

MISSION

We exist to provide quality, compassionate healthcare services to the people of the northwest community.

Community Benefit Report – Update 2006
Our Community. Our commitment.



Contributing to the Community's Economic Health

Our growing role in the communities we serve provides significant economic benefits to the northwest suburbs. Our nearly 4,000 employees, many of whom live in the communities we serve, also contribute to the economy of the northwest suburbs. We support local businesses by living, shopping, dining and spending entertainment dollars throughout the northwest suburban community.

What is the broader impact of our economic spending? According to the Metropolitan Chicago Healthcare Council (MCHC), the financial activities of hospitals and their employees contribute to the creation of jobs in other sectors in the community. In fact, MCHC estimates that **one hospital job supports 1.45 additional jobs (2006)**.

For more detailed information on Northwest Community Hospital's community benefit and charity care programs, please visit our website at www.nch.org.

We continue to fulfill our commitment by offering a spectrum of programs and services that make Northwest Community a trusted health safety net for the people we serve – a responsibility we take very seriously.

Our community counts on us...and we have responded. In the past year, Northwest Community has touched the lives of countless individuals with a broad-based community benefit program that includes community-based clinics and assistance for those in need, as well as support for local agencies and organizations.

Our commitment to the community is demonstrated in many ways:

Charity Care

We believe every individual should have access to the excellent healthcare provided by Northwest Community Hospital. To that end, we have furnished services at no cost, or at a reduced rate, to individuals throughout the communities we serve who have limited financial resources.

Cost of Caring: \$4,248,100 actual cost of unreimbursed charity care in FY '06.

Language Assistance

With the northwest suburbs home to increasing numbers of people from other countries, Northwest Community has responded by offering a Language Assistance Program. In 2006, our staff provided interpreter services approximately 12,250 times (a minimum of 20 minutes each) to our patients and their families.

Cost of Caring: \$285,600 for the Language Assistance Program in FY '06.

Government-Sponsored Program Services

As our population ages, Northwest Community provides care for increasing numbers of patients who receive Medicare. And, with older patients more likely to have chronic conditions and multiple, often complex, medical challenges, the gap between the cost of care and reimbursement continues to widen. Northwest Community also cares for patients who receive Medicaid, which adds to the shortfall in reimbursement.

Cost of Caring: \$45,032,500 in excess cost over reimbursement for Medicare and Medicaid combined in FY '06.



Northwest Community is a charitable organization and provides financial assistance to people who are eligible. For more information, please call 847.618.4542 or visit www.nch.org.



**Northwest
Community
Hospital**

800 West Central Road
Arlington Heights, IL 60005
847.618.FIND (3463)
www.nch.org

Camille Koertner, dental hygienist, volunteers her time with the Mobile Dental Clinic.

“Being a volunteer has given me a new perspective on what it means to be a caregiver.”



Donations/Sponsorships/Other

We continue to support local agencies that address priorities such as homelessness, child abuse, and health education. For example, in 2006, we donated \$20,000 to Shelter, Inc, an organization that provides emergency and temporary housing for thousands of abused or neglected children and adolescents.

Cost of Caring: \$1,396,500 in donations and sponsorships made by Northwest Community in FY '06 to a wide range of local organizations and agencies that help those in need.

Volunteer Services

Northwest Community relies on the contribution of hundreds of community members who volunteer their time and talents at many of its locations. In addition, physicians, nurses and other healthcare professionals donate their valuable time to make many of our community programs possible. For example, eight core physicians donated more than 700 hours in 2006 to care for area residents at the Neighborhood Health Resource Center in Rolling Meadows. Their generosity contributes to the impact of this program, which provided more than 2,000 patient visits in 2006.

Cost of Caring: Valued at \$1,046,800 (measured using the Hospital's minimum wage). This figure is primarily based on the 108,000 hours donated by community members who generously volunteer at the Hospital and other locations, as well as healthcare professionals who donate their time at community-based clinics and the mobile dental clinic to help community members in need.

Education

In 1972, Northwest Community created the first Emergency Medical Services (EMS) system in Illinois that is now used as a model by hospitals throughout the country. Today, Northwest Community continues to serve as the EMS resource hospital, providing training for first responders within a 330-square-mile area. In 2006, Northwest Community provided paramedic training for 92 EMTs/paramedics, as well as continuing education for more than 10,000 EMTs, paramedics and ECRNs.

Cost of Caring: \$913,400 funded training and continuing education programs for first responders and caregivers. \$495,000 of this total was dedicated to the EMS program in FY '06.

Subsidized Health Services

Northwest Community is committed to helping maintain access to primary care for the medically underserved throughout the northwest suburbs. These needs are met in a variety of ways including free community-based clinics, a mobile dental van, health education programming, screenings and immunizations to community members. In FY '06, our community clinics provided more than 20,000 free visits.

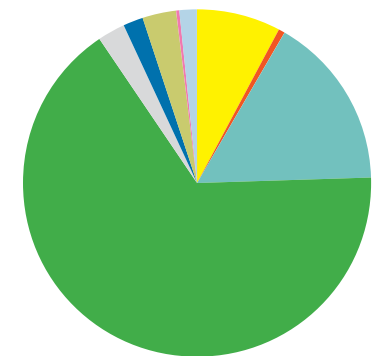
Cost of Caring: \$1,826,200 in total contributions made by Northwest Community toward subsidized health services in FY '06.

Other Uncompensated Care

Fulfilling its mission to provide quality, compassionate healthcare, Northwest Community provides care for many patients who are unable or ultimately chose not to pay.

Cost of Caring: \$26,095,000 in bad debt was incurred by the Hospital, in addition to charity care, which represents charges for services provided for which no payment was received.

Fiscal Year 2006 – Our Commitment to Community Benefit		%
Charity Care (unreimbursed cost)	\$4,248,100	7.8%
Language Assistance Services	285,600	.5%
Government Sponsored Program Services (excess cost over reimbursement)		
Medicaid	8,939,900	16.3%
Medicare	36,092,600	65.9%
Donations/Sponsorships/Other	1,396,500	2.5%
Volunteers	1,046,800	1.9%
Subsidized Health Services	1,826,200	3.3%
Research	28,000	.1%
Education	913,400	1.7%
Total expenditures	\$54,777,100	100.0%



Community Benefit Annual Objectives

- Measure the health of the communities we serve.
- Measure diversity within our workforce as it relates to our community.
- Provide 20,000 primary care visits per year to the medically underserved.
- Provide 2,000 dental visits per year to the medically underserved.
- Improve the health of the communities we serve through partnerships with local agencies and organizations.

“Seven years ago, I could not have even dreamed that my life could be so full.”



Yanira Luna and her family received assistance from the Healthy Families program – one of the many community programs that benefit from the Hospital's support.