

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

Fiscal Year 2006  
(July 1, 2005 – June 30, 2006)

## **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, 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 2007**

<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>• Continue to provide local high school with educational materials about responsible/healthy sexual behavior.</li> <li>• Distribute educational material through the emergency department to victims of sexual assault and domestic violence.</li> <li>• Provide counseling through the emergency department to patients who may have sexually transmitted diseases and victims of sexual abuse. Connect patients with community resources for follow-up.</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>• Continue to provide regular blood pressure screenings and offer educational materials about blood pressure control at Elmhurst Memorial Healthcare’s Health Resource Centers in:             <ul style="list-style-type: none"> <li>– Elmhurst</li> <li>– Lombard</li> <li>– Villa Park</li> </ul> </li> <li>• Provide blood pressure screenings at community health fairs as requested.</li> <li>• Offer classes for the community about lifestyle changes for blood pressure control.</li> <li>• Offer free blood pressure screenings throughout the year as part of the parish nurse program at three local parishes –             <ul style="list-style-type: none"> <li>– St. Charles Borromeo in Bensenville</li> <li>– Grace Lutheran in Westchester</li> <li>– Immanuel Lutheran in Elmhurst</li> </ul> </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> </ul>	<ul style="list-style-type: none"> <li>• Offer a free skin cancer screening – a skin examination provided by a physician.</li> </ul>

<ul style="list-style-type: none"> <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 100,000 population, below the national target of 44.9. Incidence is increasing.</li> <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>	<ul style="list-style-type: none"> <li>• Offer community education related to various cancer topics to include risk factors, prevention and wellness, screening guidelines, treatment, and symptom management. <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 and will be offered twice a year.</li> <li>- Offer a physician lecture on the topic of prostate health to include information about both benign disease and prostate cancer.</li> <li>- Offer a physician lecture on the dangers of second hand smoke and what can be done to protect families.</li> <li>- Support local community health fairs by providing information about cancer prevention and early detection.</li> </ul> </li> <li>• Events and activities will be offered to continue to increase awareness about breast cancer prevention. <ul style="list-style-type: none"> <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>- Offer a menopause program to provide information about breast and ovarian cancer.</li> <li>- Offer a “pink tea” – a celebration of the advances in the treatment of breast cancer.</li> <li>- Offer Pink Ribbon Fitness – an exercise program for patients with</li> </ul> </li> </ul>
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	<p>breast cancer in partnership with the Wellness House.</p> <ul style="list-style-type: none"> <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. <ul style="list-style-type: none"> <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 and chaplain.</li> <li>– Cancer Survivor’s Event – a celebration of cancer survivorship held each year in the spring.</li> <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>– Participate in the Strides Walk – the American Cancer Society’s annual fundraiser for breast cancer research</li> </ul> </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>• Continue diabetes screenings for the community at least once per quarter.</li> <li>• Provide educational opportunities about diabetes awareness through community classes and at Health Resource Centers.</li> <li>• Support local schools with onsite diabetes education for staff.</li> <li>• Partner with the Elmhurst Park District to offer diabetes exercise classes.</li> <li>• Offer “Take a Break With the Diabetes Educators” – a quarterly educational workshop on varying topics related to diabetes self-management.</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 monthly forum 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</li> </ul>	<ul style="list-style-type: none"> <li>• Continue partnership with School District 45 in educating junior high school students about the benefits of physical activity to the cardiovascular system.</li> <li>• Support local communities by participating in community walks, such as Trek the Trails in Villa Park.</li> <li>• Continue to offer a variety of fitness programs featuring individualized programming, to support exercise opportunities for individuals with</li> </ul>

<p>of meeting the national target of 85 percent.</p>	<p>chronic conditions or aging issues.</p> <ul style="list-style-type: none"> <li>• Provide educational materials in Health Resource Centers to promote regular exercise – books, videos, DVDs and pamphlets.</li> <li>• Partner with local park districts to offer classes to a broader population.</li> <li>• Support local school events such as “Walk Your Child to School Day” with speakers and educational materials.</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>• Continue to offer nutrition lectures and displays focusing on the revised food pyramid and the importance of serving sizes.</li> <li>• Offer weight loss class (LEARN) at a discounted rate to encourage community participation.</li> <li>• Continue to offer body composition analysis at health fairs and Health Resource Centers.</li> <li>• Start a Metabolic Syndrome screening program.</li> <li>• Support School District 20 Wellness Committee with staff support and educational materials.</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>• Provide free mental health assessments to the community six days a week.</li> <li>• Participate in the DuPage Juvenile Officers Conference and present information on mental health topics.</li> <li>• Provide representation to Glenbard School District’s monthly “In Touch” meetings with school social workers.</li> <li>• Participate in Fenton High School’s health fair and disseminate information to students regarding mental illness and alcohol/substance abuse.</li> <li>• Participate in Elmhurst School District</li> </ul>

	<p>meeting on teen suicide.</p> <ul style="list-style-type: none"> <li>• Provide a breakfast meeting for representatives from York, Fenton, Willowbrook, Lyons Township and East Leyden high schools about adolescent depression.</li> <li>• Participate in a menopause fair provided by the hospital. Disseminate free information about various mental health topics.</li> <li>• Participate in the Hospital’s smoke free campus initiative at employee health fairs. Disseminate free information regarding various mental health topics.</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 six days a week.</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 Coroner 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>• 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>• Institute a “smoke-free campus” policy at all Elmhurst Memorial Healthcare sites.</li> <li>• Offer four “Clean Air Fairs” to EMHC employees and the community.</li> <li>• Provide a community lecture on the dangers of second-hand smoke.</li> <li>• Create enhanced smoking cessation/awareness displays at all three Health Resource Center 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>• Continue to provide educational support to minority and low-income clients of the DuPage Community Clinic at the Health Education Center for the Community of Villa Park. Provide clients with a list of services and free screenings offered at the Resource Centers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in the annual Catholic Charities Back to School Fair and provide physical exams for minority and low-income students free of charge. Provide representative to serve on the planning committee and a Spanish interpreter for scheduling and on the day of the event.</li> <li>• Partner with CareLink foundation to offer car seats and education to minority and low-income families in the community.</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 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 discount will be given to patients whose income levels fall above 200% of poverty based on ability to pay. Factors used to determine the discount include age, family size, household type, gross income and disposable income (taking into account necessary expenses).</li> <li>• Visit every inpatient identified as self pay to provide information about the organization’s financial assistance program.</li> <li>• List a telephone number to call for financial assistance on every billing notice.</li> <li>• Call all outpatients with an outstanding balance of \$2,000 or more to provide information about the organization’s financial assistance program.</li> <li>• Send a letter to every inpatient and</li> </ul>

	<p>outpatient identified as self pay to provide information about the organization's financial assistance program.</p> <ul style="list-style-type: none"><li>• Post visible signage throughout the organization and make information cards available (in both English and Spanish) to provide information about the financial assistance program.</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.</li><li>• Continue initiative to identify patients in need of partial financial assistance for outpatient mental health services. Provide financial assistance through funds allocated by the Elmhurst Memorial Hospital Guild.</li></ul>
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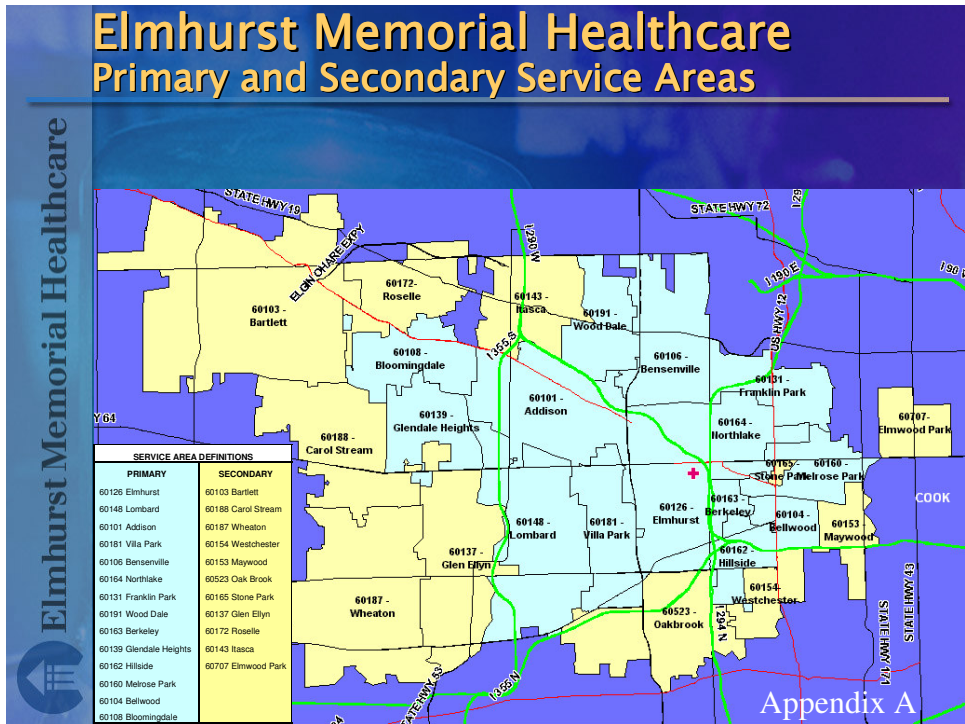
<p><b>Chronic Aging Issues: Arthritis</b></p> <ul style="list-style-type: none"> <li>- 20% of DuPage County adults are affected by arthritis.</li> <li>- The estimated number of DuPage County adults affected with arthritis is 132,466.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide classes on management of arthritis through lifestyle changes.</li> <li>• Offer exercise programs for arthritis patients.</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>• Continue to offer educational program 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> <li>• Partner with LifeLine screenings to provide osteoporosis screening to the community.</li> <li>• Offer community educational programs about the prevention of osteoporosis.</li> <li>• Provide educational programs about osteoporosis to local churches through the parish nurse program.</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>• Work with Midwest Heart Foundation to provide 12 ECG machines for “Young Hearts for Life” screening program for high school students.</li> <li>• Offer community-based educational forums and cholesterol screenings.</li> <li>• Provide adult CPR and AED education to the community and to staff members of local school districts.</li> <li>• Offer a heart healthy cooking class to the community.</li> <li>• Offer support groups to patients with heart disease.</li> <li>• Provide educational programs about heart disease to local churches through the parish nurse 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</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>100,000 population.</p>	<ul style="list-style-type: none"> <li>• Offer a community education program on stroke prevention and treatment.</li> <li>• Partner with LifeLine screenings to do a carotid artery screening for the community.</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 montsh.</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>• Offer a community education seminar and screening about asthma.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Continue to offer car seat safety program with the DuPage County Health Department and CareLink Foundation.</li> <li>• Provide educational program for the community providing information about how to create a safer home environment and prevent injuries.</li> <li>• Provide education to the community through the hospice program on topics related to death and dying – “End of Life Issues.”</li> <li>• Continue to offer bereavement programs and support groups for the community through the hospice program.</li> <li>• Continue to offer community education program on dealing with grief during the holidays.</li> <li>• Provide flu vaccinations free-of-charge for seniors in the community through a partnership with the Elmhurst Park District.</li> <li>• Provide community classes on advance directives six times a year.</li> <li>• Continue to work with DuPage County Office of Homeland Security and Emergency Management regarding disaster preparedness including the threat of terrorism. Conduct regular organization-wide disaster drills and monitor organization readiness through oversight of the Emergency Management Committee</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.



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 fiscal year 2006.

**Elmhurst Memorial Hospital Service Area  
 Fiscal Year 2006 Payor Mix**

<b>Payor</b>	<b>EMH Inpatients</b>	<b>% Total</b>	<b>Total Market</b>	<b>% Total</b>
Managed Care	5,044	40%	18,927	41%
Medicare	6,202	49%	17,523	38%
Medicaid	912	7%	7,846	17%
Self Pay	466	4%	1,826	4%
Other	8	0%	178	0%
<b>Total</b>	<b>12,632</b>	<b>100%</b>	<b>46,300</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

Gender	Age Group	2006 Population	2011 Population	Growth Change	% Change
Female	00-17	42,779	41,709	-1,070	-2.5%
Female	18-44	64,953	61,144	-3,809	-5.9%
Female	45-64	44,780	48,073	3,293	7.4%
Female	65+	25,664	28,096	2,432	9.5%
		<b>178,176</b>	<b>179,022</b>	<b>846</b>	<b>.5%</b>
Male	00-17	44,587	43,402	-1,185	-2.7%
Male	18-44	70,565	66,571	-3,994	-5.7%
Male	45-64	42,996	46,861	3,865	9.0%
Male	65+	17,935	20,016	2,081	11.6%
		<b>176,083</b>	<b>176,850</b>	<b>767</b>	<b>0.4%</b>
Total	00-17	87,366	85,111	-2,255	-2.6%
Total	18-44	135,518	127,715	-7,803	-5.8%
Total	45-64	87,776	94,934	7,158	8.2%
Total	65+	43,599	48,112	4,513	10.4%
		<b>354,259</b>	<b>355,872</b>	<b>1,613</b>	<b>.5%</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
<b>0-44</b>	<b>66,788</b>	<b>11%</b>	<b>156,096</b>	<b>-11%</b>
<b>45-65</b>	<b>12,673</b>	<b>38%</b>	<b>75,103</b>	<b>3%</b>
<b>65+</b>	<b>4,036</b>	<b>31%</b>	<b>39,563</b>	<b>8%</b>

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. The policy was adopted in March of 1993 and most recently modified in March of 2006. 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 discount is given to patients whose income levels fall above 200% of poverty based on ability to pay. (The Illinois Hospital Association encourages discounts at this level.) Factors used to determine the discount include age, family size, household type, gross income and disposable income (taking into account other necessary expenses.)

During Fiscal Year 2006 (July 2005 – June 2006), Elmhurst Memorial Hospital provided **\$1,855,084** 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.

#### **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 **\$55,225** in Fiscal Year 2006 and included the costs of salaries and benefits for translators, translation services provided by a telephone translation service, translation of forms and notices, and brochures provided in languages other than English.

#### **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 **\$40,690,783** in Fiscal Year 2006.

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 **\$1,448,892** in Fiscal Year 2006. 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 2006, Elmhurst Memorial Healthcare offered over 430 health education programs for the community. Approximately 11,016 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
- LEARN – Weight Management Program
- Diabetes Management Series
- Fitness and exercise programs such as stroller aerobics, yoga, and pilates
- Stress Management
- Childbirth Education Classes
- Caring for Baby

- Pre-op Joint Replacement
- Treatment of Heart Disease
- Managing Your Blood Pressure
- Sign With Baby
- Nutrition Classes
- Making Future Healthcare Choices/Advance Directives

Hospital-sponsored special events included “Health Matters – A Ladies Night Out,” featuring six physician speakers on several women-specific health issues; “Maximizing Health and Wellness Through a Positive Mental Attitude,” a stress management program featuring a guest speaker; and “21<sup>st</sup> Century Cardiology,” a heart health program featuring physician speakers and free cholesterol screening.

A free Speakers Bureau program offers speakers to community groups, churches, schools and service organizations. In Fiscal Year 2006, 68 programs were coordinated, reaching over 3,000 members of the community.

### ***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.

In 2006, the service partnered with the American Cancer Society to offer free navigation services to cancer patients and their families.

### ***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 3,000 screenings in Fiscal Year 2006.
- Diabetes screenings performed by a registered nurse were offered quarterly throughout the community and at local health fairs.
- Dermatologists and plastic surgeons provided 56 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, 2005 – organized back-to-school physicals
- Addison Days – August, 2005 – offered blood pressure screenings, diabetes screenings, cholesterol screenings and body composition analysis
- DuPage Senior Fair – October, 2005 – provided 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
- 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, 1,679 programs and meetings were held at eight locations representing approximately 30 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 2006, 25,725 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 and face to face contact, social workers 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 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 advance directives, referrals to behavioral health services and financial assistance counseling.

In Fiscal Year 2006, 1,667 people were assisted. Nine community education classes were offered on the topic of advanced directives for 93 people. Phone and in-person consultation and referral was provided to 897 people. Free taxi and Medicare vouchers were provided to 770 patients without other transportation to facilitate discharge.

### ***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 **\$340,126** 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 58,192 hours of service last year. Volunteer transporters, for example, contributed 6,694 hours of service. 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 2006, Elmhurst Memorial Hospital dedicated **\$69,204** 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.

Schools	Program
Aurora University	Behavioral Health (Social Worker)
Bradley	Rehabilitation (Physical Therapy)
Chicago School of Professional Psychology	Counseling (Graduate students)
College of DuPage	Nursing Education (Registered Nurse) Radiology (Technician) Radiation Therapy (technician)

	Rehabilitation (Physical Therapy Assistant)
Elmhurst College	Nursing Education & Community Health (Registered Nurse & Graduate Nurse)
Florida	Rehabilitation (Physical Therapy)
Governor State	Rehabilitation
Harper College	Nutrition (Dietetic Technician)
Hines	Nutrition (Dietetic Internship)
Illinois School of Professional Psychology	MA clinical Psychologist
Loma Linda	Rehabilitation (Occupational therapist)
Loyola University	Social Worker (MSN)
Marquette University	Rehabilitation (Physical Therapist & Speech & Language Pathologist)
Miami of Ohio University	Nutrition (Dietetic Internship)
Midwestern	Rehabilitation (Occupational therapist)
Morton College	Rehabilitation (Physical Therapy Assistant)
National Louis University	Counseling (Graduate Students)
North Park University	Nursing Education (Graduate level)
Northern Illinois University	Nursing Education (Registered Nurse) Rehabilitation (Physical therapist) Nutrition (Dietitian, Dietetic Technician) Laboratory (Medical Technician)
Northwestern University	Rehabilitation (Physical therapist)
Oakton College	Community Health (Registered Nurse) Rehabilitation (Physical Therapy Assistant)
Rosalind Franklin	Rehabilitation (Physical Therapy)
Rush University	Rehabilitation (Occupational therapist)
St. Ambrose	Rehabilitation (Physical Therapist)
St. Xavier	Nursing Education (Graduate Nurse) Rehabilitation (Speech & Language Pathologist)
Triton College	Nursing Education (Registered Nurse) Radiology (Nuclear Medicine & Ultrasound Technician) Respiratory (Respiratory Therapist) Nutrition (Dietetic Technician)
University of Chicago	Rehabilitation (Physical Therapy) Behavioral Health (Social Worker)
University of Illinois	Rehabilitation (Physical Therapy)
University of Wisconsin	Rehabilitation (Physical Therapy)
Wayne State	Rehabilitation (Physical Therapy)
York High School	Medical Career Program (High School students)

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

Government-sponsored program services include unreimbursed cost not included in government-sponsored indigent healthcare programs. Elmhurst Memorial Hospital dedicated **\$83,915** of resources toward these types of services in fiscal year 2006.

## **8. Research**

Elmhurst Memorial Hospital's total research costs in Fiscal Year 2006 were **\$34,140**.

## **9. Subsidized health services**

Elmhurst Memorial Hospital provided **\$9,576,741** 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
- Obstetrics
- Newborns
- Pain Center

## **10. Bad Debt**

In Fiscal Year 2006, **\$14,601,124** was used for the provision of services in cases of doubtful accounts resulting from the extension of credit.

## **11. Other Community Benefits**

Elmhurst Memorial Hospital provides discounts to all uninsured patients on a sliding scale as follows:

- 10% on accounts with balances between \$0 - \$300
- 20% on accounts with balances between \$301 - \$600
- 30% on accounts with balances over \$600

These discounts are provided at time of service without regard to ability to pay. In Fiscal Year 2006, discounts amounted to **\$5,133,001**.

## **IV. Audited Financial Reports – Fiscal Year 2006**

A copy of the organization's audited financial reports for the year ending June 30, 2006 is attached as Appendix B.