

What's in it for you?

REPORT TO OUR COMMUNITY





We're in it for you

At Northwest Community Hospital, we've made a promise to our community: to be your trusted healthcare partner, providing you with outstanding service, personal attention, convenient access, and quality, compassionate care.

It's time now to report to you on what we're doing to keep our promise – and what's in it for *you*.

In this report you'll discover the world-class specialty care and state-of-the-art technology that's available to you in your own community. You'll learn about new aspects of healing, comfort and advanced care that will be available to you when our patient care addition

opens early in 2010. And you'll hear how we're bringing you easier access to a full range of services to make you better and keep you well.

Our community has supported our vision generously, with record gifts in 2007. You'll find out how we're giving back to the community through partnerships that extend our care to the underserved.

NCH is creating a new kind of community hospital, for one reason: to give you and your family the opportunity to lead healthier, more fulfilling lives.



Bruce K. Crowther
President and CEO



For your high expectations

When it comes to your health, nothing but the best will do. NCH is making sure you have the best medical care available – right here in the northwest suburbs.

Nationally recognized doctors and nurses

At NCH, patients are treated by some of the Chicago area's top doctors, who participate in national research trials that give our patients access to cutting-edge treatments. Our nurses also conduct research aimed at improving care at the bedside – one reason NCH is among just 5 percent of hospitals nationwide to receive the Magnet Award for Nursing Excellence.

World-class specialty care

NCH is setting new standards in the prevention, detection and treatment of complex diseases such as breast

and prostate cancer and digestive system disorders. In these specialty areas we've put together unique programs with multidisciplinary physician teams, the most powerful and precise technology, and a highly personalized approach, including special nurses who guide and support patients through comprehensive care.

A special partnership for children

Our partnership with Children's Memorial Hospital brings you the very best in pediatric care, such as on-site neonatologists who provide expertise for high-risk infants. Building on that relationship, our Pediatric Emergency Department is now staffed by Children's Memorial doctors board-certified in pediatric emergency medicine.

"I chose NCH for my cancer treatment because I wanted the best doctors and treatment options. The surprise bonus was my nurse and breast health specialist Sandra Hoffman, APN. She's a patient, compassionate woman with tons of knowledge – and she's been there to hold my hand the entire way."

Lisa Pedicone, breast cancer survivor





For your benefit

Doctors today use a broad array of tools that allow them to diagnose and treat diseases that only recently were beyond the reach of medicine. NCH gives doctors the technology they need to take the best possible care of you.

On the leading edge

Northwest Community seeks out the new technologies that offer you the greatest benefits: precision, safety, comfort, faster recovery and fewer complications. That's why we were among the first hospitals in the region to offer da Vinci[®] robotic surgery and CyberKnife[®], which targets tumors without surgery. A dual-source CT scanner is the latest addition to our advanced services for the diagnosis of patients with cardiac disease.

Advanced imaging, close to you

You'll find advanced technology for diagnostic testing – like MRI, digital mammograms and dual-source CT scans – at our Hospital campus in Arlington Heights and at our Schaumburg Imaging Center. Or get your mammogram at our Treatment Center in Buffalo Grove. Wherever you go, your test will be read by board-certified NCH radiologists.

A clearer view

Interventional radiology uses imaging tools to provide real-time roadmaps for less-invasive treatments. Our latest acquisition is state-of-the-art biplane angiography technology, used in treating problems from uterine fibroids to aneurysms. It provides dramatically better visualizations, faster procedures, and enhanced patient safety.



“Looking at treatment options for my prostate cancer, the most important thing – after getting rid of the cancer, of course! – was avoiding side effects like impotence and incontinence. When I learned I was a good candidate for CyberKnife, I said ‘full speed ahead.’ We’re very pleased with the results.”

William Horn, prostate cancer survivor, with his wife, **Mary Pat**

For the whole you



Your well-being is at the center of the patient care addition now under construction on our Hospital campus. It's a new kind of environment, scientifically designed to help heal your body, mind and spirit.

Two hundred private rooms

Sophisticated in-room technology, comfortable amenities and nurse stations close at hand will raise the quality and safety of your care. Patient rooms will feature natural light, views of landscaped gardens, reduced noise, and Internet connections. They're designed with plenty of space for family members to be with you, offer you love and support, and participate in your care.

Special care

We're dedicating two entire floors of the new building to women's services, including spacious rooms for labor and delivery and state-of-the-art care for high-risk births. And for our most seriously ill patients, we're adding a 24-bed critical care unit.

Enhanced emergency care

You'll get better care with shorter wait times for emergencies large or small when we open our new Emergency Department – twice the size of the existing one. We'll continue to provide a special area for pediatric emergency care, staffed by pediatric emergency medicine specialists from Children's Memorial Hospital.

"I can't say enough about how wonderfully the NCH staff cared for my baby and me. They didn't just 'deliver' Nicholas – they taught me how to care for him. He stayed in the room with me, and even after hours the nurses kept coming in to see if we needed anything."

Tracey Heiden, new mom, with her son, **Nicholas**





For your health and well being

Comprehensive healthcare means more than treating you when you're sick. At NCH we work as hard to keep you well as we do to make you better.

Be informed

This year NCH launched *YOU*, a new magazine with a wealth of information to help you make the most of healthy living in the northwest suburbs. And you'll find more ideas online: our website offers tools to help you take charge of your health, from interactive assessments and risk calculators to personalized health tracking and e-newsletters.

Stay well

When you're ready to move beyond reading, look for the latest offerings in our Positively

Healthy calendar. You'll find classes for all ages, special events to nourish body and soul, programs on health, nutrition, childbirth and infant care, and activities and support groups for people dealing with serious health challenges.

Get active

If you're looking to improve your fitness, our Wellness Center in Arlington Heights and the Buffalo Grove Fitness Center offer more than ever, including personalized fitness programs and classes, spa services, and physical therapy. At the Hospital and in the community, seniors will find walking clubs, exercise classes and more – to help you enjoy every minute of your life.

"I'm living proof that exercise is one of the best things I can do for my Parkinson's disease. Since I started working out five days a week I've improved my balance and strength, I sleep better, and I seldom get depressed. I even need less medication."

Jo-Ann Golec, Parkinson's disease patient and Wellness Center member



For your busy life



Your life is complicated enough. That's why NCH has added new services and facilities to make taking care of yourself more convenient.

Make it simple

It's now easier than ever to park at NCH. Our new garage provides 700 additional parking spaces and shelters you against the elements.

Make it convenient

One call to Express Scheduling lets you schedule all your NCH appointments back to back. At our Patient Services Center you can pick up your X-rays or medical records, pay your bill and more – all at one convenient location.

Take it home

Bringing your child home after a hospital stay can be a mix of joy and chaos. At our

CarePackage for Kids® kiosk you can purchase health and wellness products and go right home without adding another stop. Soon, you'll find *CarePackage* product selections for new moms and babies, women visiting the Breast Center, cancer patients and even your home healthcare needs.

Where you live, work and play

On weekends, late nights or anytime your own doctor's not available, you can count on quality care from an NCH physician at our Treatment Centers in Schaumburg, Lake Zurich, Buffalo Grove...and early next year, a new Treatment Center in Mount Prospect. Come right in for treatment of everyday illnesses and injuries– no appointment needed. Lab tests and diagnostic imaging are available, too.



"We have a very active family, and sometimes it seems like the kids wait for holidays and weekends to get sick, or to hurt themselves in a sports tournament. But the staff at the Lake Zurich Treatment Center is always there to take care of them...and to calm my wife and me."

Mike Obsuszt, high school athletic director, with his family

For your neighbors in need



Through community health clinics, a mobile dental clinic, health education programs, and free screenings and immunizations, we reach out to neighbors who can't afford medical care.

During 2007 we expanded our commitment to community-based clinics by supporting the Access Community Health Network in establishing a Federally Qualified Health Center directly across from the Hospital. The facility will provide care for nearly 10,000 patients a year.

Working together

Several other examples illustrate our commitment to community outreach. The

Palatine Opportunity Center was established by several local organizations including NCH through the generous support of the Chartered Foundation. The Center offers immigrant families and other underserved populations medical services, job skills training, literacy programs and more. Our Neighborhood Health Resource Center in Rolling Meadows, staffed by volunteers and physicians, provides free care and affordable medications to families with limited resources. And we point with special pride to our Healthy Families child abuse prevention program, which has become a model nationwide.



"The Neighborhood Health Resource Center has done so much for us. Because of my diabetes, I had a high-risk pregnancy and needed specialized care. My son is now a happy, healthy toddler and a daily reminder of the excellent care I received there."

Maria Chimal, with her son Emilio and Rose Jensen, RN

For your willingness to share

To achieve our vision of what your community hospital can be, NCH depends on support from neighbors like you. In 2007 you contributed a record \$10.7 million. Gifts come in all sizes – and each one helps us provide better care for you and those you love.

An extraordinary gift

A gift of \$1 million from Rita and John Canning will help us build our new Emergency Department. The gift also helps fund a partnership with northwest suburban WINGS (Women in Need Growing Stronger) to train Hospital staff to recognize signs of domestic abuse and respond effectively. A WINGS office on site will provide counseling for domestic violence victims.



For your information

We believe your hospital has the responsibility to provide you with the information you need to make wise healthcare choices. And we think that information should be clear and simple. That's why, last year, NCH became the first hospital in the Chicago area to publish a comprehensive, online Quality Report Card.

Our Report Card shows you how we compare with state and national averages on a wide range of measures in clinical care, patient safety and patient satisfaction. Because the more you know, the better decisions you can make – and the more confidence you'll have in your healthcare choices.

Nationally recognized for quality care

100 Top Hospital National Award

Thomson Healthcare, 2006

Chicago Area's Top Doctors

Castle Connolly Medical Ltd.

Magnet Award for Nursing Excellence

American Nurses Credentialing Center, 2006-2010

Beacon Award for Critical Care Excellence

American Association of Critical Care Nurses, 2007

Primary Stroke Center Designation

Joint Commission, 2006-2008

Accredited Chest Pain Center

Society of Chest Pain Centers, 2006-2009

NCH by the numbers

Each year we care for more than 28,000 inpatients and 378,000 outpatients.

Physicians perform more than 18,000 surgical procedures, from open heart surgery to joint replacement to neurosurgery. Our Emergency doctors and nurses are some of the most experienced in the Chicago area, treating 60,000 patients annually. An additional 11,000 children are cared for in our Pediatric Emergency Department.

We provide nearly 39,000 home care visits a year, and annual mammography services to more than 26,000 women. And we're proud to be the birthplace of 3,000 babies each year!

"We spent a lot of time in the NCH Emergency Department with my father in his last years. The people were wonderful – but the physical capacity just wasn't there. We're happy to be a part of improving the ED experience for the community."

Rita Canning, with her husband, John

Financial highlights

Fiscal Year 2007

Where Our Money Comes From

	(In Thousands)
Gross Charges Billed for Patient Services	\$ 1,130,547
Other Operating Revenues	23,704
Amounts Not Paid By:	
Medicare	(398,884)
Medicaid	(36,903)
Managed Care	(262,617)
Total Amount Unpaid	\$ (698,404)
Net Operating Revenues	455,847
Additional Funds Available From Philanthropy & Reserves	53,471
Total Available Funds	\$ 509,318

The Cost of Caring

Northwest Community Hospital stands firm in its commitment to promote the well-being of people who live and work throughout the northwest suburbs—regardless of their ability to pay for healthcare services. In 2007, the Hospital and its affiliated programs provided more than \$78 million in unreimbursed care and related services.

How Each Dollar is Spent

	(In Thousands)
Employee Salaries	\$ 171,647
Employee Benefits	53,283
Supplies & Pharmaceuticals	63,392
Utilities, Insurance & Other	40,563
Depreciation	29,181
Interest Expense	4,866
Professional Fees & Purchased Services	17,803
Charity Care & Bad Debts	51,456
Illinois Hospital Assessment	20,938
Investment in Technology, Facilities & New Programs for Patient Care	56,189
Total Expenditures	\$ 509,318

Charity Care (unreimbursed cost)	\$ 7,579
Northwest Community subsidy for costs exceeding reimbursement for Medicare & Medicaid	64,592
Community-based Education, Medical Clinics, Donations & Support	6,162
Total Value of Community Benefit in 2007	\$ 78,333

Charity Care & Bad Debts 10%

Investment in Technology, Facilities & New Programs for Patient Care 11%

Employee Benefits 10%

Professional Fees & Purchased Services 3%

Interest Expense 1%

Depreciation 6%

Utilities, Insurance & Other 8%





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