



Inspired Healthcare

Near North Health Service Corporation
Centers of Exceptional Care

2013 Annual Report

Comprehensive Health Centers

Cottage View Health Center

4829 S. Cottage Grove Ave., Chicago, IL 60615
(773) 548-1170

Denny Community Health Center

30 W. Chicago Ave., Chicago, IL 60610
(312) 926-3964

Flannery Health Center

1531 N. Clybourn Ave., Chicago, IL 60610
(312) 664-2093

Komed Holman Health Center

4259 S. Berkeley Ave., Chicago, IL 60653
(773) 268-7600

Louise Landau Health Center

800 N. Kedzie Ave., Chicago, IL 60651
(773) 826-3450

Reavis School-Based Health Center

834 E. 50th St., Chicago, IL 60615
(773) 358-6767

Uptown Community Health Center

4867 N. Broadway Ave., Chicago, IL 60640
(773) 878-8098

Winfield Moody Health Center

1276 N. Clybourn Ave., Chicago, IL 60610
(312) 337-1073

WIC (Women, Infants and Children) Sites

Chicago Nutrition Center

1734 W. Chicago Ave., Chicago, IL 60622
(773) 227-8022

Humbolt Park WIC

3309 W. North Ave., Chicago, IL 60647
(773) 862-4890

Norwegian American Hospital WIC

1044 N. Francisco Ave. (*Main Floor*), Chicago, IL 60622
(773) 486-0126



Accredited by the Joint Commission for
Ambulatory Care & Behavioral Health



Recognized as a Patient-Centered Medical Home by
the National Committee for Quality Assurance

Our Mission

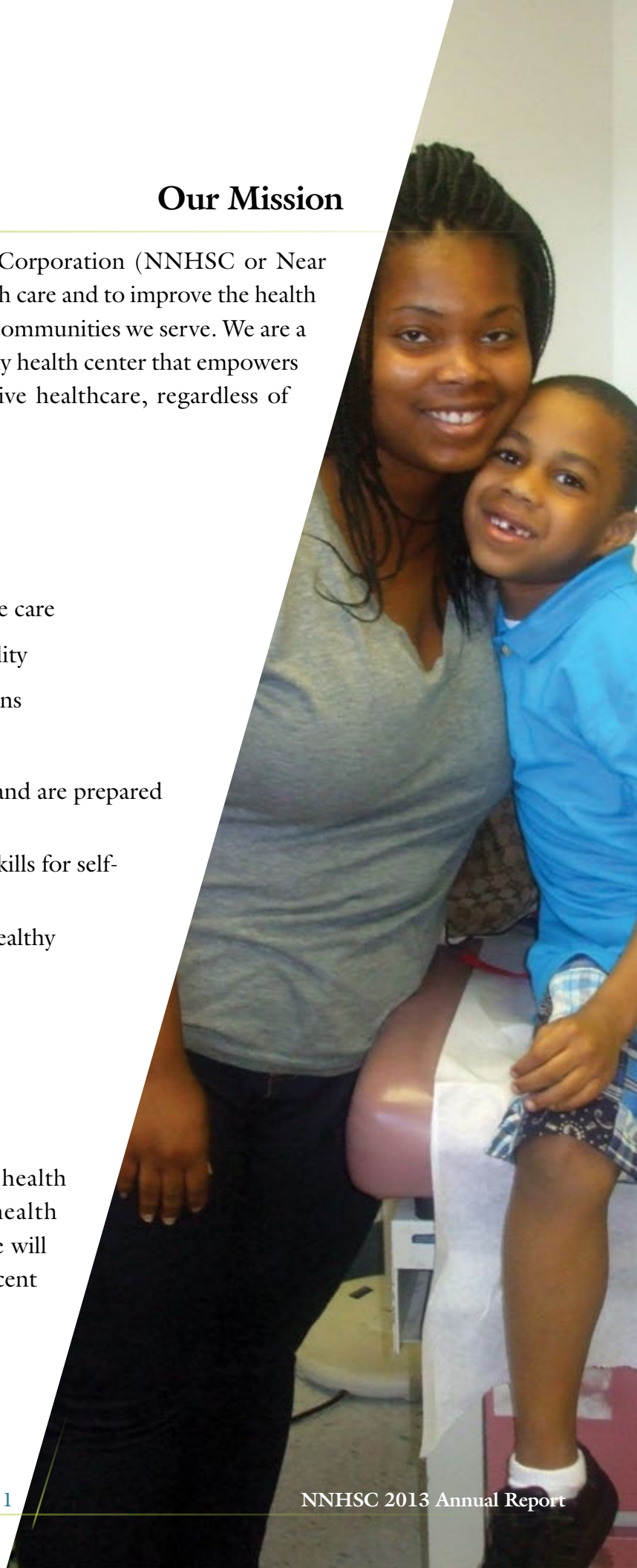
The mission of Near North Health Service Corporation (NNHSC or Near North) is to provide access to high quality health care and to improve the health and well-being of the diverse populations and communities we serve. We are a culturally sensitive, patient-centered community health center that empowers individuals through education and preventative healthcare, regardless of one's ability to pay.

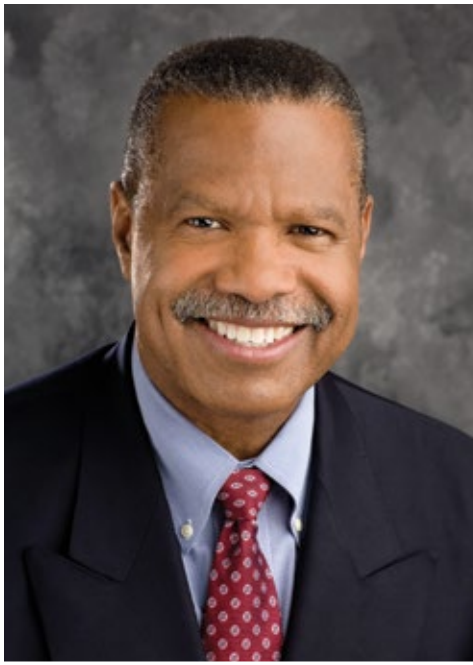
Our Values

<i>Compassion ...</i>	We demonstrate that we care
<i>Excellence ...</i>	We seek distinctive quality
<i>Innovation ...</i>	We find creative solutions
<i>Integrity ...</i>	We are accountable
<i>Diversity ...</i>	We appreciate, respect and are prepared to serve all
<i>Empowerment ...</i>	We educate and build skills for self-sufficiency
<i>Advocacy ...</i>	We promote safe and healthy communities

Our Vision

To be recognized as a premier community health center, providing quality comprehensive health care services to the medically underserved. We will strive to provide 100 percent access with 0 percent disparity.





Chairman of the Board of Directors Clarence Burch

Dear Friends,

As a life-long resident of the near north side, I have been a neighbor of Near North since its inception. By serving on the board, I have been fortunate to be both participant and observer of the agency's proactive growth and change. Yet, throughout all of this growth and change, one thing has remained constant – the ability to put the needs of the patient first.

Even before the Affordable Care Act, there have been various healthcare initiatives and strategies to address the delivery of medical services and how to “manage” patients. There were plans that put the numbers first – how many patients can your agency get in the door? There have been initiatives that put geography first – “do the patients live in your agency's zip code area?” There have been initiatives that put economics first – “what payment methods are your patients using?”

Though these patient management initiatives may not have always been implemented directly on Near North, our agency has endured them all. Yet, we have managed to remain true to ourselves ... true to a simple and effective growth strategy that we know works for us – **the patients come first**. Our question has always been, “how can Near North be a good neighbor and best respond to the patient's or client's needs?”

In the early years, Near North provided healthcare for poverty-stricken children living in Cabrini Green housing and the surrounding area. Then we expanded services to include the mothers of those children, and finally evolved into comprehensive, family-centered, intergenerational care. Later, services were added to help clients get to their appointments (transportation), remain compliant with their healthcare (social service programs), and have convenient access to specialty care (podiatry, ophthalmology, oral health and x-rays). Today, everyone who comes to Near North for care, regardless of the community in which they live, has access to all of these services and programs.

I hope you enjoy this year's annual report, which will give you a glimpse of how Near North is quietly improving the quality of life for thousands of people in communities across Chicago by applying our simple “patients come first” strategy.

On behalf of the Near North Board of Directors and staff, thank you for your confidence in our work and for caring about the patients we serve.

A handwritten signature in black ink that reads "Clarence L. Burch". The signature is written in a cursive, flowing style.



Executive Director Berneice Mills-Thomas



Dear Friends,

Since our formation, the “prime directive” at Near North has been clear – seek out the areas where there are large populations of medically underserved residents in the Chicago area, and deliver exceptional health care services to that community. This was the original intent of the National Association of Community Health Centers when it began forming community health centers back in the early 70s. Today, after nearly a half-century of service, Near North remains true to its original mission.

This prime directive drives everything we do—from deciding on new programs and services, to selecting the communities where we build our health centers. Near North recognizes that every decision—no matter how small—affects the quality of patient care. As I look back at the last four decades, even to the times preceding my tenure, I am proud of the strategic decisions made at Near North to transform the quality of life for our patients and their communities. These decisions have resulted in breaking down many of the barriers to delivering exceptional care.

Near North was the first federally qualified health center (FQHC) in Chicago to implement an electronic medical record (EMR). We are now in the process of upgrading to GE’s premier CPS12 EMR system, which will give our medical providers greater capability of making well-informed treatment decisions, readily accessing data, and communicating with their patient-base more quickly and securely.

Exceptional patient care will always be Near North’s number one priority. Our team of talented, dedicated medical providers and mental health professionals will continue to do what they have done from day one—collaborate to find the best solutions to a patient’s specific health needs by treating the whole person and not just their disease. In our latest endeavors, we have partnered with several foundations and other community-based organizations to build a system of care coordination throughout our network of health centers. This model will enable us to focus more on prevention, chronic illness management, and improved patient-centered care. We expect patients to not only have improved health outcomes, but an improved and enhanced experience of care—tailored to their individual needs.

We are grateful to you—our invaluable and precious partners, collaborators, and donors. Thank you for your faithful support in helping us to fulfill our mission of exceptional care to the thousands of individuals and families who call Near North their very own medical home.





Our History

Established in 1966 and incorporated in as a 501(c)(3) nonprofit organization in 1982, Near North exists to provide low-income individuals and families in Chicago with access to quality, affordable healthcare.

Nearly 50 years ago, Near North Health Service Corporation (NNHSC) was formed by a combination of community activism and the merging of two well-respected community clinics, one for children operated by Children’s Memorial Hospital and one for adult health, operated by Northwestern Memorial Hospital. Immediately, NNHSC set about forming a diverse board of directors comprised of community residents and civic leaders, including those from NMH and Children’s, local agencies, health care professionals, the local chamber of commerce, and most importantly – community residents.

In 1987, Near North constructed the Winfield Moody Health Center at 1276 North Clybourn Avenue because services being provided in the old building lacked an elevator; which posed a problem for sick, elderly, and pregnant patients. The center is named for Dr. Florence Winfield, one of the center’s first physicians and former medical director, and Mrs. Alme Moody, a community activist and one of the founding members of the governing board.

In January 1994 Near North later expanded its operations to the South Side, becoming the permanent administrators of the Komed Health Center after its previous operators experienced increasingly severe problems, resulting in their inability to provide services and abandonment of the facility. Unfortunately, inadequate construction of the Komed building under the previous operators resulted in major safety hazards. Through negotiations with the City of Chicago’s Public Health Department, Near North obtained funding to build a new facility close to the original site – moving its South Side operations to the city’s Claude B. Holman Clinic in 1997.

While this move resulted in an immediate increase in client volume and the ability to expand on-site services, it reinforced the urgent need for a comprehensive facility to serve this seriously underserved community of more than 200,000 people. In the fall of 1999, Near North completed construction of the new 24,000 square-foot Komed-Holman Health Center at 4259 South Berkeley Avenue – a state-of-the-art building that would go on to win architectural accolades.

In 2000 Near North and the Chicago Commons Association, a non-profit human service agency, joined together to open the Louise Landau Health Center at 3645 West Chicago Avenue. This is a primary care facility located inside the Chicago Commons Bank of America Settlement House. Adjunct social services at this site are provided by Chicago Commons. NNHSC's Louise Landau serves the health needs of families who live in this underserved community of Humboldt Park, but also draws patients from of nearby Austin, West Garfield Park, and North Lawndale.

Near North's other health centers are: the Cottage View Health Center, located at 4829 South Cottage Grove Avenue and serving the Grand Boulevard, Kenwood and Oakland communities; Near North acquired the Uptown Community Health Center at 4867 North Broadway Avenue in 2007; the Denny Community Health Center, located in the Lawson House YMCA at 30 West Chicago Avenue, which Near North began operating in 2008; and in 2009, Near North opened up the Reavis Elementary School school-based health center at 834 East 50th Street.

However, a history is more than just buildings and site acquisitions – this annual report will attempt to expand your knowledge about how Near North came to be a recognized “centers of exceptional care” in all aspects of its operations.





Near North – The Experience

The feel of our community health centers is a principal part of the patient-centered medical home experience at Near North. Providing patients with attractive, light-filled health centers that rival the luxury of private doctors' offices has a beneficial impact on our health care delivery. Providing health care and support services in environments that are bright, attractive, and inviting motivates patients to keep their appointments— thereby reducing the patient no-show rate, increasing the level of compliance, and promoting long-term continuity of care.

In October 2012, Near North broke ground for its ninth community health center. Designed as a state-of-the-art energy efficient facility, the North Kostner Health Center will feature 21 exam rooms, a fully-equipped cooking demonstration kitchen, a comfortable private lactation and breastfeeding room, open-air design, rooftop garden, and a centrally located healing garden that is accessible to patients.

- Near North has installed video conferencing equipment at five of its community health centers – facilitating greater care coordination and tele-health throughout our system.
- Near North expanded, revamped and relocated its call center to better serve patients with more immediate access to health providers and more flexibility in scheduling appointments.
- Near North's Komed Holman Health Center in the Kenwood community won the Richard H. Driehaus Foundation Award for Architectural Excellence in 2000.

Near North began providing services for a family who found themselves, like many others, in changed financial circumstances due to the recession--they lost their healthcare coverage when the father lost a well-paying job (their major source of income). They began accessing services for the children through our pediatric department, and found the care so impressive that the mother and father also established doctors in our adult medicine and women's health departments. After coming to our health centers for more than a year, the father stated that "I get better health care from here than I had at private doctors' offices."

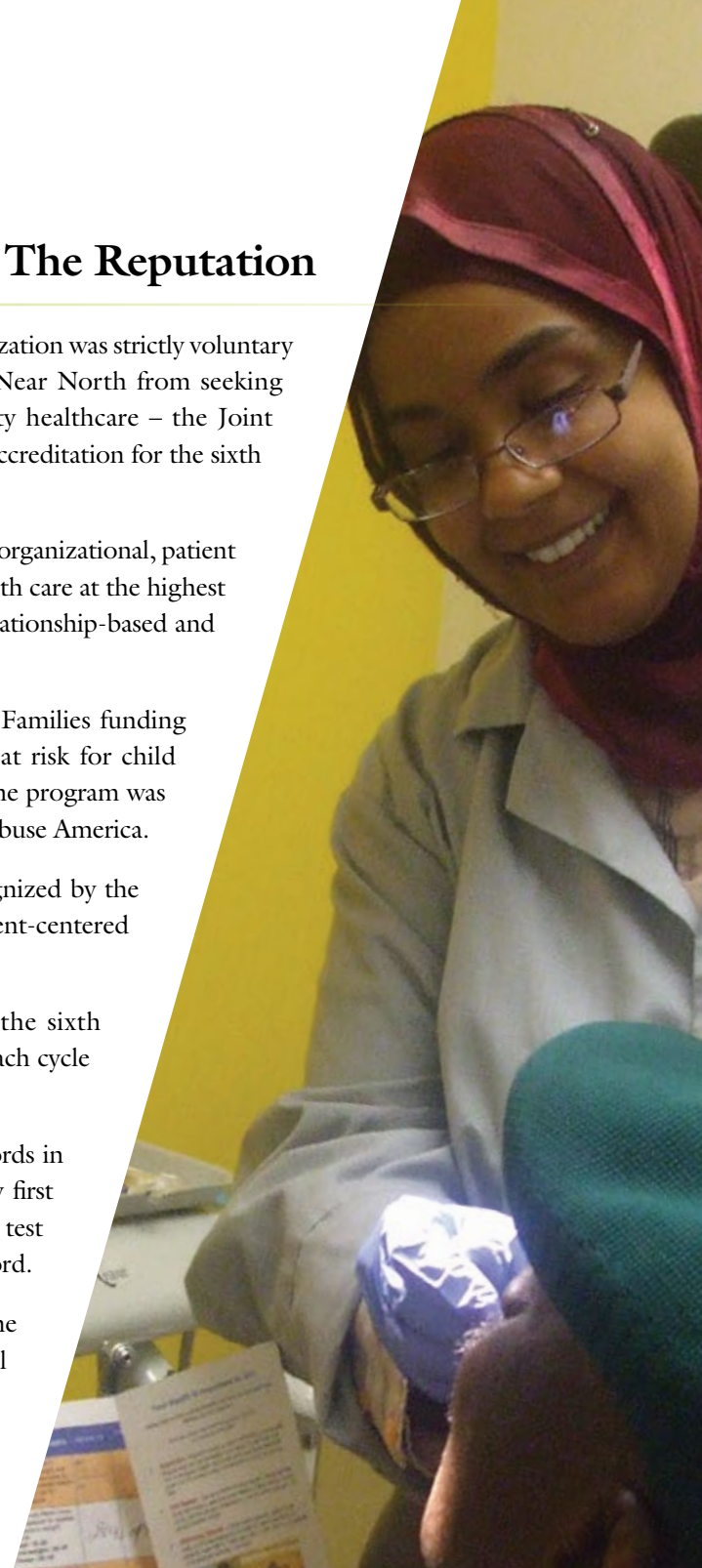
Near North – The Reputation

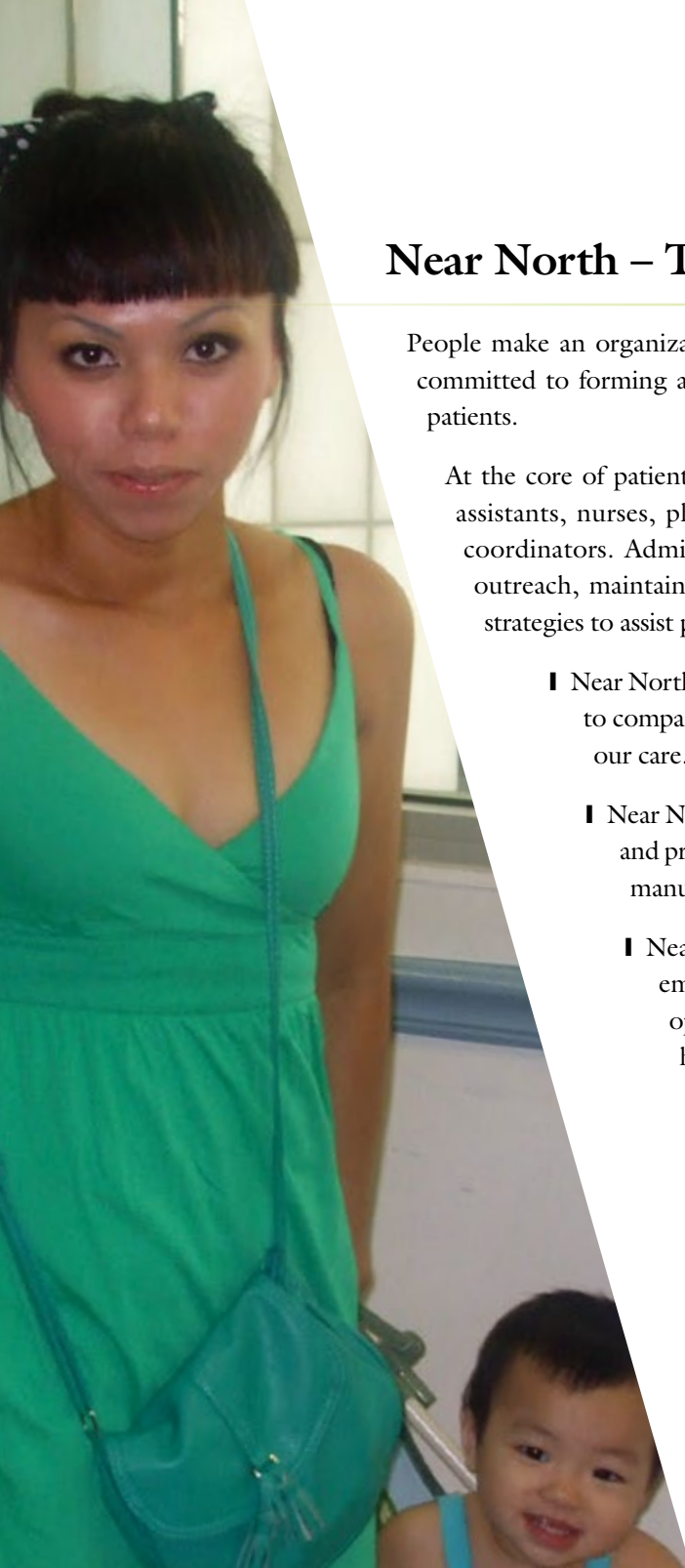
Until recently, accreditation through a third party credentialing organization was strictly voluntary for community health center clinics. However, that did not stop Near North from seeking the “gold standard” seal of approval in the measurement of quality healthcare – the Joint Commission. In 2013, Near North was awarded Joint Commission accreditation for the sixth consecutive cycle for both ambulatory care and behavioral health.

Accreditation by the Joint Commission demonstrates compliance with organizational, patient care, and safety standards. Near North is committed to providing health care at the highest measurable standards. We strive to provide a medical home that is relationship-based and concerned with the “whole person.”

- Near North was one of the first agencies to receive Healthy Families funding in Illinois to provide case management services for families at risk for child maltreatment. After a one-year self-study and 3-day site visit, the program was accredited again for its excellence in service by Prevent Child Abuse America.
- Near North is one of the first FQHCs in Chicago to be recognized by the National Committee for Quality Assurance (NCQA) as a patient-centered medical home.
- Near North was accredited by The Joint Commission for the sixth consecutive cycle for ambulatory care and behavioral health (each cycle is for three years).
- One of the first agencies to implement electronic medical records in 2006, Near North has been chosen by GE as one of the very first out-patient health care organizations in the nation to implement, test and provide feedback on its new CPS12 Electronic Medical Record.
- After successfully implementing the HealtheRx program at the Komed Holman Health Center, Near North has become a model for other community health organizations for technical expertise and patient-focused applications. Near North has printed more than 5,000 electronic prescriptions utilizing this process.

An African American male patient came to our health centers as a person who was taking more than 13 medications. He was also suffering from morbid obesity with chronic obstructive pulmonary disease (and on oxygen), some muscular degeneration, and high blood pressure. After working with his provider for more than a year, he credits Near North with saving his life. This patient has successfully lost more than 50 pounds, his co-morbidities are under control, he is off nearly every medication, and he has improved his overall health and well-being.





Near North – The Extraordinary People

People make an organization great. Behind the Near North name are individuals personally committed to forming a cohesive team that consistently operates in the best interests of our patients.

At the core of patient coordinated care are physicians, advanced practice nurses, physician assistants, nurses, pharmacists, nutritionists, social workers, health educators and care coordinators. Administratively, we work behind the scenes to expand access, conduct outreach, maintain our facilities, improve quality performance, and assemble payment strategies to assist patients.

- Near North has developed a research project with Northwestern Memorial Hospital to compare the effectiveness of multiple clinical projects – ensuring the quality of our care.
- Near North has improved its quality assurance and quality improvement policies and procedures, expanding QA/QI staff, generating more reports, eliminating manual chart audits, and ensuring better patient care and health outcomes.
- Near North’s staff was selected as the only agency to try PUSH, a new employee health incentive program, as a part of their health insurance options. Staff participation was at an astonishing 96%, with remarkable health improvements (including smoking cessation). Our pilot project served as a model for the insurance company to introduce the program to other FQHCs.

A registered dietician in our WIC (Women, Infants, and Children) program worked closely with a pregnant teen mother throughout her pregnancy about the details of becoming a new mom. She put a lot of emphasis on helping the young woman to understand the positive aspects and importance of breastfeeding to the health of her newborn. Working with her counselor, the client decided that it was something that she wanted to try, despite negative feedback from family and friends who suggested that she use formula. She returned to the clinic a few weeks after the birth of her baby to report that she was exclusively

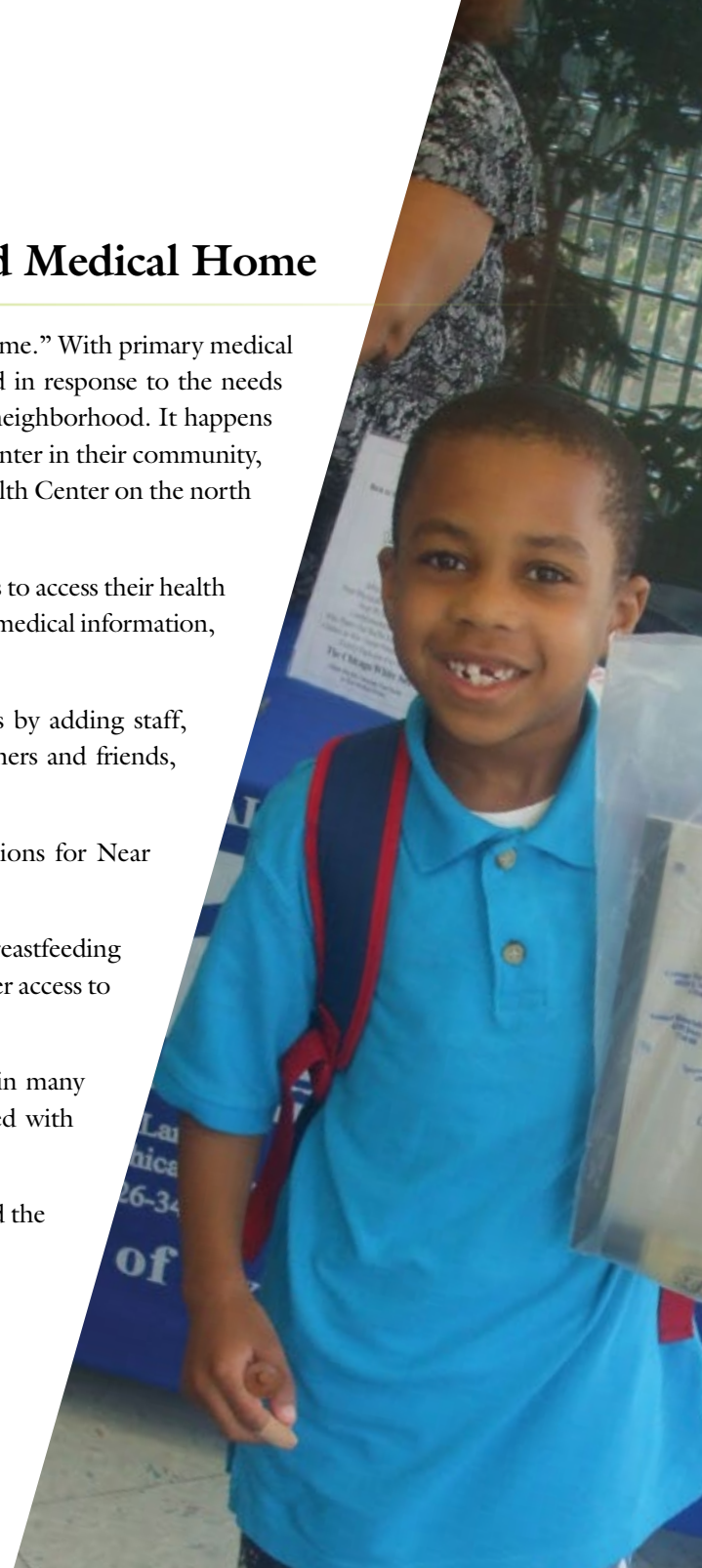


Near North – A Patient-Centered Medical Home

Near North could have coined the term “patient-centered medical home.” With primary medical care at our core, Near North’s services and programs have expanded in response to the needs of the communities we serve. Near North is and remains part of the neighborhood. It happens often that patients know our agency only by the name of the health center in their community, e.g, Komed Holman Health Center on the south side or Uptown Health Center on the north side. That’s real community-focused patient care!

- Near North has developed a patient portal, which allows patients to access their health records, communicate with providers, make appointments, find medical information, complete surveys, and document medications and usage.
- Near North has greatly improved its services to HIV+ clients by adding staff, providing better care coordination, expanding testing to partners and friends, and conducting further outreach and education
- A record 232 patients participated in workshops and discussions for Near North’s Child Abuse Prevention Month activities
- Nutrition Services has expanded clinical dietician services and breastfeeding peer counselors to five of our WIC sites, allowing patients greater access to services along with flexibility in scheduling appointments.
- The Cooking Up Change program is filling a gap in services in many of the communities by providing lessons on nutrition, coupled with cooking classes for all ages (children, adults, and seniors).
- In 2013, Near North presented its 21st Men’s Health Week and the 11th Diabetes Health Fair.

breastfeeding. She had many questions and concerns as she prepared to return to school in a couple of months to complete her senior year of high school. Fortunately, her school had an onsite daycare and a place for her to utilize her breast pump. We are happy to report that the mom had an encouraging boyfriend that visited the clinic with her eight (8) times and was actively involved in co-parenting. Together and separately, this young family frequently calls with additional questions and for support with their childrearing challenges. The mom will also stop by the WIC clinic any time she is in the area.

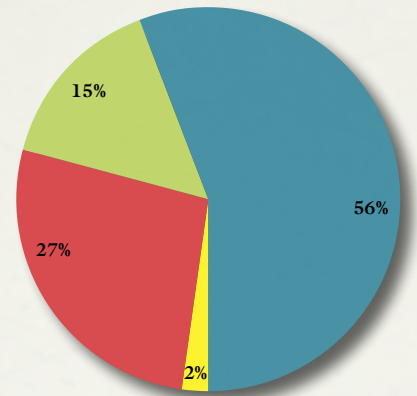


Financial Summary

July 1, 2012 – June 30, 2013

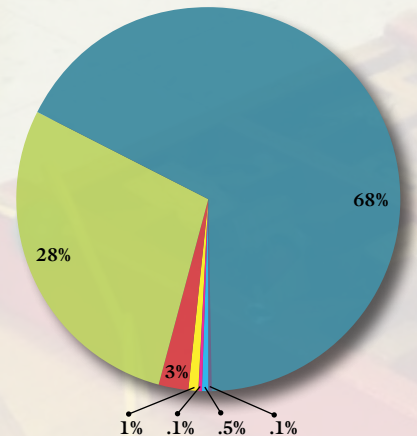
Expenses

- ▲ Health Services — 9,141,298
- ▲ Other Services — 2,417,508
- ▲ Management and General — 4,447,842
- ▲ Fund Raising — 292,422



Revenue and Support

- ▲ Grants — 13,682,666
- ▲ Program Fees — 5,732,782
- ▲ Contributions — 524,425
- ▲ Other Income — 138,734
- ▲ Interest Income — 28,682
- ▲ United Way — 100,000
- ▲ Special Events — 16,816



Fiscal 2013 Statistics

- Center Visits — 102,018
- Clinical Users — 34,006
- Non-Clinical Users — 12,124
- Average Daily Visits — 392
- Employees — 202
- Providers — 30
- Government Funded Programs — 17
- Health Center Sites — 8
- Program Sites — 3

Charitable Contributions

July 1, 2012 – June 30, 2013

\$300,000 and Above

Northwestern Memorial Foundation

\$100,000 and Above

GE Foundation

The United Way

\$25,000 - \$45,000

Ann & Robert H. Lurie Children's
Hospital

Chicago Tribune Charities-
Holiday Campaign, a McCormick
Foundation Fund

\$10,000 - \$20,000

Harry S. Black & Allon Fuller Fund

\$5,000 - \$9,999

Anonymous

Chicago Dental Society Foundation

George M. Eisenberg Foundation
for Charities

Northwestern Memorial Hospital
University of Chicago Medicine

\$1,000 - \$4,999

National Assembly on School Based
Healthcare

Joyce Tucker

Daniel G. Valliere

\$200 - \$999

Mark Atkinson

Ron Blaustein

Senorities Bracy-Mayberry

Mary Brow

Clarence Burch

Rocco Campanelli

Terrence Conway, MD

Ken Dunkin

LaStella Felton

Lee Francis, MD

Susan Greene

Babatunde Lawal

Judy I. Lipp

Timothy Long, MD

Berneice Mills-Thomas

William Moorehead

Powers & Sons Construction

Jean Przybylek, RN

Judryn Racines, MD

Evelyn Reid, RN

John Salay

Laura Tilly, Esq

Daniel G. Valliere

In-Kind Contributions

Men's Health Week

Chicago Bears

Chicago Cubs

Chicago White Sox

DSE Healthcare Solutions

Gilchrist and Soames

One Stop Foods

Target

Taste of Near North

Ain't She Sweet Café

Chicago Public Schools

Culinary Program

Chicago Symphony Orchestra

Currys Premium Brats &

Sausages

H-Dogs Chicago

Hoosier Mama Pie Company

Marcello's Father and Son

Restaurant

Norman's Bistro

Original Soul Vegetarian

Restaurant

Potash Markets

Rosebud Restaurants

Salaam Restaurant

Stuart-Rodgers Photography

Chef Franklin Taylor

Zullo's Sustainable Catering

The Future

As we plan for the future at Near North, we are utilizing the same strategies that have propelled our growth over the years—along the lines of our mission—ensure that the patients come first. We not only keep our channels of communication open with patients, clients and the community, we also keep an awareness on the trends in medicine, healthcare challenges of our target population, and what works best in healthcare delivery. We are utilizing the tools of open access scheduling, patient portals, integrated electronic health records, telemedicine, and care coordination to provide patients with the best practices in community health.

The efficient design and soothing ambience of our health centers represent our forward-thinking efforts towards total care--strength for body, mind and spirit. Indeed, health care that considers the whole person is accomplished through technology, quality assurance initiatives, and care coordination – but it is also quiet, respite-like surroundings, de-stressing and healthy living. We intend to improve the patient experience from the moment you arrive at our health centers. This is the essence of care coordination. This is the essence of being a good neighbor. This is the essence of a real community health center!



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* = NNHSC Users





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