

We Only Have
One Patient:



YOU



NearNorth
HEALTH SERVICE CORPORATION

ANNUAL REPORT 2014

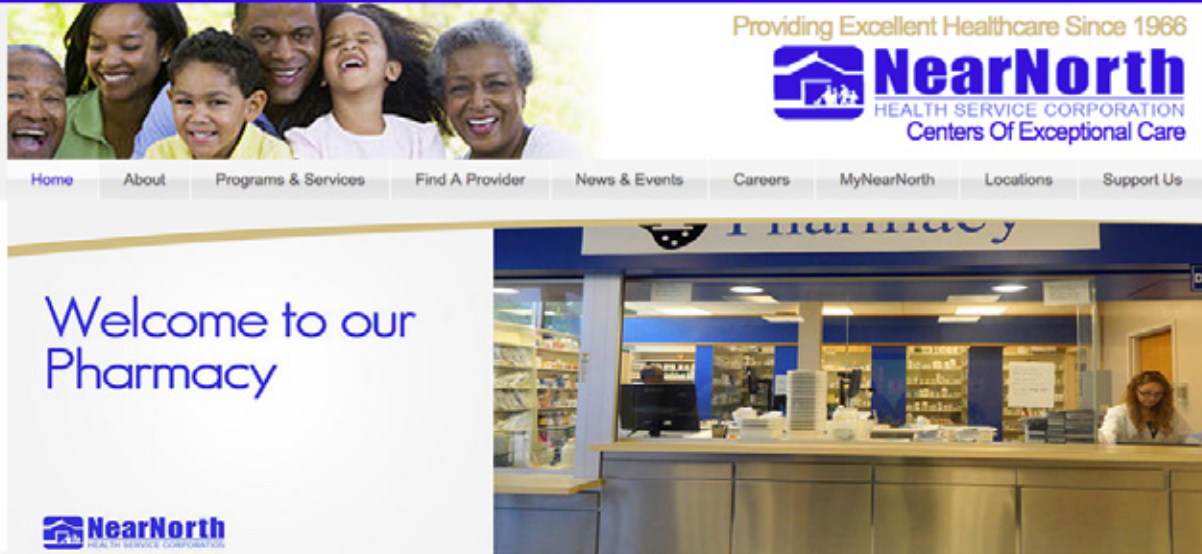
NEW & IMPROVED!

We are excited and proud
to share with you our
new website:

www.nearnorthhealth.org

Get Started Now: 1.312.337.1073

[En Español](#) | [Make An Appt](#) | [MyNearNorth](#) | [Donate](#)



Announcements

We need your help!

TAKE ACTION TODAY to protect your community health center. Print and complete the Advocacy Form 2 below. Then bring, mail, or fax the form to your Near North health center **as soon as possible**.

Please also call your congressional leaders at 1-866-456-3949 and vote YES for Bill HR2 to support health centers. Thank you very much.

QUICK LINKS

News & Events

[23rd Annual Taste of Near North](#)

[Diabetes Awareness Week](#)

[Check out highlights from the 2014 Men's Health Week](#)

[Free Health Education Classes!](#)

Our website captures the spirit, work and lives of Near North Health Service Corporation. It communicates how all of us — providers, staff, stakeholders, and donors — work together to change the lives of thousands of under-served Chicagoans.

Stay connected. Visit the website to learn more about our work, our impact and how to get involved.

We look forward to continuing to tell the story of Near North with your support.



Our Mission

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

Our Values

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

Our Vision

To be nationally recognized and locally known as the patient-centered medical home of choice that lives by its values and is trusted and respected by an informed and engaged patient population.

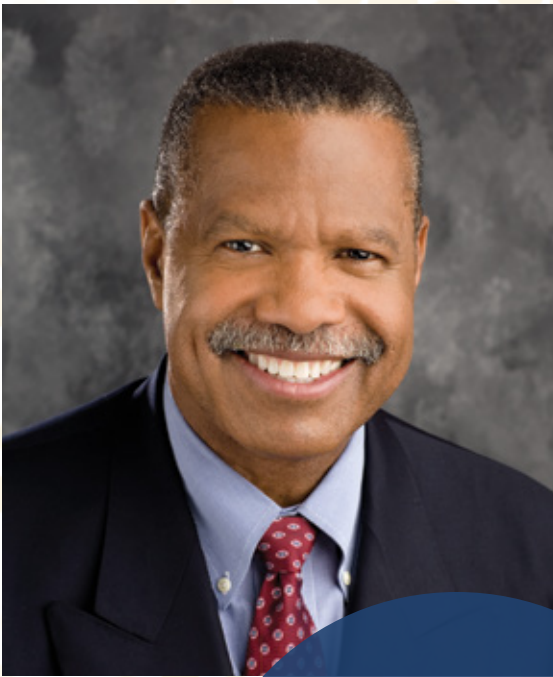


Accredited by the Joint Commission for Ambulatory Care & Behavioral Health



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





Clarence L. Burch

Clarence Burch
Chairman of the Board of Directors

Another year has passed and this one has seemed longer than most. There were a lot of major changes in the healthcare industry, and Near North has been instrumental and deeply involved in implementing these changes in the city of Chicago and within our agency.

2014 began with the Affordable Care Act (ACA). Thanks to this important legislation, millions of Americans now have the security of healthcare. Near North hired 16 in-person counselors to help our neighbors – at all our locations – navigate the system and find the coverage that was right for them. Even those who did not qualify for ACA found better options in CountyCare and Medicaid.

Near North also signed contracts with more than 15 managed care plans and developed linkage agreements with three new hospitals – all for the ease of use and greater referral options for our patients. In addition, Near North revamped our website so that it is easier to navigate. A new feature on the site is a link to the patient portal, which allows patients to communicate with their doctors, view their patient records privately and set self-management goals.

In all our endeavors, patients are our top priority. Near North also refined the ways in which we serve patients. With the help of partners like the Lloyd A. Fry Foundation and the GE Foundation – we developed a care coordination team with an emphasis on chronic conditions such as diabetes, HIV+, coronary artery disease, depression, youth asthma and obesity. With the patient's cooperation, care coordination involves providers across the clinical and social service departments talking to each other and giving patients individualized attention to resolve or reduce any barriers to achieving good health.

In this issue of the annual report, we highlight patient stories and hope to demonstrate that we are here for the patient. With patients' cooperation, we get to know their individual stories and we are here to assist.



Berneice Mills-Thomas

Berneice Mills-Thomas
Executive Director



There are tribes in the northern part of South Africa that greet each other hello with the words, “*Sawu bona.*” It literally translates in English as “I see you.” A fellow tribesman will reply, “*Sikhona,*” which translates as “I am here.” I think the exchange perfectly sums up how we feel about our patients. And I also think that the order of the exchange is equally as important.

First, we do see them.

We see their health concerns. We see their struggles. We see their need. We see that their health needs go beyond healthcare. Even with the arrival of the ACA, more than half of our clients remain uninsured and are subject to crippling socio-economic conditions. Amongst adults, hypertension or “high blood pressure” is our most frequent newly-diagnosed chronic health condition. Amongst pediatrics, Near North has a high rate of children who are diagnosed as overweight and/or asthmatic.

Second, because we see them, we are here.

Typically in annual reports, I like to highlight the staff and services that can support that second point. We love to talk about why we are here ... why we do what we do.

This time, I want you to see them. We want you to see our patients, beyond the moments they are physically at the health center – to their motivations for coming, their affinity for certain providers, their life stories.

This issue highlights three patients, but I think they are representative of what I know and what our team here at Near North knows – each and every one of the patients walking through that door has a story. Likely, as compelling as our feature stories.

It is our responsibility as healthcare professionals to remember that and to take that into account as we rise to the honor they have given us by including Near North in their life stories.

Enjoy.



ELIZABETH

101-Years-Old and Counting

“Last time I remember being sick was 1966.”

When you're 101 years old, you've made a lot of choices in life – some good, some bad. Elizabeth Dishman likes to think that her choice of Near North was one of the good ones. From her vantage point at her former apartment building, she watched as Near North took over operations of the Komed Holman Health Center. She says she already knew Dr. Shariff by the time the agency opened the doors. “I don't classify her much as a doctor. I think of her more as a friend.” People in the neighborhood saw the construction, and didn't really know what the structure was going to turn out to be. Now, Komed Holman is where Ms. Dishman receives her primary healthcare.

But the true story of Elizabeth Dishman precedes Near North by more than 50 years.

At the age of just two (2) days old, she was given to her maternal grandmother to raise – otherwise, she was told by her grandmother, her mother was just going to hand her over to the first person who came along that wanted a baby girl. Though the circumstances surrounding her residency seem callous, life with her grandparents turned out to be, in her words ... “grand”... full of opportunity, support, comfort and love.

Her grandparents, Dave and Emma Rice, were blessed in that they wanted for very little

– although they were born in the late 1870s, a hard time in America for African-Americans. Her grandfather was the recognized son of a white merchant in the community in their small town of Vicksburg, Mississippi, and her grandmother was also half white.

Raised as an only child – though Elizabeth was the third of her mother's 5 children – young Elizabeth wanted for nothing. She called their house the “horn of plenty,” where other family members could gather for a good meal or extra food. She always attended private, Catholic school. “It's the only religion I've ever known and practiced.” She played basketball in high school, in the position of right forward. “I was Miss Somebody. If I played, we were going to win!”

After the death of her grandmother, Elizabeth left home at the age of 17 in 1930, finally settling in Chicago in 1933. Her first order of business was to see famed burlesque dancer Sally Rand in person. In 1935, when her brother turned 16 and two days after he graduated from high school, Elizabeth had prepared for him to come live with her and had already lined up a job for him. What she didn't prepare for was that her brother got off the train with a little 6-year-old girl in tow. This was Elizabeth's niece, Dorothy, sent to her by one of her sisters. Elizabeth would go on to raise Dorothy as her own, burying her just a little over 2 ½ years ago. Elizabeth supported herself as a homemaker and as a beautician (who traveled the world doing her clients' hair).



Geriatrics

Geriatric health (generally administered to those 65 and older) is the same as regular primary care, but with more emphasis on the patient's home environment, medication management and psychosocial-economic situation. Near North has nearly 2,000 patients over the age of 65. Our agency also has locations in two senior residences – Flannery and Cottage View.

Though she has outlived most of her family, Elizabeth herself has always been in good health. As far as she can recall, she has had the measles twice, smallpox twice and the chicken pox, once – and most of that was during childhood. “Last time I remember being sick was 1966.” Also, it has just been within the last few years that she has been put on medication; and even those are nothing serious – water pills and others for her eyes.

An avid gambler, Ms. Dishman is reflective about her longevity. She's proud that in her 101 years, she has “never been a beggar, and never been a thief.” She can claim wealth as living debt-free in her own comfortable surroundings. “I'm 100 years old and I have no accounts ... as far as I owe anything to anyone. I didn't believe in credit.” She's seen and experienced a lot over the years, but this latest spate of black-on-black violence has gotten her down. “Most negroes had respect for each other. This killing has really gotten

me down. Also, these men with their [butts] out is disgusting. We had respect for each other and respect for ourselves.”

She's seen a lot ... but she figures she'll meet her maker in due time. “I believe there's something he wants me to see before he takes me.” Well, at Near North, we're glad she's chosen to continue to see us.

“RENEE”

Travels a Long, Long Way

“... You don't care how far your doctor is if he's a good doctor.”

Almost every time, when Renee* is taking the bus ride from Nashville—headed to Chicago to see her doctor at Near North – she starts crying. It's not that she's particularly sad, per se; it's just that she finds herself overwhelmed with emotions as she gets closer and closer to the city where it all began.

As a patient, Renee is interesting. She started as a patient of Near North when she lived in Chicago, around the area of Winfield Moody. But what makes her unique, is that for the past two years, though she has lived in Nashville, she continues to travel to Chicago to see Dr. Timothy Long, her primary care provider.

It was 1998 when Renee, lying next to her boyfriend in bed, noticed that his body temperature was so high, heat seemed to emanate off of him ... you know, in the way that you can see it in the air. At the time, they had been together for a year and were in the particularly amorous stage of their relationship. Though they frequently had sex during that time, they always used a condom. It was just this one time ... this one time they didn't.

Before his feverish episodes, she had witnessed mysterious “counselors” visiting his house and overheard him having furtive phone conversations with someone checking

up on him. He had been incarcerated, so she attributed all the attention on him to some form of follow-up or probation related to that.

She was wrong. Her boyfriend had full-blown AIDS – he died in his early 30s, within two years of her discovering his condition. Renee knew. She knew before she even received her test result – no... before she even took the HIV test. Back then, they didn't have rapid test results (now, you can have your results within 20 minutes). She was in tune with her body, and felt something wasn't right. She called her best friend and told her she had HIV, and was resigned to have a healthy life despite that. “Some people live with this. They make it,” she told her friend.

That's how she came to be a patient of Near North's Winfield Moody Health Center—our health center was where she had her HIV test. It's where she found out she was HIV positive. And it's where she would receive regular primary care for her chronic illness. But it's also where she realized that the disease was not going to kill her (her viral load in now undetectable). It's where she received free medications (through ADAP - AIDS Drug Assistance Program). It's where she went from 16 pills per day to one pill. It's where her T-cell count went from 5 to over 600.

Finally, Near North is where Renee found a medical home. If you let her tell it, she found another family. If she dies of anything, Dr. Long says, it will be from carrying too much weight. She says he told her, “you could live forever,

**The patient's actual name has been changed at her request.*

Patient-Centered Medical Home

Every Federally Qualified Health Center (FQHC) is now expected to implement the patient-centered medical home model (PCMH) to ensure that community health centers focus on quality health outcomes for patients, as opposed to quantity in the number of patients served. NNHSC was one of the first FQHCs accredited by both National Committee on Quality Assurance (NCQA) and The Joint Commission as a PCMH, having achieved: sliding scale fee for access and continuity of care; chronic disease registries; care planning and management including partnerships with hospitals; patient input and self-care support tools; use of electronic health records to track, monitor and close the loop on referrals, care coordination and outcomes; incorporating quality improvement and performance measures; and providing co-location of behavioral health, oral health vision, OB/GYN and pharmacy services.

but your weight is going to kill you.” Indeed, she has been heavy all her life, and currently suffers from high blood pressure, coronary artery disease, and bronchitis.

Her feeling about Dr. Long (and why she travels so many hours to see him) is, “That’s my doctor and I love him, because he’s raw with me. You don’t care how far your doctor

is if he’s a good doctor.” She has nearly the same praise for Adherence Counselor Tawanda Norfleet and EIS Supervisor Tiffany Jefferson, who round out her care team. “They are going to take care of you. They have my meds there when I come. If I’m having any trouble with my referrals or external places, they get right on stuff and they get right back to me. It is resolved.” Renee even praises Pharmacy Manager Syed Ali, “he is really sweet. He is the bomb pharmacist.”

Renee is generally happy in life. Her health is improving and she feels like her health is well enough to consider working again. Right now she lives on disability. So, even though Renee can’t help getting choked up as she approaches Chicago, it’s bittersweet. She’s had good times and bad times in Chicago – but when she thinks of Near North she places the agency unapologetically in the good category.



Stanmesha Hicks Been Here All Her Life

“Despite her struggles, she seems confident about her future and her ability to manage her healthcare.”

Is there another place to receive healthcare in Chicago?

Stanmesha Hicks wouldn't know and doesn't really care if there is. Near North has been her medical home since she was born – and Dr. Leela Jain, has been her doctor. But Dr. Jain is a pediatrician and Stanmesha is 19. Of course, she wants to stay with the doctor she's known all her life. “Honestly,” she says tilting her head and thinking, “I would like to stay with Dr. Jain until she dies.” She laughs at her brutal honesty, then amends it, “well, until she leaves...or whatever.” The talk of someone who can't even imagine another doctor taking care of her.

In healthcare vernacular she is what we call “transitioning” in her patient status. Once kids become legal adults at 18, they can visit an adult primary care physician, i.e.: internal medicine, general practitioner, or family medicine doctor. According to experts at *KidsHealth* magazine, a pediatrician might be able to provide care until the child graduates college, or age 21 – but this varies from doctor to doctor.

Stanmesha is a young adult now, a senior in high school and soon hopes to be going to college in Champaign, Illinois – so she will have to take more responsibility for handling her own healthcare. That's not an easy prospect. Given her age (19), you might think that she is graduating high school pretty late... but in actuality she's right on time.

She was born at 26 weeks premature and has complex health problems: cerebral palsy, asthma, a VP shunt (ventriculoperitoneal) for her hydrocephalus – a condition characterized by excessive cerebral spinal fluid in the brain. Typical of a self-conscious teen, she believes that her shunt is easily visible to anyone in her presence, and might prejudice peers socially. But in actuality, it is barely perceptible – she would have to point it out to you.

Stanmesha, who is a soft-spoken cheery girl, lives with her grandmother and her sister. Despite her struggles, she seems confident about her future and her ability to manage her healthcare. In considering colleges, she thought about the school's proximity to her doctors at Northwestern Memorial Hospital.

Today, her pressing concern is to have more control over her ability to leave high school for her doctors' appointments. Each time, even though she has an individualized education program (IEP) – her grandma has to come to the school to take her to her appointments. She feels that, “Okay, I understand that it might be for my safety and all, but I'm 19! They know I have health problems. If I have proof of an appointment, I should be able to go.”

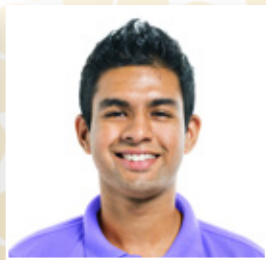
At Near North, she's taking baby steps toward transition. She recently started seeing a gynecologist with whom she's less than thrilled (it happens, even at Near North – it isn't always a fit). At first she went to her grandma for help in changing her doctor. Now, she thinks she will research carefully and select a new one for herself. Too bad Dr. Jain doesn't specialize in that too.

NORTH KOSTNER



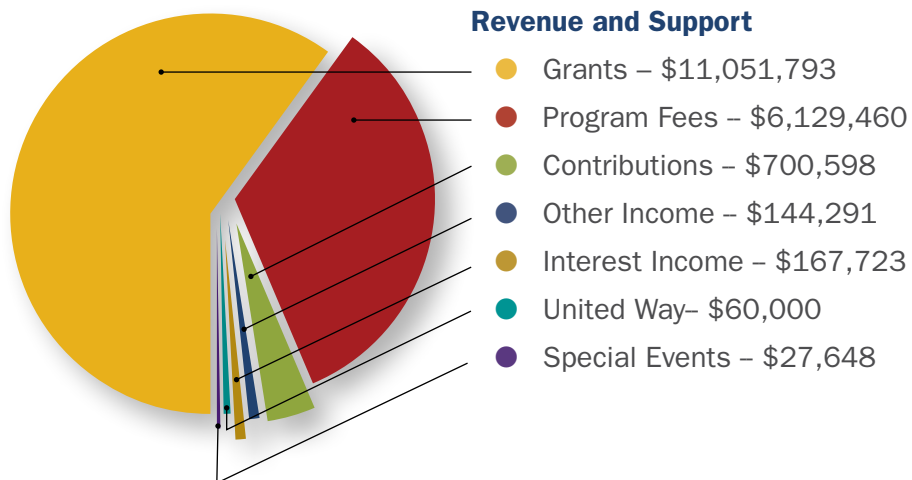
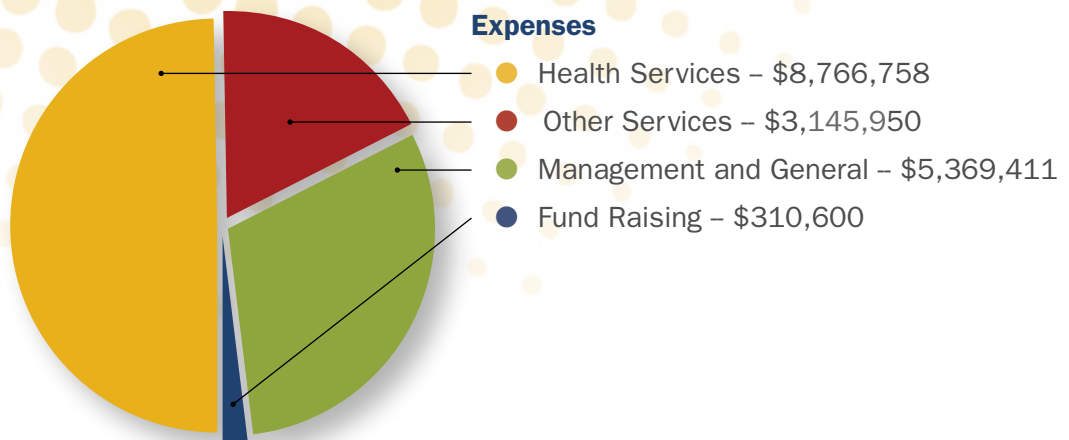
Our North Kostner Health Center building has achieved LEED Gold certification, a mark of quality and achievement in “green” building design and construction. Projects earn points on nine basic aspects of green buildings: integrative process, location and transportation, sustainable sites, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality, innovation, and regional priority. By meeting these independently verified LEED standards, the North Kostner building saves energy and resources, and lowers overall operating costs.





Financial Summary

July 1, 2013 – June 30, 2014



Fiscal 2014 Statistics

Center Visits – 102,018
 Clinical Users – 34,076
 Non-Clinical Users – 10,656
 Average Daily Visits – 393
 Employees – 210

Providers – 35
 Government Funded Programs – 17
 Health Center Sites – 9
 Program Sites – 3

Charitable Contributions

July 1, 2013 – June 30, 2014



\$300,000 and Above

Northwestern Memorial Foundation

\$100,000 and Above

Local Initiatives Support Corporation/Atlantic Philanthropies
United Way of Metropolitan Chicago
GE Foundation

\$50,000 - \$99,999

Erie Westside Healthy Connection
CVS Caremark Charitable Trust/NACHC
Michael Reese Health Trust

\$10,000 - \$45,000

Chicago Department of Public Health
Lloyd A. Fry Foundation
Northwestern Memorial Hospital
Covidien/NACHC
Harry S. Black and Allon Fuller Fund

\$5,000 - \$9,999

Anonymous
Power and Sons
Chicago Dental Society
Fidelity Charitable Gift Fund
Miner, Barnhill & Galland, PC
ISI, Inc.

\$1,000 - \$4,999

William Miceli
The University of Chicago
Jean Przybylek, R.N.
Consortium to Lower Obesity in Chicago
Children
Evelyn Reid
The Allstate Foundation
P.M.D.C. Service Inc.
Dan Valliere
Joyce Tucker
Anonymous

\$100 - \$999

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McKesson Medical Surgical
Odell Hicks & Company, LLC
Representative Kenneth Dunkin
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Sigma Omega Chapter
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Babatunde Lawal

Mark Reid

Jenny Cha-Kim, MD

Yuri Shargo

Paul Bryar, MD

Laura Tilly, Esq.

Near North Development Corporation

David Cox

CATT

Maria Tirado

In-Kind Contributions

Beijo de Chocolat

Lou Malnati's Pizza

Rome's Joy Catering

Jordy's Cakes

Soul Vegetarian

Norman's Bistro

3 G's

Reza's Restaurant

Curtis Robinson

BJ's Market and Bakery

Chicago Public Schools' Culinary Arts Program

Cooking Matters with Chef Dave Butt

Faabe Cupcakes

Marcello's Father and Son Restaurant

Franklin Taylor

Massage Envy

Second City and UP Comedy Club

Misericordia Hearts and Flour Bakery

Hoosier Mama

Gilchrist & Soames

Larry's Barber College

Stuart Rodgers Photography



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Joyce E. Tucker, Esq.

* = NNHSC User

(L/W) = Lives or Works in NNHSC service area



Executive Team

Berneice Mills-Thomas, RN, MSM, MPH, MBA

Executive Director

Wahabi Tijani, MBA

Director of Finance & Accounting

Timothy Long, MD

Director of Performance Improvement,
Health Information Technology & Research

Ravi Grivois-Shah, MD, MPH

Medical Director

NOW AVAILABLE

MyNearNorth Patient Portal

“In the ‘computer world’ in which we live today, patients are using technology to address their healthcare needs in ways that we have never seen before: they are researching potential treatment options online, proactively following up about test results and directly participating in care decisions using secure email and patient portals, and researching over-the-counter and nontraditional remedies on their own through internet surfing. Over the next year, and likely years to come, this increased patient engagement facilitated by technology will continue to change the ways patients and providers interact. And there’s no doubt that this change will enhance patient care — for the better.”

– C. Jarvis, Healthcare IT News, May 21, 2013

After years of planning, Near North’s patient portal went “live” in February 2014. Through the portal – which can be accessed by a link on Near North’s website (nearnorthhealth.org) – patients now have access to their personal health records, thus greater control of their healthcare. The patient portal allows patients to:

- Request an appointment
- View lab results
- View their current medical records
- Send and receive secure messages from their personal care team

All of the appropriate clinical support staff and nurses have been trained in how to assist patients in accessing the portal utilizing their personal PIN. The portal is protected by robust security to prevent unauthorized access, maintain data accuracy, and help ensure the appropriate use of patient data.

www.nearnorthhealth.org

Comprehensive Health Care 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

North Kostner Health Center

1520 N. Kostner Ave.
Chicago, IL 60651
(312) 216-8020

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 Sites

(Women, Infants and Children)

Chicago Nutrition Center

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

Humboldt 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



NearNorth
HEALTH SERVICE CORPORATION

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Chicago, Illinois 60610**

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