



Norwegian American Hospital

Community Benefit Report



Fiscal Year 2017
(October 1, 2016 - September 30, 2017)

Annual Non-Profit Hospital Community Benefits Plan Report

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I. Organizational Mission Statement

Norwegian American Hospital's (NAH) mission statement is a direct reflection of the organization's more than 120 year old tradition of caring for its neighbors, and the 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

RESPECT – Treat all individuals with courtesy, dignity, and appreciation for their unique needs

COMPASSION – Be caring, empathetic, and understanding

EXCELLENCE – Deliver care of the utmost quality and safety with the best outcomes

INTEGRITY – Adhere to the highest standards of professionalism and ethics in everything we do

DIVERSITY – Embrace and celebrate the differences among our patients, physicians, employees and community

VISION

Norwegian American Hospital is the hospital of choice for our communities and caregivers. We are best in class for clinical care, customer service, employee engagement, access to care and stewardship.

Norwegian American Hospital's mission, vision and values are continually realized through its efforts to improve the value of healthcare for the population we serve. These improvement initiatives seek to enhance the health and well-being of the organization's community and support the Triple Aim initiative that was established by the Federal and State Governments to guide healthcare transformation. The Triple Aim directs healthcare providers to simultaneously pursue three goals:

- Improving patient care and the patient experience
- Improving the health of the populations the Hospital serves
- Reducing costs

Opportunities to meet our goals have included: promoting our quality ratings so our patients can feel confident about the care they receive, reinvesting into the community and embracing the fact that quality healthcare is close to home. We're investing in tools to identify people who are at risk for developing illnesses and offering affordable healthcare options.

STRATEGIC FRAMEWORK

Norwegian American Hospital has structured its capabilities and functional areas to focus on providing the best possible services for its patients.



NAH's strategic plan is focused on opportunities across the organization's six strategic pillars. These pillars are based on a foundation of the NAH's Mission and Vision and support the organization's goal of being the hospital of choice for our community and caregivers.



NAH's strategic pillars are not aligned with any single functional area but rather focus on the key strategic areas for which all NAH staff and caregivers are responsible.

NAH completed a comprehensive strategic plan in 2017 which included a focus on goals and objectives and improvement targets for each of the organization's six strategic pillars.

Pillar	Goals/Objectives	Improvement Targets
Team	Attract/retain the best physicians, care providers and support staff: inspire & enable them to provide exceptional care	<ul style="list-style-type: none"> • Turn-Over Rate • Agency/Premium Labor Use • Position fill rates/times
Quality	Establish a high-quality culture to drive the best results for our patients and communities	<ul style="list-style-type: none"> • Quality Metrics • Care Quality Performance • Program Awards and Recognition
Community Engagement/Philanthropy	Partner with our patients and communities to fund and promote health and wellness while growing our brand	<ul style="list-style-type: none"> • Active Partnerships • Service Collaborations • Brand Recognition/Perception • Philanthropic Revenue • Donor Expansion/Retention
Resource Management	Optimize resources while enhancing our infrastructure	<ul style="list-style-type: none"> • Financial Performance • Resource Cost and Utilization • Clinical Efficiency • Service Utilization
Growth	Expand the enterprise's clinical footprint and volume	<ul style="list-style-type: none"> • Market Share • Revenue • Key Service Line Volumes • Service Leakage • # Providers by Specialty
Technology & Innovation	Ensure the organization is appropriately evolving to new care models and in the application of new technology	<ul style="list-style-type: none"> • Technology Utilization • Technological Efficacy

II. Community Benefits

In addition to its core inpatient and outpatient services, Norwegian American Hospital offers programs and services that are uniquely designed to address specific health needs and benefit the communities it serves. These community benefits include:

- Care and services to community members are provided free of charge, or subsidized, or without full reimbursement from Medicare, Medicaid or other public or private payment source.
- Services designed to specifically address unique community needs, such as:
 - Programs such as the Comprehensive Diabetes Care Center, Walk-In orthopedic clinic geared toward Medicaid and uninsured patients, Primary Care clinics located within community social service partner sites, etc.
 - Health screenings to identify individuals at risk for certain high impact conditions, such as diabetes, cancer and heart disease
 - Emergency care
 - A wide-range of behavioral health and substance-use services
 - Pediatric mobile services
 - Immunization programs
 - Health educational/awareness programs
 - Multiple other community outreach programs

- Training and education to a large number of physicians, nurses, radiology technicians, and other highly skilled healthcare professionals
- Volunteer services provided by Hospital employees to the community
- An opportunity for community members to contribute to the health and well-being of their community by volunteering at the Hospital
- Language-assistance services, such as translators, signage, forms, brochures, patient education materials and other information in languages other than English
- Norwegian American Hospital's donation of meeting and clinic space, as well as other assistance to community groups

III. Community Benefit Plan: Goals and Objectives

Norwegian American Hospital's Community Benefit Plan focuses on a number of critical goals that meet the unique healthcare needs of the communities it serves. These goals and objectives include:

- Develop and deliver programs and services specifically designed to meet the health and wellness needs of the community
- Create and implement innovative programs that improve access to healthcare services within the Humboldt Park area and in underserved communities across the Chicago area
- Establish and strengthen partnerships and collaborative models with other community based providers to enhance the breadth and continuity of healthcare across the Hospital's service area

Goals and Objectives

Goal 1: Develop and deliver programs and services specifically designed to meet the health and wellness needs of the community

Programs	Descriptions
Orthopedic Out Patient Clinic	<ul style="list-style-type: none"> • NAH serves a primarily Medicaid population which often has difficulty accessing basic orthopedic services • As a result, in December of 2016, NAH established a weekly orthopedic clinic designed to provide a range of orthopedic services, primarily to patients with Medicaid and the uninsured • The clinic takes both scheduled and "walk-in" patients to optimize access • The clinic provides orthopedic treatment, casting, consults, podiatry and chiropractic treatments, as well as a direct linkage to radiological and physical therapy services to provide a comprehensive, single visits services to individuals who otherwise would not have access to this type of care • 80-100 patients are seen each week in the clinic
Expansion of a Comprehensive Diabetes Care Center	<ul style="list-style-type: none"> • NAH's primary service area includes one of the highest incidence of diabetes in the country (12% vs. 8% nationally) • Historically, many community members lacked access to the full

	<p>range healthcare service necessary to identify risk factors, diagnose their condition or provide a full range of integrated care and service options</p> <ul style="list-style-type: none"> • In response to community needs, NAH fully activated a comprehensive diabetes care center in 2017 (certified by the American Diabetes Association) with licensed, trained physician specialists and other clinical staff (such as registered diabetes nurses and educators) to provide all critical services in a single point of care model, including: endocrinology; nephrology; nutrition counseling and education; podiatry; ophthalmology, and other key services • The Center has allowed allow NAH to maximize diabetes prevention and early detection efforts, as well as provide an effective model for helping individuals with diabetes manage their disease and maximize their health status over the long term • The Diabetes Center achieved significant outcomes in 2017, <ul style="list-style-type: none"> • 85% of patients decreased their A1C level. • 81% of hypertensive patients have decreased their blood pressure to below <140/90 mmHg. • 69% of patients with elevated LDL levels experienced a decrease in value
Diabetes and Cholesterol Screenings	<ul style="list-style-type: none"> • Norwegian American Hospital builds relations and partnerships with the community. • This team also provides free diabetes and cholesterol screenings to adults (see page 14-20 for full details).

Goal 2: Create and implement innovative programs that improve access to healthcare services within the Humboldt Park area and in underserved communities across the Chicagoland area.

Programs	Descriptions
NAH Care-A-Van	<ul style="list-style-type: none"> • The Care-A-Van program provides no cost health services to children and young adults aged 0-22 years old • Services include school and sports physicals, immunizations, lead and hemoglobin testing, as well as hearing, vision, diabetes and tuberculosis screening • Over 11,000 services and 3,900 referrals were provided for this fiscal year • 98% of children and young adults (≥ 10 years old) who received services said the Care-A-Van staff listened to them • The service area includes sites located in 60612, 60618, 60622, 60624, 60639, 60647, 60651 • There are more than 80 community sites (schools, day care centers, etc.) • This year the Care-A-Van program won the American Hospital Association's prestigious NOVA award for the exceptional care in the community

NAH Dental Van	<ul style="list-style-type: none"> • Dental van service children by providing preventative and restorative dental care at no cost to the patient or to the family.
NAH Primary Care Clinics Located within Community Partner Sites	<ul style="list-style-type: none"> • NAH works with a number of community health and social service providers in the community • These organizations serve clients with various psycho-social and health needs, such as mental illness, homelessness, substance use, etc. that make it difficult to access primary care services • NAH has developed a model to co-locate a weekly primary care clinic within the community partner sites, thereby bringing primary care services to individuals who otherwise may not receive basic primary or preventative care • Through these clinics NAH also provides direct linkage to its other services to ensure a continuum of care to these individuals

Goal 3: Establish and strengthen partnerships and collaborative models with other community based providers to enhance the breadth and continuity of healthcare across the Hospital's service area.

Programs	Descriptions
FQHC Partnerships	<ul style="list-style-type: none"> • Norwegian American Hospital has established numerous partnerships, collaborative programs and associations with a number of FQHCs to increase the Hospital's ability to provide services to community members. FQHCs include: <ul style="list-style-type: none"> ○ PCC Community Wellness Centers ○ Near North Health Centers ○ Erie Health Centers ○ Access Community Health Centers ○ Mile Square Health Clinics • Programs include but are not limited to: <ul style="list-style-type: none"> ○ Behavioral Health services ○ Screening programs, such as mammography ○ OB and midwifery services ○ Residency programs ○ Inpatient resources for clinic patients
Illinois Coalition of Mobile Health Clinics Association	<ul style="list-style-type: none"> • NAH participates in quarterly meetings with Mobile Programs across the state of Illinois. The goal is to learn from each other's programs, minimize duplication of services and improve quality care.
New Life Covenant Church	<ul style="list-style-type: none"> • New Life Church and NAH have a strong partnership including a health clinic. In addition, NAH participates in New Life's annual health fair and provides free services at their campus locations.
Puerto Rican Cultural Center	Collaboration to provide health awareness, services and referrals
Other Community Partners	<ul style="list-style-type: none"> • NAH works with more than 50 community partners (see full listing on pages 17)

Conclusion

Norwegian American Hospital (NAH) is a vital member of the Association of Healthcare Community Hospitals in Chicago. Together, these high-quality urban facilities provide critically needed health services to over 1.5 million individuals annually. The vast majority of these community members (>65%) are either covered under a Medicaid payment model or are uninsured. In addition, NAH and the other Chicago healthcare hospitals provide essential health and wellness services including: primary, specialty, and emergency care; diagnostic and screening services; health education and disease prevention programs; and other community-based services that contribute more than \$100 million in charity and uncompensated care every year.

Healthcare hospitals are located in some of the state's most diverse neighborhoods, including the Greater Humboldt Park Community, in which NAH has provided the highest level of healthcare services since 1894. More than two-thirds (2/3) of the patients who are treated by the Association of Healthcare Hospitals are African-American or Latino.

In its role as a provider of vital healthcare services to the communities it serves, NAH strives to not only provide high quality, patient-centered and economical services, but to offer innovative programs that meet specific community needs such as the Comprehensive Diabetes Center and various outreach initiatives.

Finally, NAH and its counterparts are the economic engines of the communities in which they are located. Over 12,000 people are directly employed by healthcare hospitals, making these facilities the largest employers in their communities. For every one job sustained in healthcare, two secondary jobs are created. Healthcare hospitals contract with roughly 6,000 vendors and generate more than \$680 million of economic stimulus to our city, county and state. Of the 800 individuals employed by NAH the majority of these individuals reside in Humboldt Park and surrounding communities.

NAH believes that its community-based approach to the delivery of healthcare services is the key to achieving its mission: "provide high quality and compassionate healthcare services by partnering with patients and their families, our employees, physicians and the communities we serve".

Every day, Norwegian American Hospital strives to make a difference in the communities it is privileged to serve. Norwegian American Hospital administers programs in partnership with our communities to provide quality and compassionate care regardless of ability to pay.

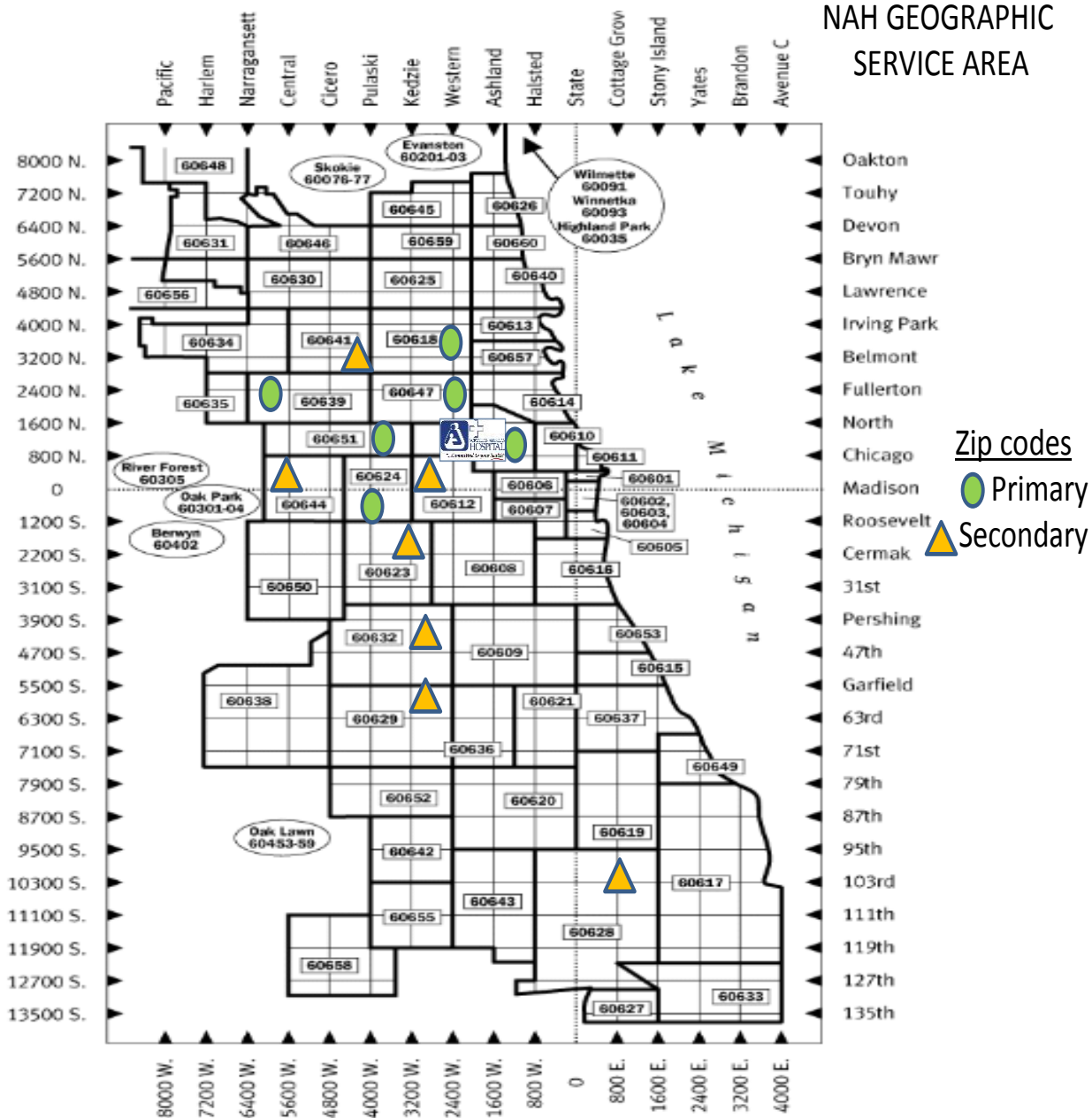
More information about Norwegian American Hospital is available by visiting: www.nahospital.org

Market Analysis

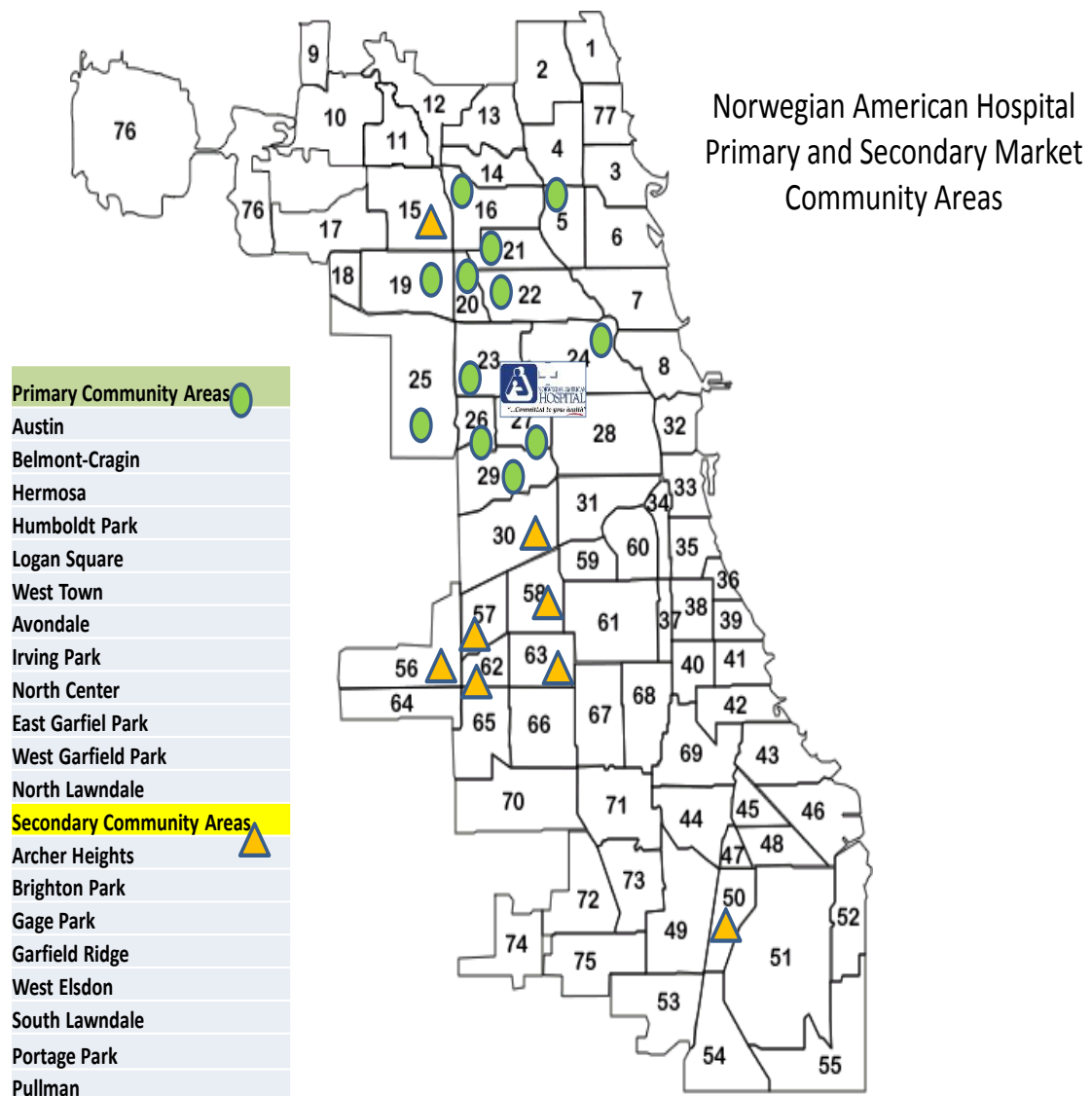
Identify the populations and communities served by the Hospital – Geographic Boundary, Communities Served, and Population Served.

Geographic Boundary

NAH GEOGRAPHIC SERVICE AREA



Communities Served



Population Service Area per 2010 Census

	60612	60618	60622	60623	60624
Total:	33,472	92,084	52,548	92,108	38,105
Not Hispanic or Latino:	29,153	49,313	37,259	32,670	36,945
White alone	6,513	40,088	30,367	1,653	509
Black or African American alone	20,415	2,559	3,860	30,369	35,987
American Indian and Alaska Native alone	50	176	59	112	45
Asian alone	1,616	4,741	1,910	108	43
Native Hawaiian and Other Pacific Islander alone	11	18	16	2	2
Some Other Race alone	39	226	112	110	24
Two or More Races	509	1,505	935	316	335
Hispanic or Latino:	4,319	42,771	15,289	59,438	1,160
White alone	1,817	20,539	6,796	27,007	323
Black or African American alone	234	653	522	486	324
American Indian and Alaska Native alone	44	513	211	827	21
Asian alone	30	167	62	60	7
Native Hawaiian and Other Pacific Islander alone	5	26	9	8	2
Some Other Race alone	1,953	18,280	6,868	29,104	388
Two or More Races	236	2,593	821	1,946	95

	60628	60632	60639	60641	60644
Total:	72,202	91,326	90,407	71,663	48,648
Not Hispanic or Latino:	69,798	14,424	21,768	33,606	47,065
White alone	841	9,816	6,442	28,092	861
Black or African American alone	68,020	1,485	13,712	1,552	45,559
American Indian and Alaska Native alone	125	82	98	134	82
Asian alone	45	2,748	916	2,814	163
Native Hawaiian and Other Pacific Islander alone	9	8	16	11	5
Some Other Race alone	59	70	144	133	17
Two or More Races	699	215	440	870	378
Hispanic or Latino:	2,404	76,902	68,639	38,057	1,583
White alone	750	34,801	27,236	18,555	440
Black or African American alone	385	424	1,256	466	300
American Indian and Alaska Native alone	47	696	793	506	26
Asian alone	3	94	111	142	12
Native Hawaiian and Other Pacific Islander alone	2	30	48	20	2
Some Other Race alone	1,039	38,226	36,421	16,415	662
Two or More Races	178	2,631	2,774	1,953	141

	60647	60651	60804
Total:	87,291	64,267	84,573
Not Hispanic or Latino:	39,594	42,511	11,373
White alone	30,825	1,769	7,757
Black or African American alone	5,237	39,973	2,708
American Indian and Alaska Native alone	127	80	56
Asian alone	2,043	204	478
Native Hawaiian and Other Pacific Islander alone	34	21	26
Some Other Race alone	190	58	90
Two or More Races	1,138	406	258
Hispanic or Latino:	47,697	21,756	73,200
White alone	21,762	8,054	36,191
Black or African American alone	1,245	958	466
American Indian and Alaska Native alone	505	304	638
Asian alone	113	57	43
Native Hawaiian and Other Pacific Islander alone	39	31	28
Some Other Race alone	21,436	11,119	33,109
Two or More Races	2,597	1,233	2,725

Source: U.S. Census Bureau, 2010 Census.

Population Served in Fiscal Year 2017

Population	Count
AFRICAN AMERICAN/BLACK	24,647
ARABIAN	143
ASIAN RACE NON-HISPANIC ETHNIC	784
HISPANIC	9,794
HISPANIC/LATINO/BLACK	1,292
HISPANIC/LATINO/OTHER	20,992
HISPANIC/LATINO/WHITE	5,419
INDIAN	41
MULTIRACIAL	346
NATIVE AMERICAN	322
NATIVE HAWAIIAN/PACIFIC ISLAND	4
WHITE/CAUCASIAN	6,842
UNAVAILABLE/UNKNOWN/DECLINE	1,364
Total	71,990

IV. Amount and Types of Community Benefits Provided

1. Charity Care and Government Sponsored Indigent Healthcare

Norwegian American Hospital recognizes its responsibility to the community by providing that no patient requiring necessary medical care will be refused due to a lack of financial means. Each situation is reviewed independently and allowances are made for extenuating circumstances based on good faith efforts and circumstances.

A copy of the Norwegian American Hospital Charitable Care Policy effective for FY2017 is attached.

Highlights of the policy include the following:

A 100% discount is given on any type of self-pay outstanding for patients whose income levels fall at or below 200% of poverty guidelines. A 72% discount is 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 other necessary expenses.) During Fiscal Year 2017 (October 2016 – September 2017), Norwegian American Hospital's cost of providing charity care services to individuals who qualified for financial assistance under our Charitable Care Policy was \$3,433,857.

In addition, in Fiscal Year 2017 over 76% of the patients served by the Hospital were beneficiaries of Medicaid and Medicare government sponsored indigent healthcare programs. Norwegian American Hospital's unreimbursed cost for providing such healthcare to the community was \$27,374,722.

2. Language Assistance Services & Hearing

NAH services a predominantly Hispanic community. Of the patients seen in 2017, 52% were of Hispanic descent. Norwegian American Hospital has an advantage in the marketplace in that 80% of the employees live in the community and reflect the cultural make-up of the patient population which helps to provide patients with a culturally competent experience while on campus. In addition NAH provides professional language assistance services. in 2017 total cost for professional language services was \$60,247.

3. Donations

Cash and in-kind donations totaled \$24,925 in fiscal year 2017. These costs include meeting space, equipment and personnel used to assist other community healthcare providers, social service agencies and organizations.

Meeting Space for Community Agencies	Hourly Rate	Hours	Cost
Total	\$ 60	29	\$ 1,740

Organizational Sponsorship	Amount
Erie Family Health Luncheon Sponsorship	\$ 1,500
Sergeant Shiver National Center 50th Anniversary Sponsorship	3,000
Puerto Rican Hurricane Relief	4,000
La Raza Pink Edition and Cocktail Sponsorship	2,500
La Raza Mujeres Destacades 2017 Scholarship Sponsorship	1,000
Hispanic Heritage Organization Holiday Drive	200
American Cancer Society Breast Cancer Sponsorship	1,000
Puerto Rican Cultural Center Sponsorship	5,000
Puerto Rican Cultural Center Festival Sponsorship	2,000
Cubano Foundation Festival	2,000
Other Miscellaneous	925
Total	\$ 23,125

Total Donations	\$ 24,865
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4. Volunteer Services

Volunteer Service - Non-Employee	Hourly Rate	Hours	Cost
General Volunteer Services	\$ 8.25	3,400	\$ 28,050
RN and Medical Students	44.32	110	4,875
Total Volunteer Service		3,510	\$ 32,925

5. Community Involvement Events

11/14: NAH 5th Annual Coat Drive

The Community Affairs department hosted its 5th Annual coat drive. We provided 138 coats to the community. Total Hours = 3

11/17: March of Dimes Perinatal Event

NAH and National Association of Hispanic Nurses partnered with the March of Dimes to host a Latino Perinatal Event. A guest speaker touched on the importance of prenatal care amongst the Latino community. Total Hours = 3

11/30: Blue Cross Blue Shield

Blue Cross and Blue Shield was on-site to provide enrollment assistance, during the open enrollment period. We will continue with the BCBS Help Desk at NAH once a month to help answer questions on the plans once new members have received their new cards and are using the services. BCBS will be on site February 10, March 10 and April 14. Total Hours = 1.5

12/1: Coat Drive – Ella Flagg Elementary School

The Community Affairs department partnered with the Pediatric Care-A-Van to provide free coats to students at Ella Flagg Elementary School. Total Hours = 2

12/9: Blue Cross Blue Shield

Blue Cross and Blue Shield was on-site to provide enrollment assistance, during the open enrollment period. We will continue with the BCBS Help Desk at NAH once a month to help answer questions on the plans once new members have received their new cards and are using the services. BCBS will be on site February 10, March 10 and April 14. Total Hours = 1.5

12/15: National Association of Hispanic Nurses

Norwegian American Hospital hosted the National Association of Hispanic Nurses for their December membership meeting. Total Hours = 3

1/24: Blue Cross Blue Shield

Blue Cross and Blue Shield was on-site to provide enrollment assistance, during the open enrollment period. We will continue with the BCBS Help Desk at NAH once a month to help answer questions on the plans once new members have received their new cards and are using the services. BCBS will be on site February 10, March 10 and April 14. Total Hours = 1.5

2/3: March for Babies 2017 Kick-Off

The event was hosted by the March of Dimes for the upcoming April 30, 2017 walk. Norwegian American Hospital participated as a partner hospital and secured fundraising for the walk. Total Hours = 3

2/6: West Town Community Meeting on Public Safety

Hosted by Alderman Joe Moreno, Alderman Roberto Maldonado, State Representative Cynthia Soto and 12th District Commander Edward Kulbida. This collective meeting discussed solutions to problems that need to be addressed in the community. Total Hours = 2

2/7: National Black HIV Awareness Day

Norwegian American Hospital hosted Integrated PASEO's National Black HIV/Awareness Day—the event provided HIV and STIs services, as well as, health education, housing opportunities, treatment and linkage to medical care. Total Hours = 5

2/10: Senator Omar Aquino Health Committee Meeting

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017, (tentative) -- Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

2/9: Healthy Heart Month

The Community Relations and ER Stroke Certification Program collaborated to provide free health screenings to the Norwegian American Hospital employees and patients. Total Hours = 2.5

2/15: Town of Cicero Healthy Heart Program

The Town of Cicero's Annual Health Fair took place on at the gymnasium where over 50 vendors came out. This event was open to the residents of Cicero. Norwegian American Hospital provided free cholesterol and glucose screenings. Total Hours = 5

2/16: Go RED for Healthy Heart Month Networking & Scholarship Fundraising Event

Jacqueline Soto (Community Affairs) and Nancy Clarke (Marketing) attended the Go RED for Healthy Heart Month Networking & Scholarship Fundraising Event, held at Congas restaurant. Total Hours = 3

2/19: New Life Covenant Church

Norwegian American Hospital provided cholesterol and glucose screenings. Hospital literature and promotional items were distributed to adults and children. Total Hours = 7

2/22: Business Networking Luncheon

Casa Central hosted a Business Community Networking Luncheon featuring keynote speaker, Todd Gilchrist. Total Hours = 2.5

2/23: Healthy Heart Month

The Community Relations and ER Stroke Certification Program collaborated to provide free health screenings to the Norwegian American Hospital employees and patients. Total Hours = 2.5

3/3: Chicago Police Department – 12th District

Coordinated a visit from the 12th district police department to the hospital, every month a police officers sets up in the PMB lobby and talks to our patients and employees about domestic violence and provides resources to those who seek information. Total Hours = 2

3/10: Senator Omar Aquino Health Committee Meeting

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017, (tentative) -- Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

3/11: Women's Health Day

This event was geared towards healthy living -- a wide array of vendors offering wellness resources, educational workshops and health screenings were available to the women. Norwegian American Hospital provided raffle items, as well as, health screenings. Total Hours = 4

4/1: Move for Life!

The Greater Humboldt Park Community Diabetes Empowerment Center hosted an event that featured physical activity, nutritional services, and health screenings. Norwegian American Hospital provided cholesterol and glucose screenings. Total Hours = 4

4/14: Senator Omar Aquino Health Committee Meeting

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair held on Friday, August 18, 2017 -- Norwegian American Hospital provided adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

4/26: Diabetes Learning Center Open House

Norwegian American Hospital Open House for the new Diabetes Learning Center brought together employees, board members, and community members to unveil and welcome the new team including: Dr. Casey, Endocrinologist, Susie Adamson, RD, CDE and Tamara Barker, RN. Total Hours = 3

4/29: Alderman Mell & State Representative Andrade Health Fair

The event provided resources to the families and children of the 33rd Ward-- Vision Screenings, After-School Programming, Financial, Health Resources, and Social Services. Norwegian American Hospital provided cholesterol and blood glucose screenings. A Norwegian American Hospital medical student was in attendance to explain results to patients. Total Hours = 5

5/4: NAH Screening

During Stroke Awareness Month Norwegian American Hospital provided free cholesterol and glucose screenings in the lobby, and our Stroke Coordinator provided stroke education. Total Hours = 2.5

5/10: 25th Police District Community Resource Fair

In collaboration with the 25th Police District, GAP Community Center and Healthy Hermosa, Norwegian American Hospital provided free cholesterol and glucose screenings in the lobby, and our Stroke Coordinator provided stroke education to the residents of Hermosa. Total Hours = 5

5/16: 12th District Police Department "On the Table"

In partnership with the Chicago Community Trust, the 12th District Police Department invited community leaders to share a meal and discuss how we can unite the residents of different backgrounds and communities to heal our city. Total Hours = 1

5/17: North West Side Health Advisory Committee

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017. Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

5/18: National Association of Hispanic Nurses

Norwegian American Hospital hosted the National Association of Hispanic Nurses for their annual ceremony of inducting the new President and board, and recognizing the accomplishments of the past President. Total Hours = 4

5/24: Latino Policy Forum

The Miller Coors Company hosted the Latino Policy Forum's Mi Impacto Networking Event – the Marketing and Community Affairs departments represented on behalf of Norwegian American Hospital. Total Hours = 3

5/25: NAH Screening

During Stroke Awareness Month Norwegian American Hospital provided free cholesterol and glucose screenings in the lobby, and our Stroke Coordinator provided stroke education. Total Hours = 2.5

5/25: EMS Appreciation Event

The 5411 Empanadas food truck served empanadas to about 40 EMS workers during EMS Appreciation Week. Total Hours = 5

5/26: 12th District Domestic Violence

The 12th District coordinated a visit from the 12th district police department to the hospital, every month a police officer sets up in the PMB lobby and talks to our patients and employees about domestic violence and provides resources to those who seek information. Total Hours = 2

6/2: Pritzker College Prep Career Day

Norwegian American Hospital was asked to send a representative for a panel on Career Day. This representative was asked a series of questions from the moderator and students on their role and responsibilities. Total Hours = 5

6/2: La Raza - Mujeres Destacadas 2017

Norwegian American Hospital sponsored a \$1,000 scholarship to a deserving medical/nursing student. Total Hours = 3

6/3: Avondale Coalition/ Rincon Family Services

This event was geared towards families -- a wide array of vendors offering wellness resources, educational workshops and health screenings were in attendance. Norwegian American Hospital provided cholesterol and glucose screenings. Total Hours = 5

6/7: Week of Hope Health & Resource Fair

The event was designed to provide resources to the families and children of the Humboldt Park area—Lead, Hemoglobin, Dental, Cholesterol and Glucose screenings were provided. NAH sponsored a check in the amount of \$250. Total Hours = 5

6/9: North West Side Health Advisory Committee

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017; Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

6/15 - 6/18: Fiestas Puertorriquenas

In collaboration with the National Association of Hispanic Nurses, Norwegian American Hospital will staff the First Aid tent. NAH also sponsored \$2,000. Total Hours = 40

6/16: NBC/Telemundo Interview

NBC/Telemundo reporter LeeAnn Trotter recorded a segment on Dr. Valdes (Wound Clinic) and her impact in the community. The segment was filmed in the Wound Clinic and Fiestas Puertorriquenas. Total Hours = 2.5

6/21: Leukemia & Lymphoma Society Luncheon

This event brought together leaders and touched on the impact of cancer in the workplace and power against it. Guest speaker included former Chicago bear, Mr. Desmond Clark. Total Hours = 3

6/23: North West Side Health Advisory Committee

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017; Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

7/9: Blue Cross & Blue Shield

Coordinated a visit from BCBS to the hospital, every month a representative sets up in the PMB lobby and talks to our patients and employees about services BCBS provides and resources to those who seek information. Total Hours = 1.5

7/17: Health Screenings – Borinqueneers

Norwegian American Hospital provides free monthly glucose and cholesterol screenings to the residents of the 65th Infantry Borinqueneers building. Total Hours = 1

7/19: Multicultural Leadership Committee

American Heart Association sponsored a committee celebration dinner at Maggiano's Little Italy to thank the multicultural leadership committee for their efforts to the organization. Total Hours = 3

7/21: North West Side Health Advisory Committee

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017; Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

7/22: Promise 2 Thrive Health Fair

This event was hosted by Jehova Justica's women's ministry for women of the community. Norwegian American Hospital was invited to participate in this first annual event—NAH provided cholesterol and glucose screenings. Total Hours = 5

7/29: Hope Fest – Main Campus

Children and community residents received free flu shots, dental screenings, and blood pressure screenings. Also, free glucose screenings were provided by Norwegian American Hospital, as well as hospital resources and literature. This event not only provided health screenings, but an

array of free resources including, cash assistance for seniors, as well as Medical ID cards, senior ID bracelets, senior CTA passes and CEDA light and gas bill assistance. Children also enjoyed various physical activities and received free haircuts. Total Hours = 8

8/1: National Night Out

Norwegian American Hospital provided free adult glucose screenings at the 12th Police District's Nation Night Out—this yearly event brings community residents together for a night of food and fun. Total Hours = 5

8/4: North West Side Health Advisory Committee

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017; Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

8/5: Hope Fest – Northwest Campus

Children and community residents received free flu shots, dental screenings, and blood pressure. Norwegian American Hospital provided free glucose screenings, as well as hospital resources and literature. Total Hours = 5

8/10: North West Side Health Advisory Committee

The planning committee met to discuss the logistics for Senator Omar Aquino's 1st Annual Health Fair to be held on Friday, August 18, 2017; Norwegian American Hospital will provide adult screenings, back-to-school physicals and dental services. Total Hours = 1.5

8/10: Senator Iris Martinez Back to School Fair

The event provided free services including, teeth cleaning, arthritis check-ups and children received free backpacks and school supplies. Norwegian American Hospital provided free glucose screenings. Total Hours = 5

8/11 – 8/13: 8th Annual Cuban Festival

In collaboration with the National Association of Hispanic Nurses, Norwegian American Hospital staffed the First Aid tent. NAH received promotional exposure – website, e-mail blasts, logo placement on all flyers and banners. NAH also sponsored \$2,000. Total Hours = 30

8/18: Senator Omar Aquino Back to School Fair

This event not only provided backpacks full of school supplies to children but it also offered free health services including school Immunizations, school dental exams, school physicals and activities for children. Norwegian American Hospital provided adult glucose screenings, as well as hospital resources and promotional items. Total Hours = 5

8/19: Alderman Milly Santiago Back to School Fair

This annual wellness fair attracts hundreds of participants every year. The hospital provided free glucose screenings and distributed literature, as well as hospital promotional items. Total Hours = 5

8/20: Sangria Festival

Norwegian American Hospital staffed the first aid tent and distributed hospital literature and promotional items. Total Hours = 10

8/25: Alderman Ariel Reboyras Health Fair

This annual event provided backpacks and school supplies, as well as, free health services including school immunizations, dental exams, and activities for children. Norwegian American Hospital provided adult glucose screenings, as well as hospital resources and promotional items. Total Hours = 5

8/30: Casa Puertorriquena Health Fair

Children and community residents received free flu shots, dental screenings, and school physicals. Norwegian American Hospital provided free glucose screenings, as well as hospital resources and literature. Total Hours = 4

9/15: Blue Cross Blue Shield Informational Table

Blue Cross and Blue Shield were on-site to provide enrollment assistance, during the open enrollment period. We will continue with the BCBS Help Desk at NAH once a month to help answer questions on the plans once new members have received their new cards and are using the services. Total Hours = 1.5

9/25: ALAS Mobile Salon

This annual NAH sponsored event caters to female cancer patients – as a “spa day”. Patients are fitted for wigs, prosthetic and bras by Second Act. NAH secured services that were donated to pamper the women with in-house manicures, massages, breakfast and entertainment. Total Hours = 4

9/27: State Treasurer Hispanic Heritage Month Celebration

Attended the Hispanic Heritage Month Celebration in which the Treasurer celebrates the contributions of the Latino community and business leaders in Illinois. Total Hours = 2

9/29: Alderman Maldonado Senior Health Fair

The event provided resources to the families and children of the 26th Ward-- Vision Screenings, Financial, Health Resources, and Social Services. Norwegian American Hospital provided cholesterol and blood glucose screenings. Total Hours = 6

Total Events = 64

Total Hours = 269

6. Community Involvement 2017



Community Site Locations

A-Karrasel Child Care Centers
 Al Raby High School
 Alcott High School
 All Things Possible for Kids Daycare
 Aspira High School
 Newton Bateman Elementary School
 Jacob Beidler Elementary School
 Betty's Day Care Academy
 Brentano Math and Science Academy
 Magic Johnson Bridgescape Academy
 William H. Brown School of Technology
 Brunson Math & Science Specialty Elementary School
 Camelot Academy of Chicago
 Daniel R. Cameron Elementary School
 Casa Central
 Pablo Casals School of Excellence
 Willa Cather Elementary School
 Channing's Childcare Academy
 Chicago Bulls College Prep
 Chicago Chargers Sports Team
 Chicago Hope Academy
 Chicago Eagles Sports Team
 Chicago Youth Center- Centro Nuestro
 Children's Home + Aid
 Frederic Chopin Elementary School
 Concordia Place
 Crown Elementary Community Academy Fine Arts Center
 Jose de Diego Community Academy
 R. Nathaniel Dett Elementary School
 Diversey Daycare Center
 Dodge Elementary School
 DRW College Prep
 Ella Flagg Young Elementary School
 Leif Ericson Elementary Scholastic Academy
 Esperanza School
 Michael Faraday Elementary School
 Frazier Magnet Elementary School
 Greater Holy Temple Church of God in Christ
 John Milton Gregory Elementary School
 Hana Center
 Hanson Park Elementary School
 John Hay Elementary School
 Hefferan Elementary School
 It Takes a Village
 Jensen Scholastic Academy
 Kelvyn Park High School

Kimball Daycare Center
 La Escuelita Numero Dos Child Care Center
 Learning Through Play
 Learn 7 Charter School Network
 Legal Prep Charter Academy
 Leslie Lewis School of Excellence
 Alain Locke Charter School
 Joseph Lovett Elementary School
 James Russell Lowell Elementary School
 Lutherans Day Care Center
 Manley Career Academy High School
 Marillac Social Center
 John Marshall Metropolitan High School
 Mary Crane Center
 McAuliffe Elementary School
 McNair School of Excellence
 Genevieve Melody Elementary School
 Bernhard Moos Elementary School
 Morton School of Excellence
 John B. Murphy Elementary School
 Henry H. Nash Elementary School
 Nia Family Center (Chicago Commons)
 William P. Nixon Elementary School
 Alfred Nobel School
 North Grand High School
 North Star Child Development Center
 Northwest Middle School
 Ombudsman West
 Pathways in Education
 Brian Piccolo School of Excellence
 Dr. Jorge Prieto Math and Science Academy
 Prosser Career Academy
 Frank W. Reilly Elementary School
 Rowe Clark Math and Science Academy
 Smart from the Start Preschool and Childcare
 Suder Montessori Elementary School
 Charles Sumner Math and Science Academy
 George W. Tilton Elementary School
 Vikings Sports Team
 Carl Von Linne Elementary School
 Washington Irving Elementary School
 Wells Community Academy High School
 West Park Academy of Fine Arts
 West Town Academy
 George Westinghouse College Prep
 Wise Owl Daycare
 Richard Yates Elementary School





Other Community Collaborators:

12th Area Police District
 65th Infantry Borinqueneers Apartments
 A Safe Haven Foundation
 Advocate Health Care
 American Heart Association
 Anne and Robert H. Lurie Children's Hospital of Chicago
 Army of the Kind/Let's Change
 Association House of Chicago
 Aspira Inc. of Illinois
 Bickerdike Housing Association
 Blue Cross Blue Shield and CDPH Caravan
 Bradley University
 Carle Foundation Hospital
 Casa Puertorriquena
 Chamberlain College of Nursing
 Chicago Department of Public Health
 Chicago Hispanic Health Coalition
 Chicago Public School
 Communities in School of Chicago
 Division Street Business Development Association
 Dr. Pedro Albizu Campos High School
 Erie Family Health SBHCs
 Erie Neighborhood House
 European American Association
 EverThrive Illinois
 Fresenius Medical Care
 Frontier Nursing University
 Illinois Association of Free and Charitable Clinics
 Illinois Department of Public Health
 Illinois Doc Assist
 Jehova Justicia
 Las Moradas Apartments
 Logan Square Neighborhood Association
 Loyola University Medical Center
 Mobile Care Chicago
 Mobile Healthcare Association
 Mujeres Latinas en Acción
 National Association of Hispanic Nurses
 Near North Health Service Corporation
 New Life Covenant Church
 Northwest Community Healthcare
 Northwest Connection Chamber of Commerce

Northwestern Medicine Maternal Fetal Medicine Program
 PCC Community Wellness Center
 Planned Parenthood
 Plaza Taino Apartments
 Puerto Rican Cultural Center
 River of Life Women's Shelter
 Roberto Clemente Community Academy
 Rosalind Franklin University of Medicine and Science
 Rush University Medical Center SBHC
 Saint Francis Medical Center College of Nursing
 San Lucas United Church of Christ
 Sarah Bush Lincoln Health Center
 Sonrisa Family Dental
 Spanish Action Committee of Chicago
 Spanish Coalition for Jobs, Inc.
 Teresa Roldan Apartments
 CHEST Foundation (American College of Chest Physicians)
 The Night Ministry
 The Town of Cicero
 Union League Boys & Girls Club
 University of Chicago Ci3 Design Team
 University of Chicago Medicine Comer Children's Hospital



Services Provided to Legislators Health Fairs:

Alderman Ariel Reboyras - 30th Ward
 Alderman Carlos Ramirez-Rosa - 35th Ward
 Alderman Deb Mell - 33rd Ward
 Alderman Roberto Maldonado - 26th Ward
 Alderman Joe Moreno - 1st Ward
 Alderman Milly Santiago - 31st Ward
 Commissioner Luis Arroyo Jr. - 8th District
 Comptroller Susana Mendoza
 Congressman Danny Davis - 7th District
 Senator Iris Martinez - 20th District
 Senator Omar Aquino - 36th Ward
 State Representative Cynthia Soto - 4th District
 State Representative Jaime Andrade Jr. - 40th District
 State Representative Luis Arroyo Sr. - 3rd District

7. Other Supportive Community Involvement

Norwegian American Hospital also offers a wide range of support services to the community. This includes:

- Childbirth Preparation Classes (English/Spanish)
- Free Condoms
- Community Garden
- Annual Children's Coat Drive
- Clothing Closet

8. Education Programs

In fiscal year 2017, Norwegian American Hospital held a variety of education programs for the community. Cost of these programs to the Hospital includes instructor's time, handout materials and staff time to coordinate and promote the programs. Some classes meet regularly such as childbirth preparation and others are part of our outreach participation in health fairs held throughout the year. 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 or participant is typically a physician, nurse, dietitian, physical therapist or health educator.

Norwegian American Hospital also plays a key role in the education of healthcare providers which include a Family Practice Residency Program, Podiatric Medicine Residency Program, Family Practice OB Fellowship Program, Nursing School, Pharmacy and Radiology Clinical Rotations. Norwegian American Hospital provides space and training for participants in these programs through its trained staff.

Education Programs and Residency			Cost
Podiatry			\$ 241,159
Family Medicine Residency			516,212
Nursing Education			384,038
Total Education Programs			\$ 1,141,409

9. Subsidized Health Services

Norwegian American Hospital subsidizes the cost to provide access to variety of health services and education to the community. For example, through its Care-A-Van program, which travels to community schools around the Chicago land area, assists schools with child physicals and immunization compliance.

Norwegian American Hospital also attends over 30 community health fair events and provides free health screening such cholesterol and glucose screenings.

In addition it's community outreach programs, Norwegian American Hospital also provides In-house education services, such childbirth preparation classes and both in-patient and out-patient lactation support.

Norwegian American Hospital also provides transportation to and from the Hospital, free of charge, to patients who live within a fifteen mile radius.

Subsidized Health Service			Cost
Salaries and Wages			\$ 514,461
Benefits			79,663
Medical Supplies			19,326
Supplies			13,034
Fuel, Repairs and Maintenance			68,555
Professional Services			7,024
Patient Transportation (CTA and Taxi)			9,721
Insurance			19,142
Other Expenses			39,419
Reimbursement From NAH Foundation			(363,997)
Total Subsidized Health Service			\$ 406,347

V. Attachments

1. Audited Financial Statements FY2017
2. Charity Care Policy