insulin Pump Support Group – a support group designed for both the insulin pump user as well as those considering the pump as a treatment method to provide an opportunity to discuss issues, questions and practical techniques for the pump user.</li> </ul>
<p><b>Lack of Physical Activity</b></p> <ul style="list-style-type: none"> <li>– In 2000, only 18.8 percent of DuPage County adults engaged in moderate physical activity.</li> <li>– The DuPage County percent of adults who engage in moderate physical activity is well below the national target of 30 percent.</li> <li>– In 2003, about 82 percent of DuPage County high school students engaged in vigorous physical activity three or more days per week. This percentage is short of meeting the national target of 85 percent.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance partnership opportunities with School District 45 in educating junior high school students about the benefits of physical activity to the cardiovascular system.</li> <li>– Offer four classes to local junior high schools using anatomical models and educational materials purchased through the Health Education Resource Centers.</li> <li>• Support the county-wide initiative Walk DuPage.</li> <li>– Provide a staff member to serve on the advisory committee.</li> <li>– Offer community education programs in support of the initiative.</li> <li>– Participate in local community walks</li> </ul>

	<p>such as Trek the Trails in Villa Park.</p> <ul style="list-style-type: none"> <li>• Offer exercise class for seniors in which a physical therapist serves as an instructor of safe exercise including cardiovascular exercise, strengthening, flexibility and balance.</li> </ul>
<p><b>Obesity</b></p> <ul style="list-style-type: none"> <li>– In 2000, 34.9 percent of DuPage County adults had a Body Mass Index (BMI) of 25 to 30, which is the definition of overweight BMI.</li> <li>– The DuPage County percent of overweight adults greatly exceeds the national target of 15 percent.</li> </ul>	<ul style="list-style-type: none"> <li>• Offer nutrition lectures and displays focusing on the revised food pyramid and the importance of serving sizes.</li> </ul>
<p><b>Mental Illness</b></p> <ul style="list-style-type: none"> <li>– In DuPage County in 2000, it was estimated 118,913 adults were affected by mental illness.</li> <li>– In 2000, approximately 17.6 percent of DuPage County adults were being seen for mental health problems. This number falls short of the national target of 50 percent.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a lecture on signs, symptoms and current treatments for depression along with a free depression screening with a licensed clinician.</li> <li>• Offer a community presentation – “Making Sense of the Teenage Years” – a free lecture provided to the community about communications skills parents can use with adolescents.</li> <li>• Provide free mental health assessments to the community on a daily basis.</li> <li>• Participate in the Fenton High School Health Fair and disseminate information to students regarding mental illness and alcohol/substance abuse.</li> <li>• Participate in Glenbard School District community presentation and provide free information to parents regarding topics on mental illness and alcohol/substance abuse.</li> <li>• Attend Wood Dale Fire Department Open House and provide free information to community regarding topics on mental illness and alcohol/substance abuse.</li> <li>• Offer a community presentation – “How to Communicate About Almost Anything to Almost Anybody at Almost Any Time.”</li> <li>• Participate in the Naperville School District Parent University by offering</li> </ul>

	<p>“How to Handle My Child’s Anger.”</p> <ul style="list-style-type: none"> <li>• Offer monthly grief programs through Elmhurst Memorial Hospice.</li> </ul>
<p><b>Substance Abuse: Alcohol</b></p> <ul style="list-style-type: none"> <li>– In DuPage County in 2000, more than 16.4 percent of adults consumed five or more drinks on one occasion (the definition of binge drinking).</li> <li>– The DuPage percentage greatly exceeds the national target of six percent.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide free alcohol abuse assessments to the community on a daily basis.</li> </ul>
<p><b>Substance Abuse: Drugs</b></p> <ul style="list-style-type: none"> <li>– The rate of drug-induced deaths per 100,000 in DuPage County is 5.3, well above the national target of 1 death per 100,000 population.</li> <li>– Over the past three years, drug-induced deaths in DuPage County have increased.</li> <li>– Approximately 1.8 percent of DuPage County adults abuse drugs.</li> <li>– Drugs were involved in 39.9 percent of the 426 accidental deaths reported by the DuPage County Coronor for the five-year period 1998 to 2002 and in 21.3 percent of the 315 suicide deaths reported. In DuPage County in 2000, 19.2 percent of adults were current cigarette smokers. DuPage falls short of meeting the national target of 12 percent.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide free substance abuse assessments to the community on a daily basis.</li> <li>• Offer a community presentation – “How to Help Prevent Your Teen from Using Alcohol and Drugs.”</li> <li>• Provide representation for the 18<sup>th</sup> Judicial Circuit Court Subcommittee on Domestic Violence and Substance Abuse. This committee provides free seminars to professionals in the community regarding assessment skills pertaining to the prevalence of alcohol and substance abuse related to domestic abuse.</li> <li>• Provide representation to the Elmhurst Youth Commission. The Youth Commission supports community activities that promote healthy living for teens and contributes to alcohol and substance abuse initiatives throughout the community.</li> </ul>
<p><b>Tobacco</b></p> <ul style="list-style-type: none"> <li>– In DuPage County in 2000, 19.2 percent of adults were current cigarette smokers. DuPage falls short of meeting the national target of 12 percent.</li> </ul>	<ul style="list-style-type: none"> <li>• Partner with the DuPage County Health Department to offer local smoking cessation programs.</li> <li>– Classes will be offered once each quarter.</li> <li>• Institute a “smoke-free campus” policy at all Elmhurst Memorial Healthcare sites.</li> </ul>
<p><b>Minority Health</b></p> <ul style="list-style-type: none"> <li>– About half as many Hispanic adult women ever had a mammogram when compared to women in the general population.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase educational support to the DuPage Community Clinic clients at the Health Education Center for the Community of Villa Park.</li> <li>– Clients will be provided with a list of</li> </ul>

	<p>services and free screenings offered at the Resource Centers.</p> <ul style="list-style-type: none"> <li>– Provide free depression screenings in Spanish on National Depression Screening Day.</li> </ul>
<p><b>Access to Care</b></p> <ul style="list-style-type: none"> <li>– In DuPage County in 2000, 12.3 percent of the adult population had no usual source of healthcare, which exceeds the national target of four percent.</li> <li>– 20 percent of individuals below the poverty level had no usual source of ongoing primary care.</li> </ul>	<ul style="list-style-type: none"> <li>• Elmhurst Memorial Healthcare will continue to recognize its responsibility to the community by providing that no patient requiring necessary medical care will be refused solely due to a lack of financial means.</li> <li>– A 100% discount will be given on any type of self pay outstanding balance (100% or after insurance) for patients whose income levels fall at or below 200% of poverty guidelines.</li> <li>– A sliding scale discount will be given to patients whose income levels fall above 200% of poverty based on balance and income level.</li> <li>• Continue support and participation in Access DuPage initiative. This effort, a coordination of DuPage County government, hospitals, physicians, and community agencies, serves low-income, uninsured residents of DuPage County. Since February of 2002, more than 11,000 low-income people have received healthcare services through the initiative.</li> </ul>
<p><b>Chronic Aging Issues: Osteoporosis</b></p> <ul style="list-style-type: none"> <li>– In 2000, approximately 14.1 percent of all DuPage County adults had osteoporosis. DuPage falls short of meeting the national target of eight percent.</li> </ul>	<ul style="list-style-type: none"> <li>• Add educational program to the community education calendar addressing education and prevention of osteoporosis to young adolescent girls.</li> <li>– Offer <i>Get Fit, Strong Bones, Strong Girls</i> – a two-hour class about nutrition and exercise focusing on the prevention of osteoporosis targeted at girl scout troops.</li> </ul>
<p><b>Heart Disease</b></p> <ul style="list-style-type: none"> <li>– In DuPage County in 2000, the coronary heart disease rate was 138.2 per 100,000 persons, below the Illinois rate of 194.6 and the national goal of 166 deaths per 100,000.</li> </ul>	<ul style="list-style-type: none"> <li>• Offer community-based educational forums and cholesterol screenings.</li> <li>• Increase adult CPR and AED education by adding the topic to the Speakers Bureau program.</li> </ul>

<p><b>Stroke Deaths</b></p> <ul style="list-style-type: none"> <li>– Stroke is the third leading cause of death in DuPage County and accounted for 480 deaths in 2000.</li> <li>– In 2000 and 2001, DuPage was below the national goal of 48 deaths per 100,000 population.</li> </ul>	<ul style="list-style-type: none"> <li>• Offer the ST.A.R.S. (Stroke, Trauma, Aneurysm, Research and Support Group) program – an interactive support group that provides educational information, social interaction, and community interaction for participants.</li> </ul>
<p><b>Asthma</b></p> <ul style="list-style-type: none"> <li>– In 2000, approximately five percent of DuPage County adults had asthma during the last 12 monthsh.</li> <li>– With a rate of .77, DuPage County fails to meet the national target rate of .1 for asthma deaths.</li> </ul>	<ul style="list-style-type: none"> <li>• Partner with local school nurses to improve asthma education in the schools.</li> <li>– Implement the U.S. Department of Health and Human Services “Managing Asthma – A Guide for Schools.”</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Continue to grow car seat safety program with the DuPage County Health Department and CareLink Foundation.</li> <li>• Offer Medicare Part D educational programs in partnership with DuPage County Senior Services.</li> <li>• Provide flu vaccinations to four local parishes through the parish nurse program.</li> </ul>

**2. Identify the populations and communities served by the hospital – geographic boundary, payor mix, age, ethnicity**

**Geographic Boundary of the Service Area**

The service area of Elmhurst Memorial Hospital extends across the eastern portion of DuPage County and the western portion of Cook County. (See Appendix A.) The Hospital’s primary service area, defined as those zip codes contributing approximately 70% of the Hospital’s total inpatients, is comprised of the following communities.

***Elmhurst Memorial Hospital – Primary Service Area***

- 60126 Elmhurst
- 60148 Lombard
- 60101 Addison
- 60181 Villa Park
- 60106 Bensenville
- 60164 Northlake
- 60131 Franklin Park
- 60191 Wood Dale

60163 Berkeley  
 60139 Glendale Heights  
 60162 Hillside  
 60160 Melrose Park  
 60104 Bellwood  
 60108 Bloomingdale

The Hospital's secondary service area is defined as those communities contributing an additional 10% of admissions.

***Elmhurst Memorial Hospital – Secondary Service Area***

60103 Bartlett  
 60188 Carol Stream  
 60187 Wheaton  
 60154 Westchester  
 60153 Maywood  
 60523 Oak Brook  
 60165 Stone Park  
 60137 Glen Ellyn  
 60172 Roselle  
 60143 Itasca  
 60707 Elmwood Park

**Payor Mix of the Service Area**

The following table represents the payor mix of the Elmhurst Memorial Healthcare service area in 2005.

**Elmhurst Memorial Hospital Service Area  
 2005 Payor Mix**

<b>Payor</b>	<b>EMH Inpatients</b>	<b>% Total</b>	<b>Total Market</b>	<b>% Total</b>
Managed Care	5,659	42%	19,443	41%
Medicare	6,456	48%	17,967	38%
Medicaid	1,079	8%	7,289	16%
Self Pay	318	2%	2,030	4%
Other	21	0%	236	1%
<b>Total</b>	<b>13,533</b>	<b>100%</b>	<b>46,965</b>	<b>100%</b>

## Age Statistics of the Service Area

Age and gender break-outs for the Elmhurst Memorial Hospital service area are as follows:

### *Elmhurst Memorial Hospital Primary Service Area – Population by Age and Gender*

<b>Gender</b>	<b>Age Group</b>	<b>2004 Population</b>	<b>2009 Population</b>	<b>Growth Change</b>	<b>% Change</b>
Female	00-17	43,754	43,355	-399	-0.9%
Female	18-44	67,834	66,430	-1,404	-2.1%
Female	45-64	43,437	47,058	3,621	8.3%
Female	65+	25,744	27,398	1,654	6.4%
		<b>180,769</b>	<b>184,241</b>	<b>3,472</b>	<b>1.9%</b>
Male	00-17	45,964	45,616	-348	-0.8%
Male	18-44	72,772	71,920	-852	-1.2%
Male	45-64	41,264	44,692	3,428	8.3%
Male	65+	17,397	18,509	1,112	6.4%
		<b>177,397</b>	<b>180,737</b>	<b>3,340</b>	<b>1.9%</b>
Total	00-17	89,718	88,971	-747	-0.8%
Total	18-44	140,606	138,350	-2,256	-1.6%
Total	45-64	84,701	91,750	7,049	8.3%
Total	65+	43,141	45,907	2,766	6.4%
		<b>358,166</b>	<b>364,978</b>	<b>6,812</b>	<b>1.9%</b>

Though overall population growth within the EMHC service area is slow, growth of the 45 to 65+ age groups is significant. These groups have relatively high use rates for healthcare services, which will likely result in a steady demand for inpatient services and growing demand for outpatient services.

## Ethnicity of the Service Area

The following table outlines Hispanic population trends in the Hospital's primary service area communities.

***Projected Change in Population Ethnicity – Primary Service Area***

Age Groups	Hispanic		Non-Hispanic	
	2004 Population	5-Year Growth Rate	2004 Population	5-Year Growth Rate
0-44	62,260	11%	169,382	-7%
45-65	9,307	42%	73,579	9%
65+	2,098	35%	40,610	4%

Clearly, the Hispanic population is expected to continue to grow in the communities served by Elmhurst Memorial Hospital. The older age groups (45+) are the fastest growing group within the Hispanic community and are likely to require more health services. Providers serving this demographic must be sensitive to cultural differences, especially language barriers.

**3. Healthcare needs considered in developing the plan**

Goals for Elmhurst Memorial Hospital’s community benefits plan are developed with consideration of the Illinois Department of Public Health’s Illinois Project for Local Assessment of Needs (IPLAN).

The project involves a community health needs assessment and the identification of priority health issues from the findings of the assessment. Four assessments drive the planning process in DuPage County, where Elmhurst Memorial Hospital is located. These assessments drive the planning process and are used to flush out a wide range of community health issues. The methodology used for identifying strategic health issues involves a systematic review of assessment data and community input. A steering committee considers the convergence of external opportunities and threats, system strengths and weaknesses, health status findings and community themes to identify these issues. Strategic issues are selected to represent the most compelling public health challenges the community will face over the next five years.

Strategic health issues selected by the DuPage County IPLAN 2010 Steering Committee are as follows:

1. Address obesity and overweight among county residents.
2. Develop capacity to meet the mental health needs of county residents.
3. Assure access to essential health services for low-income uninsured county residents.
4. Develop capacity to meet the substance abuse needs of county residents.
5. Address family violence among county residents.

6. Decrease tobacco use among county residents.
7. Decrease health disparities among racial and ethnic minorities in DuPage County.
8. Decrease the incidence and impact of asthma among county residents.
9. Address the growing health needs of frail low-income county seniors.
10. Appropriately respond to the threat of terrorism in DuPage County.

### **III. Amount and Types of Community Benefits Provided**

#### **1. Charity Care**

Elmhurst Memorial Hospital recognizes its responsibility to the community by providing that no patient requiring necessary medical care will be refused solely due to a lack of financial means. The organization offers a generous financial assistance policy that exceeds the standards recommended by the Illinois Hospital Association.

Each situation is reviewed independently and allowances are made for extenuating circumstances based on good faith efforts and circumstances.

A copy of the Elmhurst Memorial Hospital Charitable Care Policy is attached as Appendix B. The policy was adopted in March of 1993 and most recently modified in October of 2005. Highlights of the policy include the following:

- A 100% discount is given on any type of self pay outstanding balance (100% or after insurance) for patients whose income levels fall at or below 200% of poverty guidelines. (The Illinois Hospital Association recommends a 100% discount at 100% of poverty guidelines.)
- A sliding scale discount is given to patients whose income levels fall above 200% of poverty based on balance and income level. (The Illinois Hospital Association encourages discounts at this level.)

During Fiscal Year 2005 (July 2004 – June 2005), Elmhurst Memorial Hospital provided \$1,789,527 of care to individuals who qualified for financial assistance under our Charitable Care Policy. This represents a “cost” measurement using the Hospital’s Medicare cost-to-charge ratio. We do not believe that the Medicare cost-to-charge ratio fully recognizes our true costs but do not have a good alternative way of calculating these costs. The charity care provided is equal to \$5,923,537 if measured by charges.

## **2. Language Assistance Services**

The communities served by Elmhurst Memorial Hospital are seeing noteworthy increases in the numbers of Hispanic families moving into the area.

Total costs for language assistance services was \$93,775 in Fiscal Year 2005 and included the costs of employees used for translation services, translation of forms and brochures, and the institution of a language line.

In addition, costs included installation of a Deaf Talk interpretation system for the hearing the impaired.

## **3. Government-sponsored indigent healthcare**

Elmhurst Memorial Hospital's government-sponsored indigent healthcare costs (defined as the unreimbursed cost of Medicare, Medicaid, and other federal, State, or local indigent healthcare programs) totaled \$39,985,548 in Fiscal Year 2005.

Costs are based on total EMH discharges. The total gross charges for the different Medicare prospective payment types (DRG or inpatient, Behavioral Health, Skilled Nursing Facility and outpatient) were first accumulated and then multiplied by the Medicare cost to charge ratio to derive the "Medicare cost". The expected payments from each prospective payment system were then deducted from the computed "Medicare cost" to get at the computed unreimbursed cost of services.

The same process was used for Medicaid on the inpatient and outpatient sides of business to arrive at an unreimbursed cost.

## **4. Donations**

Cash and in-kind donations totaled \$1,050,150 in Fiscal Year 2005. These costs include meeting space, equipment and personnel used to assist other community healthcare providers, social service agencies and organizations.

### ***Community Education Programs***

In Fiscal Year 2005, Elmhurst Memorial Healthcare offered over 450 health education programs for the community. Approximately 12,339 people attended these programs. Cost of these programs to the hospital includes instructor's time, handout materials, and staff time to coordinate and promote the programs. We have also included in this category the cost of community education and other community services provided by the Hospital.

Programs are typically held for one to two hours in the evening at the Hospital or an off-site location. Some classes do meet regularly, such as exercise programs or childbirth preparation classes. By attending these lectures and classes, participants

receive first-hand information from medical professionals as well as complimentary handout materials. Depending on the topic, the instructor is typically a physician, nurse, dietitian, physical therapist or health educator.

Examples of programs offered include the following:

- Ask the Doctor – a series of lectures held by physicians on a range of disease management and wellness topics
- Diet Challenge Workshop
- Diabetes Management Series
- Fitness and exercise programs such as stroller aerobics, yoga, and pilates
- Humor and Health
- Computers for Healthy Living
- Labor of Love
- Caring for Baby
- Pre-op Joint Replacement
- Treatment of Heart Disease
- Managing Your Blood Pressure
- Sign With Baby
- Nutrition Classes
- Making Future Healthcare Choices

The hospital also sponsored several health-related special events or fairs during the last fiscal year to include Fit Fest – a multi generational fair focusing on nutrition and exercise, a medical career fair for high school students, a children’s safety fair and a lecture featuring Marilu Henner as a keynote wellness speaker.

A free Speakers Bureau program offers speakers to community groups, churches, schools and service organizations. In Fiscal Year 2005, 65 programs were coordinated.

### ***Health Education Resource Service***

In addition, a complimentary Health Education Resource Service offers community residents access to health information via multi-media at three sites. Services are also accessible by phone and by the Internet. Free access to Internet to health sites as well as assistance with Internet searches is provided. The centers are stocked with pamphlets, brochures, reference books, periodicals, videos and health displays. A registered nurse meets with individuals to do one-on-one education and referral.

### ***Health Screenings***

Elmhurst Memorial Healthcare offered a variety of health screenings to community residents free or at a reduced cost.

- Blood pressure screenings are offered at three locations. Registered nurses provided over 4,000 screenings in Fiscal Year 2005.
- Diabetes screenings performed by a registered nurse were offered quarterly throughout the community and at local health fairs.
- Dermatologists and plastic surgeons provided over 80 skin cancer screenings.
- Quarterly body composition screenings provided counseling, written information and referral resources.

### ***Community Health and Resource Fairs***

Elmhurst Memorial Hospital also participates actively in several local and statewide community fairs. Examples include –

- Back to School Fair – August, 2004 – organized back-to-school physicals
- Addison Days – August, 2004 – offered blood pressure screenings, diabetes screenings and body composition analysis
- DuPage Senior Fair – October, 2004 – provided diabetes screenings
- Elmhurst Senior Fair – April, 2004 – provided cholesterol and diabetes screenings

### ***Community Partnerships***

Several employees of Elmhurst Memorial Healthcare serve on local health and service organization. Some of these include –

- Elmhurst Lions
- Elmhurst Kiwanis Club
- Elmhurst Chamber of Commerce
- Villa Park Kiwanis
- Villa Park Chamber of Commerce
- Dupage County Health Department initiatives including the Well Woman Coalition and Walk DuPage
- American Cancer Society
- Access DuPage
- DuPage Community Clinic
- SafeKids Coalition

Elmhurst Memorial Healthcare provides classes, services and programs to local school districts either free or at a significantly reduced price. These services include health screenings for staff, CPR classes and programs in the classroom. The Hospital also partners with local EMS providers and local park districts to provide classes and community services such as car seat inspections.

### ***Meeting Room Space***

Conference room space is provided free of charge to community groups and support groups that have a health focus. This past year, 1,632 programs and meetings were held at six locations representing approximately 29 community groups.

### ***CareMatch***

This free physician and health information resource is available to the community 40 hours a week by phone or 24 hours a day via the Internet. Callers in search of a referral to a nearby physician can obtain information about physicians' office hours, location, credentials, insurance requirements, for example. CareMatch also handles registration for the Hospital's community education classes and requests for general information about the health system. In Fiscal Year 2005, 22,878 callers were assisted. An Internet component offers the same services on-line.

### ***Other Educational Communications***

Educational communications includes many different forms of printed materials produced for the purpose of education members of the community about their health. These types of communications include magazines, brochures, informational cards such as first aid guides or breast self exam cards, folders for educational materials and other publications that communicate information about the Elmhurst Memorial Hospital and its affiliates.

*Health Connections* is a community health magazine distributed to approximately 140,000 households in the communities surrounding Elmhurst Memorial Hospital. It is produced three times a year and is designed to provide useful health information, inform the community of new hospital programs and services, promote health education classes, and introduce new physicians.

Additional health information is circulated via press releases, public service announcements and regular health columns produced for area newspapers.

Costs related to these communication materials include design costs, print costs, distribution costs and staff time for writing, editing, research and project coordination.

### ***Pastoral Care***

Elmhurst Memorial Hospital's Pastoral Care Services department offers an extensive Clergy Notification System to about 350 parishes and congregations in the Hospital's service area. With permission from patients, clergy and official church visitors may obtain information about patients in their parishes or congregations who have been admitted to the Hospital. This information is updated twice daily and is available in printed form in the Hospital's Admitting/Surgical waiting area, at the Pastoral Care Office or via telephone. An estimated 25 different religious denominations are

represented within the 350 parishes and congregations served by Pastoral Care Services.

### ***Social Services***

During the course of the year, the Social Services Department provided assessments and community referrals to community members. Through this telephone contact, they are able to connect people with services in the community. Some examples of services people may need include at-home medical and personal care, outpatient or at-home rehabilitation, outpatient or at-home cancer care, medical equipment, extended care facilities, support groups, daycare, housing or home delivered meals. The Social Services Department also counsels patients and their families on adjusting to illness such as cancer or AIDS. They also provide individual consultations for patients on completing “Living Wills and Power of Attorneys for Healthcare.”

In Fiscal Year 2005, 2,498 people were assisted. Five community education classes were offered on the topic of advanced directives for 126 people. Phone consultation and referral was provided to 1,060 people. Free taxi and Medicare vouchers were provided to 720 patients without other transportation to facilitate discharge. In-person consults were conducted with 467 people to assess needs and provide options and referrals.

### ***Access Team – Behavioral Health***

The Access Team provides a team of professional behavioral health staff to offer quick and easy access to Behavioral Health Services at Elmhurst Memorial Hospital and also in the community. The staff answers the phone 24 hours a day and can refer callers to appropriate services for mental health or chemical dependency issues. Assessments to determine the needs of clients are offered free of charge Monday through Saturday, and in emergency situations, 24 hours a day, 7 days a week. The Access Team receives over 4,000 calls a year.

### ***Family Birthing Center***

Elmhurst Memorial Hospital offers a number of special services free of charge to women before and after the delivery of a baby.

**Maternity unit tours** – Free tours of the maternity unit are offered every week to anyone interested in seeing the unit. Nurses conduct the tours, which help people become more familiar with the facilities before they deliver their baby. Approximately 2,000 people take the tours each year.

**Follow-up Phone Calls** – A nurse calls all women who have delivered a baby at Elmhurst Memorial Hospital soon after they have gone home to check on their well-being and determine whether they need referrals or have questions.

**Pre- and Postnatal Education** – Hospital staff offer a number of educational programs to help new mothers prepare for their child’s birth and infancy. Some of these programs are free and others are offered at minimal cost.

**Lactation Consulting** – While still at the Hospital, new mothers can seek the services of a lactation consultant free of charge. The lactation consultant helps with proper techniques for breastfeeding. Telephone consultations are provided to new mothers who have gone home.

**Grief Counseling** – Hospital staff provide grief counseling and follow up free of charge for patients who have suffered a prenatal loss.

## **5. Volunteer Services**

A total of \$414,623 of resources consisted of volunteer time provided by Elmhurst Memorial Hospital employees and volunteers to various activities of the hospital and community (calculated by taking the number of hours contributed by Hospital volunteers multiplied by the minimum wage and adding the number of hours that Hospital employees spent in volunteer activities during paid time multiplied by the average Hospital wage.)

Volunteers were used in over 90 Hospital departments and accumulated over 57,886 hours of service last year. Volunteer transporters contributed 7,918 hours of service, responding to 15,686 transport requests. Volunteers delivered 3,017 flowers and gifts to patients and employees and served 3,201 cups of coffee, tea and lemonade to families and visitors. In addition, volunteers sewed and distributed their signature stuffed pink elephants to Hospital pediatric patients and red heart pillows to cardiac patients.

### ***Telecare***

This complimentary service is provided by Elmhurst Memorial Hospital volunteers for seniors or disabled persons who live alone. It is a planned, daily telephone contact to check on participants’ safety and well being. The service days are Monday through Saturday. If the participant fails to make the scheduled phone call, the Volunteer Office tries to contact that person at home. If this attempt is unsuccessful, they call friends, neighbors, or relatives who were previously designated in case of emergency. If the emergency contact cannot be reached, the local police or sheriff are contacted.

## **6. Education**

Costs for education include hospital-based educational programs for the training of healthcare professionals to include costs of supplies, purchased services and labor.

Labor was calculated as the total number of hours for orientation, contract maintenance, preceptor meeting or planning time multiplied by the average preceptor hourly wage. Clinical time was calculated as the number of students multiplied by the total number of clinical days multiplied by the percentage of staff teaching time per hour multiplied by the average preceptor hourly wage. Reimbursement provided by any of the schools was subtracted from the total.

In Fiscal Year 2005, Elmhurst Memorial Hospital dedicated \$154,100 of resources toward education programs.

EMH provides clinical sites for the following schools. Some programs provide instructors on site; otherwise EMH staff serve as preceptors for the students.

<b>Schools</b>	<b>Program</b>
Bradley	Rehabilitation (Physical Therapy)
College of DuPage	Nursing Education (Registered Nurse and Certified Nursing Assistant ) Radiology (Technician) Rehabilitation (Physical Therapy Assistant, Occupational therapist) Laboratory (Phlebotomy)
Dominican University	Behavioral Health (Social Worker)
Elmhurst College	Nursing Education (Registered Nurse) Community Health Laboratory
Harper College	Nutrition (Dietetic Technician)
Loyola University	Nursing Education (Graduate level)
Marquette University	Rehabilitation (Physical therapist)
Midwestern	Rehabilitation (Occupational therapist)
Morton College	Rehabilitation (Physical Therapy Assistant)
North Park University	Nursing Education (Graduate level)
Northern Illinois University	Rehabilitation (Physical therapist) Nutrition (Dietitian, Dietetic Technician) Laboratory (Medical Technician)
Northwestern University	Rehabilitation (Physical therapist)
Oakton College	Rehabilitation (Physical Therapy Assistant)
Triton College	Nursing Education (Registered Nurse and Certified Nursing Assistant ) Radiology & Nuclear Medicine (Technician) Respiratory (Respiratory Therapist)
University of Chicago	Rehabilitation (Physical Therapy) Behavioral Health (Social Worker)

University of Wisconsin	Rehabilitation (Physical Therapy)
West Suburban	Nursing Education (Registered Nurse)
York High School	Job Shadowing

### **7. Government-sponsored program services**

Government-sponsored program services include unreimbursed cost not included in government-sponsored indigent healthcare programs. Elmhurst Memorial Hospital dedicated \$175,485 of resources toward these types of services in fiscal year 2005.

### **8. Research**

Elmhurst Memorial Hospital's total research costs in Fiscal Year 2005 were \$30,969.

### **9. Subsidized health services**

Elmhurst Memorial Hospital provided \$8,883,649 worth of healthcare services in cases where services were subsidized from other revenue sources. These services are offered based on the needs of the communities served by Elmhurst Memorial Healthcare. Cost include the following programs:

- Skilled Nursing Facility
- Inpatient Behavioral Health
- Outpatient Behavioral Health
- Heart Failure Program
- Physical Therapy, Occupational Therapy, and Speech Therapy
- Cardiac Rehabilitation

### **10. Bad Debt**

In Fiscal Year 2005, \$18,890,981 was used for the provision of services in cases of doubtful accounts resulting from the extension of credit.

### **11. Other Community Benefits**

## **IV. Audited Financial Reports – Fiscal Year 2005**

A copy of the organization's audited financial reports for the year ending June 30, 2005 is attached as Appendix C.