

Norwegian American Hospital
Community Health Needs Assessment Report
October 2014

Hospital Overview

Established in 1894 in the Humboldt Park community of Chicago, Norwegian American Hospital is a 200-bed, acute care hospital offering a variety of health care programs and services including:

Inpatient Services	
Acute Medical Care	Surgical Services
Intensive Care Unit	Cardiac Catheterization Lab
Telemetry Unit	Endoscopy Lab
Pediatrics Unit	Inpatient Dialysis
Labor and Delivery Unit	Geriatric Behavioral Health Unit
Adult Behavioral Health Unit	Medical Detox Unit

Outpatient and Ambulatory Services	
Emergency Department	Diagnostic Imaging Services
Diagnostic Cardiology and EEG	Outpatient Infusion Center
Clinical Laboratory Services	Retail Pharmacy
Diabetes Education	Pediatric Care-A-Van
Corporate and Occupational Health	Outpatient Dialysis

Physician and Medical Provider Access	
Family Medicine	Internal Medicine
Pediatrics	Neurology
Cardiology	Optometry and Ophthalmology
Obstetrics and Gynecology	Certified Nurse Midwives
Otolaryngology (Ear, Nose, Throat)	Orthopedic Surgery
Gastroenterology	Pain Management Specialist
Rheumatology	General Surgery

Norwegian American Hospital is a community-centered hospital which strives to provide every patient with high quality care in the community. Norwegian American Hospital has been recognized by numerous external organizations for the quality of patient care provided based on publicly reported clinical data. In 2014, NAH was recognized by the Centers for Medicare and Medicaid Services (CMS) as having the best Hospital Acquired Infection rates among the 67 hospitals in the greater Chicago area. NAH was also recognized in 2014 by the Leapfrog Group for having increased its overall score by two grade levels to a "B", and accomplishment shared by just 55 other hospitals nationwide.

Norwegian American Hospital is the largest employer in the Humboldt Park community, and is committed to its role as a leading organization focused on improving the community. NAH participates in a myriad of community events and partners with a number of community organizations in these efforts.

Service Areas and Population

For the purposes of the CHNA, NAH used its Primary Service Area as defined by the following Zip Codes:

Zip Code	Community Area
60618	Avondale
60622	West Town, Humboldt Park
60624	Humboldt Park, East Garfield Park, West Garfield Park
60639	Hermosa, Belmont Cragin
60647	Logan Square
60651	Humboldt Park, Austin

The Primary Service Area was determined based on analysis of Inpatient, Outpatient and Emergency Department patient utilization. As will be discussed in the needs analysis, NAH serves a disproportionately needy population which is frequently transient and without long-term stability in living arrangements.

Mission, Vision and Values

Norwegian American Hospital’s (NAH) mission statement –“Norwegian American Hospital provides high quality and compassionate health care services by partnering with patients and their families, our employees, physicians and the communities we serve,” is a direct reflection of the organization’s more than 118-year old tradition of caring for its neighbors – people and families who live in the surrounding communities. The mission statement is central to all organization planning.

MISSION

NORWEGIAN AMERICAN HOSPITAL provides high quality and compassionate healthcare services by partnering with patients and their families, our employees, physicians, and the communities we serve

VALUES

EXCELLENCE in our personal, clinical, and organizational performance INTEGRITY/RESPECT for our patients, their families, physicians, fellow employees, and our business partners

COMPASSION for our patients and their families,

PARTNERING with our patients, physicians, employees, other hospitals, and the communities we serve

STEWARDSHIP of the resources entrusted to us.

VISION 2014

Norwegian American Hospital will be a model for community based care and population health management, offering high quality, high value care in partnership with its patients, its physicians, and local community health providers.

Goals include:

- 1) A preferred provider for patients and physicians in the hospitals' service area.
- 2) Recognition as a model for delivering community based healthcare services
- 3) The highest value provider in Western Chicago
- 4) Improved health status within the service area as defined by high quality outcomes and overall cost by disease state

Community Health Profile

Data Measures:

Public health data measures were selected based on a review of hospital data, input from community leaders and health care providers, published work related to public health in the Humboldt Park community, and availability of localized data and benchmarks. Ultimately, the following measures of health and health status were selected:

Measure	Unit
Low Birth Weight	% live births
Prenatal Care in First Trimester	% live births
Preterm Births	% live births
Breast Cancer in Women	Per 100,000 women (age adjusted)
Diabetes Related	Per 100,000 persons (age adjusted)
Prostate Cancer in Men	Per 100,000 men (age adjusted)
Stroke	Per 100,000 persons (age adjusted)
Below Poverty	% of households
Crowded Housing	% of occupied housing units
Unemployment	% of persons in labor force aged 16 +

The primary data source for these measures was the City of Chicago Department of Public Health Data portal for which the most recently available data is from 2010. This source offered the advantage of localized data by community area, and the ability to compare data measures to benchmarks including the City of Chicago, U.S. population, and Healthy People 2020 targets for selected measures. Additional data for purposes of analysis was gathered from the Cook County Department of Public Health, the U.S. Census, and reports published by the Sinai Urban Health Institute.

Healthy People 2020 is the Federal health promotion and disease prevention initiative focused on setting benchmarks and monitoring progress towards improving public health.

Health Profile by Community:

The attached chart shows the status of the data measures for each of the NAH primary service communities, as well as comparisons to Chicago, U.S. and Health People 2020 targets. Note that the data is aggregated on a community area basis and not a zip code basis. A summary of the health status of each community area as compared to the City of Chicago and the Health People 2020 targets follows:

Community	Health measures better than Chicago average	Health measures better than Healthy People 2020 Target
Austin	0/10 measures	0/7 measures
Avondale	7/10 measures	4/7 measures
Belmont Cragin	8/10 measures	4/7 measures
Hermosa	7/10 measures	5/7 measures
Humboldt Park	1/10 measures	0/7 measures
Logan Square	9/10 measures	6/7 measures
West Garfield Park	0/10 measures	0/7 measures
West Town	8/10 measures	4/7 measures
East Garfield Park	0/10 measures	0/7 measures

As the summary chart above and the attached data indicate, Norwegian American Hospital serves a diverse community with widely varying community health and socio-economic status levels. The communities of Austin, Humboldt Park, and East and West Garfield Park (highlighted) are particularly vulnerable, falling below the city average for essentially every indicator. This is juxtaposed to the communities of Logan Square, Avondale Hermosa, Belmont Cragin and West Town, which exceed the Chicago average for most data measures and are meeting or exceeding the Healthy People 2020 targets for many.

A review of these differences in comparison to geographic and demographic indicators for these communities reveals that while the communities to the north, northwest, and east of Norwegian American Hospital are experiencing improved economic and health status, the Humboldt Park community itself, as well as those to the south and west of the hospital, remain at much higher risk for premature birth, diabetes, stroke, and cancer and suffer from higher levels of unemployment, crowded housing and poverty.

Analysis of Community Health Needs

A review of public health data with community leaders and health care providers identified the following as the primary areas of need:

Access to Primary Care

The community health data review indicates that mortality related to illnesses which would be best addressed with consistent access to primary care services is higher in the identified at risk communities of Austin, East and West Garfield Park, and Humboldt Park. This access should be community based and available regardless of the persons socio-economic or immigration status. Consistent access to a primary care provider in a medical home model has been demonstrated to reduce mortality related to breast cancer, prostate cancer, stroke, cardiovascular disease and diabetes. Primary care medical homes also improve mental and developmental health, pre-natal, infant and child care, and dental health.

Access to Prenatal Care and Education

The communities of Austin, Humboldt Park, and East and West Garfield Park all experience low birth weight and preterm deliveries at a rate which is worse than the City average and the rates in other neighboring communities. Access to a primary care medical home, as noted above, is an important community need to address this issue. Additionally, community based prenatal care and educational services are critical towards addressing this issue successfully for these communities in which there ample social and economic barriers.

Community Based Chronic Disease Management

The rate of diabetes related mortalities is significantly greater than the national and city-wide averages in Austin, Humboldt Park, and East and West Garfield Park and is greater than the city and national averages in the Logan Square community as well. Appropriate care for persons suffering from diabetes is multi-faceted, with a need for ongoing education and screening for complications including heart disease, risk of stroke, eye, foot and kidney health. When complications related to diabetes do occur, appropriate clinical intervention at the earliest stage possible provides the best long-term health opportunity.

Access to Screening Services

Early detection of breast cancer and prostate cancer relies on the availability of appropriate diagnostic screening procedures, including mammography and colonoscopy services. Barriers to access to these services include education, cost, and access to primary care. Early detection of breast and prostate cancer provides the greatest opportunity to impact mortality rates from

these diseases, particularly in high-risk communities like Austin, Humboldt Park, and East and West Garfield Park.

Housing and Economic Development

As indicated in the data review and in discussion with community leaders, unemployment levels, economic status and housing conditions are significant issues in Austin, Hermosa, Humboldt Park, and East and West Garfield Park. These communities are worse than the Chicago average for each of these measures, and these socioeconomic challenges are seen as a primary driver of the health risks identified in these communities. The availability of appropriate housing and stable employment significantly improve community health and wellness.

Implementation Strategies

Access to Care

- Development of hospital owned primary care practices at locations on the hospital campus and in the community. The hospital currently has primary care clinics in Humboldt Park and Logan Square.
- Development of partnerships with Federally Qualified Health Centers to increase access to primary care medical homes located in the community and providing supportive services including dental services, mental health services, and case management services. The hospital currently partners with the following FQHCs in the communities served:
 - PCC Wellness
 - Erie Family Health
 - Near North Health Services
 - Circle Family Health
- Employment of 5 full-time In Person Counselors certified to assist people with the open enrollment process for expanded Medicaid and the health insurance marketplace portal. The IPCs assisted more than 1,200 previously uninsured people apply for benefits during the 2013-2014 open enrollment period.
- Development of partnerships with other community organizations to increase access to medical homes. The hospital opened an innovative primary care clinic in conjunction with the New Life Covenant Church in 2014 in an effort to work with a non-medical community agency to address the health care needs of their congregation.
- Workforce training – the hospital began a Family Medicine Residency program in partnership with Erie Family Health and Northwestern University in 2010, and is now

graduating 8 Family Medicine physicians each year with a specific focus on community health in at risk populations.

- Prenatal care and education services are provided at the hospital and through partnership with community agencies including the FQHC partners, Casa Central, Health Care Alternative Systems, and other agencies. The hospital also employs 2 full-time OB/GYN and 2.5 full-time Certified Nurse Midwives who offer open access appointments to pregnant women which includes full prenatal care and education. Finally, through the use of its pediatric Care-A-Van, the hospital provides women's health education to area public and private high schools.
- The hospital is applying for grant funding to augment the diabetes management services currently provided, including podiatry, optometry and ophthalmology, wound care, dialysis and stroke care. The grant will be used to increase care coordination and education regarding the clinical complications related to diabetes. The provision of these clinical services are tied to the community through the hospital's partnership with the Greater Humboldt Park Diabetes Empowerment Center.
- The hospital provides access to screening mammography services through its relationship with community and employed primary care physicians, and works with Erie Family Health and PCC Wellness to provide screening exams to low-income women without cost through the Illinois Breast Cancer Care and Prevention grant program.
- The hospital provides access to screening colonoscopy services on an open-access model whereby men can be seen by the physician and receive the screening procedure in one location and visit. The results are then communicated directly back to the patient's primary care provider for clinical follow-up and coordination.

Housing and Economic Development

- Norwegian American Hospital worked with the Hispanic Housing Development Corporation to identify a community need for supportive housing for veterans, including providing for ongoing primary care and mental health needs for veterans and their families. This project will be breaking ground in February 2015, and will consist of a 48-unit housing development located on the hospital's campus. The hospital will be partnering with the HHDC to provide primary care, mental health and case management services to the residents of the development.

Exhibits

Community Health Needs Assessment Data Measures
Source: Chicago Department of Public Health

Measure	Low Birth Weight	Prenatal Care in First Trimester	Preterm Births	Breast Cancer in Women	Diabetes Related	Prostate Cancer in Men	Stroke	Below Poverty Level	Crowded Housing	Unemployment
Unit	% live births	% live births	% live births	Per 100,000 (age adjusted)	Per 100,000 (age adjusted)	Per 100,000 (age adjusted)	Per 100,000 (age adjusted)	% of households	% of occupied housing units	% of persons in labor force
Austin	15.4	72.9	14.3	33.7	113.9	69.8	56.8	27.0	5.7	21.0
Avondale	7.3	74.4	7.5	16.6	52.7	37.7	36.0	14.6	5.8	9.3
Belmont Cragin	6.9	74.1	7.6	14.4	58.6	27.3	38.2	18.6	10.0	11.5
Hermosa	6.7	77.5	8.8	18.4	63.6	25.6	27.6	19.1	8.4	12.9
Humboldt Park	12.3	70.9	11.7	26.3	94.1	52.5	53.5	32.6	11.2	12.3
Logan Square	7.2	78.2	9.4	9.2	75.7	17.5	31.9	17.2	3.2	7.5
West Garfield Park	17	71.4	17.5	54.7	118.2	75.0	77.0	40.3	8.9	25.2
West Town	9.1	75.5	10.8	14.5	107	16.6	33.3	15.7	2.0	6.0
East Garfield Park	17.5	73.2	16.3	21.7	97.3	78.1	47.5	39.7	7.5	16.4
Chicago	9.7	76.5	10.8	26.6	70.1	34.0	44.6	19.0	4.7	12.0
US	8.2	70.8	12.7	22.9	73.1	23.5	42.2	13.3	3.2	8.7
Health People 2020 Target	7.8	77.9	11.4	20.6	65.8	21.2	33.8			

Key: Better than Healthy People 2020 Target
 Worse than Chicago average

Partnering Community Agencies

Agency	Type of Services
Casa Central	Children/Family Services; Workforce Development
Health Care Alternative Systems	Children/Family Health Care
Puerto Rican Cultural Center	Children/Family Services
Institute for Puerto Rican Arts and Culture	Community/Cultural Services
New Life Covenant Church	Spiritual/Faith Based Services
Greater Humboldt Park Community of Wellness	Children/Family Services
PCC Wellness	Federally Qualified Health Center
Erie Family Health	Federally Qualified Health Center
Near North Health Services	Federally Qualified Health Center
Circle Family Health	Federally Qualified Health Center
Mile Square Health Center	Federally Qualified Health Center
Hispanic Housing Development Corporation	Affordable Housing Development