





Foreword

Our Commitment to Equity

In many ways, the world has experienced dramatic change in the last few years. From the medical, social and economic challenges brought on by the COVID-19 pandemic, to the painful and increasing inequities that are affecting people across all minority groups, now more than ever, we are called to be better.

Better is a philosophy that drives everything we do at Northwestern Medicine. Just as we are driven to provide better care, better treatments and better patient experiences, we also are relentless in our pursuit of building better communities.

Your Feedback Makes Us Better

Northwestern Medicine is committed to building healthier communities. Your voice is important for helping us understand your lived experiences in your community.

Northwestern Medicine Lake Forest Hospital encourages comments from the public regarding our Community Health Needs Assessment (CHNA) process or findings. Please submit comments to communityhealth@nm.org, and include your name and organization, if applicable.

This report was adopted by the Northwestern Lake Forest Hospital Board of Directors July 21, 2022, and made available to the public on August 31, 2022. It was created in accordance with federal IRS regulations §1.501(r)-3.

Three pillars of community work



To achieve equity for those we serve, we continually work to overcome structural inequities and bias, and improve coordination and connection to community resources. These are two areas that span all three of our community pillars and touch every strategy we have for addressing the priority health needs of our communities. These are foundational issues that Northwestern Medicine is addressing both within the organization and across our communities. The long-standing resolve to address them is woven throughout the fabric of Northwestern Medicine.

This Community Health Needs Assessment may be on a three-year cycle, but our community work happens every day, in every department. In short, this is who we are.

Structural inequities and bias

We elevate initiatives that:

- Facilitate community engagement and cultivate new relationships
- Allow us to work with long-standing community allies to address health inequities
- Invest in disparity research
- Foster ongoing bias training for all employees and clinicians
- Ensure Northwestern Medicine is a safe and welcoming environment for all patients



Coordination and connection to community resources

We elevate initiatives that:

- Strengthen community-clinician relationships
- Lead to better care coordination
- Connect patients with community resources

Every member of the Northwestern Medicine workforce is dedicated to our vision of a stronger, healthier and better life for those in the communities we are privileged to serve.

A note about COVID-19

Work on this report was completed during a time that communities across the globe, including those we serve locally, were experiencing profound impacts from the COVID-19 pandemic. The pandemic shone a spotlight on the devastating effects that economic and social inequities have on health. These effects were confirmed by community members, healthcare workers and public health experts who participated in this assessment.

The pandemic has strengthened our resolve to improve health equity among those we serve and ensure that all people have an equal opportunity to achieve their optimal level of health and wellness.

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Introduction to the Community Health Needs Assessment

Since 2012, Northwestern Medicine Lake Forest Hospital has completed a comprehensive Community Health Needs Assessment (CHNA) every three years. This process helps us better understand who lives in the communities we serve and the biggest health issues they face.

Goals of our CHNA

The goals of the CHNA were to:



- Learn about the health needs of residents within the Lake Forest Hospital Community Service Area
- Identify which needs are most important to address
- Identify resources available to address those needs

Northwestern Medicine is committed to **improving the health of the communities we serve**. The CHNA process helps us achieve this mission.

How we achieved our goals

For the 2022 CHNA, Lake Forest Hospital collaborated with Professional Research Consultants, Inc. (PRC), to learn about the communities we serve and their health needs. This assessment was conducted on behalf of Advocate Condell Medical Center and Lake Forest Hospital by PRC, a nationally recognized healthcare consulting firm with extensive experience conducting CHNAs in hundreds of communities across the United States since 1994. The PRC CHNA framework consisted of a systematic, data-driven approach to determine the health status, behaviors and needs of the residents in the Lake Forest Hospital Community Service Area (CSA).

Together with PRC, we gathered information from a variety of sources, including direct community input through community surveys and key informant surveys. After we collected and analyzed this information, we interpreted the findings to identify the most significant health needs affecting the communities we serve. Then, we worked with community representatives to help identify which needs were the most important for Northwestern Medicine to address over the next three years.

We identified health needs among people across all:

- Socioeconomic groups
- Races
- Ethnicities
- Ages (over 18 years old)

While we assessed information across our entire CSA, this report highlights health inequities and needs that disproportionately impact people in communities that have been historically under-resourced and have a higher percentage of people with barriers to health and wellness, such as a lack of medical insurance.

Priority health needs

Many health needs were identified through the CHNA process. To identify which needs to address, we considered which were most widespread, severe and persistent. Then we considered which needs would be best addressed through a collaboration with our community partners. These needs are the priority health needs we will focus on over the next three years.

The priority health needs for Lake Forest Hospital in the 2022 CHNA are:

- Behavioral Health
- Nutrition, Physical Activity and Weight
- Employment and Youth Development



Next steps

Lake Forest Hospital will use the information and insight gained through this assessment to guide our work on improving the health of the communities we serve. We will develop an implementation plan to detail how we will address priority health needs in collaboration with healthcare, social service, public health and policy organizations where possible.

Drawing on our collective resources, **together we can address the priority health needs of residents** in our defined Community Service Area.

Acknowledgments

We rely on voices within the communities we serve to help us better understand the needs and issues that affect the health of their residents. This CHNA and the work that will come out of it would not have been possible without discussions with key community collaborators, organizations and residents. We are grateful to all of those who dedicated their time to share their insights with us.

We also gratefully acknowledge PRC for their collaboration and significant efforts in the completion of this CHNA.

Community organizations that generously gave their time and expertise to help guide this CHNA include:

- Catholic Charities
- College of Lake County
- Erie HealthReach Waukegan
- The Josselyn Center
- Lake County Health Department
- Mano a Mano
- Northern Illinois Food Bank
- Rosalind Franklin University of Medicine and Science
- United Way of Lake County
- Waukegan Public Library



Who We Are

Get to know Northwestern Memorial HealthCare

Who we are



Nonprofit | Growing, nationally recognized | World-class care

Who we serve



Rural



Suburban



Urban

People with a broad range of socioeconomic statuses and needs associated with social determinants of health

11 hospitals
and more than
200 locations



We are...

- Pushing boundaries in our research labs
- Training the next generation of physicians and scientists
- Pursuing excellence in patient care

Our mission

Provide quality medical care regardless of the patient's ability to pay

Transform medical care through clinical innovations, breakthrough research and academic excellence

Improve the health of the communities we serve

How we achieve our mission

As pillars in their respective communities, Northwestern Medicine hospitals are uniquely positioned to lead efforts to positively impact community health.

- We provide culturally informed care to meet the needs of those who live in our communities.
- We maintain strong relationships with community partners that share our vision of building stronger, healthier communities.
- We are a major economic driver in the communities we serve.



About Northwestern Medicine Lake Forest Hospital



114
licensed inpatient beds



**Primary, specialty
and emergency care**



Located in
Lake Forest, Illinois,
30 miles north of Chicago

Founded in 1899 as Alice Home on the
campus of Lake Forest College

Joined Northwestern Medicine in 2010

New state-of-the-art hospital building opened in 2018

Outpatient facilities in **Glenview and Grayslake**

Lake Forest Hospital has a rich history of caring for our community. We realize that to have the greatest impact, we need to work with—and learn from—those who live in the communities we serve. We are committed to working with people and organizations that will help us identify and respond to priority health needs within our community and systematically reduce barriers to patient care services.



Defining the Community Service Area

How the Community Service Area was determined

The Lake Forest Hospital Community Service Area (CSA) used in this CHNA was determined by:

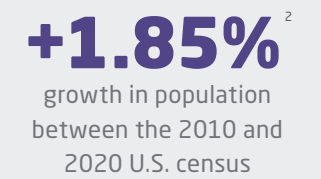
- Geographic area served by the hospital
- Main functions of the hospital
- Areas that have been historically under-resourced
- Areas where we are currently working on addressing priority health needs, including work with community partners

The defined CSA takes into account populations that are:

- Medically underserved
- Low-income
- Historically under-represented, minority populations

Our CSA definition does not take into account how much patients or their insurers pay for care, or whether patients are eligible for financial assistance through Northwestern Medicine.

How the Lake Forest Hospital Community Service Area is defined

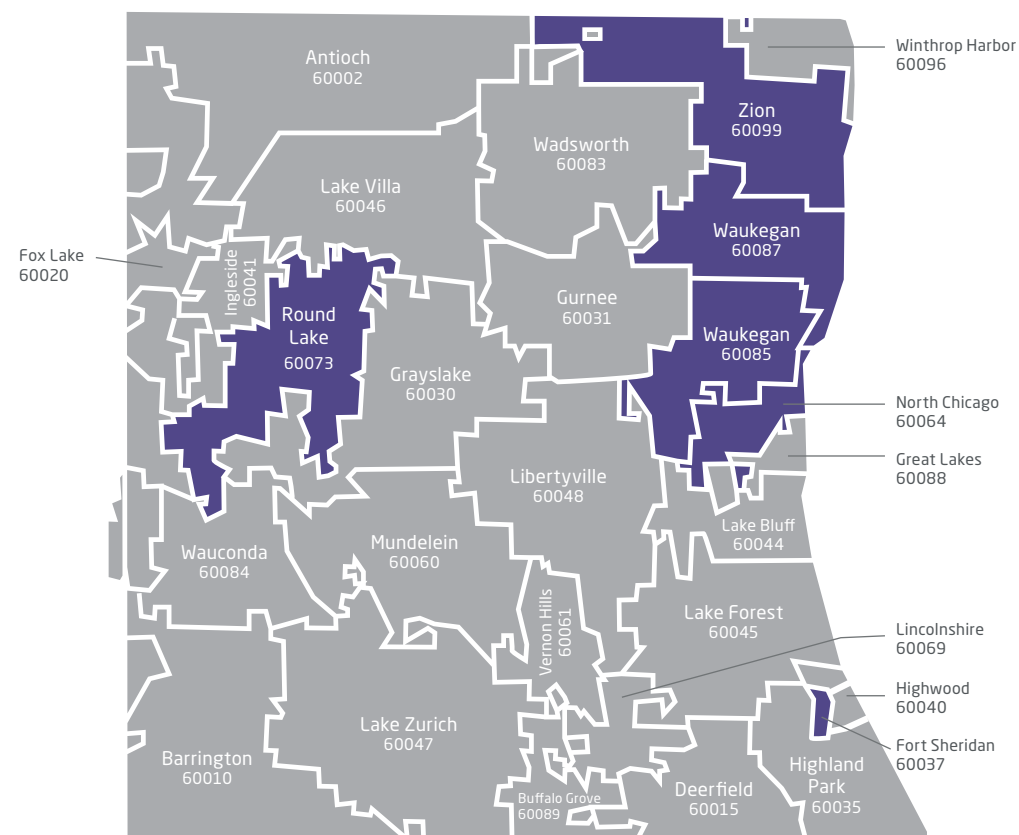


Lake Forest Hospital CSA ZIP Codes			
City	ZIP Code	City	ZIP Code
Antioch	60002	Libertyville	60048
Barrington	60010	Mundelein	60060
Deerfield	60015	Vernon Hills	60061
Fox Lake	60020	North Chicago	60064
Grayslake	60030	Lincolnshire	60069
Gurnee	60031	Round Lake	60073
Highland Park	60035	Wadsworth	60083
Fort Sheridan	60037	Wauconda	60084
Highwood	60040	Waukegan	60085
Ingleside	60041	Waukegan	60087
Lake Bluff	60044	Great Lakes	60088
Lake Forest	60045	Buffalo Grove	60089
Lake Villa	60046	Winthrop Harbor	60096
Lake Zurich	60047	Zion	60099

Lake Forest Hospital Community Service Area map

Once the CSA has been defined, Northwestern Medicine uses the Socioeconomic Resource Index (SERI) to identify areas experiencing economic hardship. Under-resourced areas are identified based on multiple indicators, including:

- Unemployment (over age 16)
- Education (over age 25 without a high school diploma)
- Per capita income level
- Crowded housing (more than one person per room)
- Dependents (under age 18 or over age 64)
- Poverty (income below 200% of the federal poverty level)



The Lake Forest Hospital Community Service Area. Locations in dark purple have been identified as under-resourced communities by SERI.



Completing the Assessment

Lake Forest Hospital performed the CHNA from January through March 2022. We worked with PRC to plan for and gather the data needed for this CHNA.

We conducted community surveys and key informant surveys to gather primary data directly from those in the community. We also looked at secondary data, such as local health statistics. Taken together, the data allowed us to identify health trends and compare the health needs in our CSA to benchmarks at the county, state and national levels.*

Once the data was collected, it was analyzed and reviewed by community health experts. Then, we presented it to key collaborators in the community and hospital, who identified which needs should be prioritized.

Primary data

Community input is the most important data contributor into the CHNA, as it provides the most current, real-time information about community health needs. This is particularly true in the context of the current COVID-19 pandemic, as we were able to gain first-hand information from communities most impacted by inequities that lead to poorer outcomes from COVID-19.

Primary data was collected through PRC's community health survey and key informant survey. This information was used to complement existing data, such as CDC PLACES and the American Community Survey.

*Analyses conducted by PRC for this CHNA are presented without citations. Data presented from other sources is cited in Appendix E.

PRC community health survey at a glance



The PRC community health survey used for this CHNA was largely based on the Centers for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System (BRFSS), as well as various other public health surveys. Questions were designed to learn about health status, experience and behaviors. The final survey was developed by Advocate Condell Medical Center, Lake Forest Hospital and PRC.

PRC conducted the survey via telephone (landline and cell phone). They talked to 413 individuals age 18 and older in the Lake Forest Hospital CSA. Survey participants were chosen randomly. Once the surveys were conducted, they were weighted in proportion to the actual population distribution. This helped ensure the responses would represent the Lake Forest Hospital CSA as a whole.*

The community health survey included questions about health status, health behaviors, socioeconomic status and the impact of COVID-19.

*For statistical purposes, the maximum rate of error associated with a sample size of 413 respondents is ±4.8% at the 95% confidence level. To more accurately represent the population studied, it is a common practice to weight the raw data to improve representativeness. This is accomplished by adjusting the results of the sample to match the geographic distribution and demographic characteristics of the population surveyed (post-stratification), to eliminate any naturally occurring bias.

Online key informant survey



Key informants are people who have a broad interest in the health of the community and are in a position to advise healthcare organizations. We used an online key informant survey* to ask community representatives for input for this CHNA.

Lake Forest Hospital provided a list of recommended key informant survey participants to PRC. The list included names and contact information for physicians, public health representatives, other health professionals, social service providers and a variety of other community leaders. These people were recommended because they could identify main concerns of the people with whom they work and the community overall.

Key informants received an email that introduced the purpose of the survey and provided a link to take the survey online. Reminder emails were sent as needed to increase participation. In all, 47 people completed the survey between February and March 2022.

The full list of participants can be found in Appendix D. The 47 organizations that responded work with people who are:

- Medically underserved
- Low-income
- Historically under-represented, minority populations

Key informants were asked to rate the degree to which various health issues are a problem in their community. Follow-up questions asked them to describe why they identified certain issues as problems and how they might better be addressed.

Rating results and participant comments are included throughout this report. Note that we designed this survey to gather input regarding participants' opinions and perceptions of the health needs of the residents in the area. Responses are not necessarily based on fact.

*Additional information regarding the survey tool and key informant survey can be found in Appendix D.

Secondary data

Secondary data was gathered through Metopio, a cloud-based data atlas and analysis platform that curates publicly available data for hundreds of health and equity indicators. Lake Forest Hospital identified, compiled and analyzed the secondary data.

The following key topics were chosen for analysis:

- Social Determinants of Health
- Health Conditions
- Health Behaviors

Secondary data sources at a glance

- Local data compiled by government agencies and community-based organizations
- State agencies:
 - Illinois Department of Healthcare and Family Services
 - Illinois Department of Human Services
 - Illinois State Board of Education
 - Illinois Department of Public Health
- Federal sources:
 - U.S. Census Bureau American Community Survey
 - Centers for Disease Control and Prevention PLACES project
 - Centers for Medicare and Medicaid Services data accessed through the Dartmouth Atlas of Health Care
 - Health Resources and Services Administration
 - United States Department of Agriculture



Key Findings

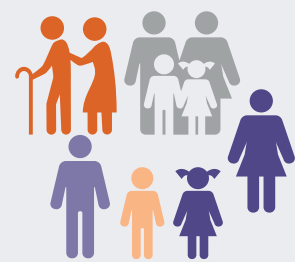
The following describes the data we collected for the Lake Forest Hospital CHNA and the significant health needs we identified.

Who lives in the communities we serve

Demographics

Demographics affect each person's ability to be healthy. Considering the demographic makeup of a community is crucial for shaping community health initiatives to improve health outcomes.

Population¹



725,224
residents

Sex¹



364,062
(50.2%)
females



361,162
(49.8%)
males

- Aligns with Illinois (50.9% and 49.1% respectively)
- Percentage of individuals identifying as male or female is approximately equal
- Accurate and complete data for people who are transgender, nonbinary and gender-nonconforming in Lake County is limited

Age¹

Age Group	Population in the Hospital's CSA	Percentage in the Hospital's CSA
17 and Under	174,779	24.1%
18 to 39	197,986	27.3%
40 to 64	247,301	34.1%
65 and older	105,158	14.5%

This information is important, as different age groups have unique health needs that must be considered when planning a response to community need.

Race and ethnicity¹

Race/Ethnicity	Population in the Hospital's CSA	Percentage in the Hospital's CSA	Percentage in Illinois
Non-Hispanic White	46,414	60.9%	60.9%
Hispanic/Latin American	155,923	21.5%	17.2%
Non-Hispanic Asian	61,644	8.5%	5.6%
Non-Hispanic Black	46,414	6.4%	13.9%
Two or more races	16,680	2.3%	2.2%
Native American	1,015	0.14%	0.1%

Language

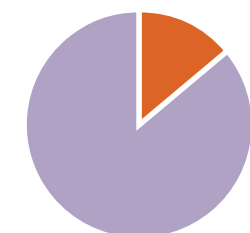
Language skills affect the ability to access, understand and act on health information.



Residents not born in the United States:
19.3% in the Lake Forest Hospital CSA
13.9% in Illinois³



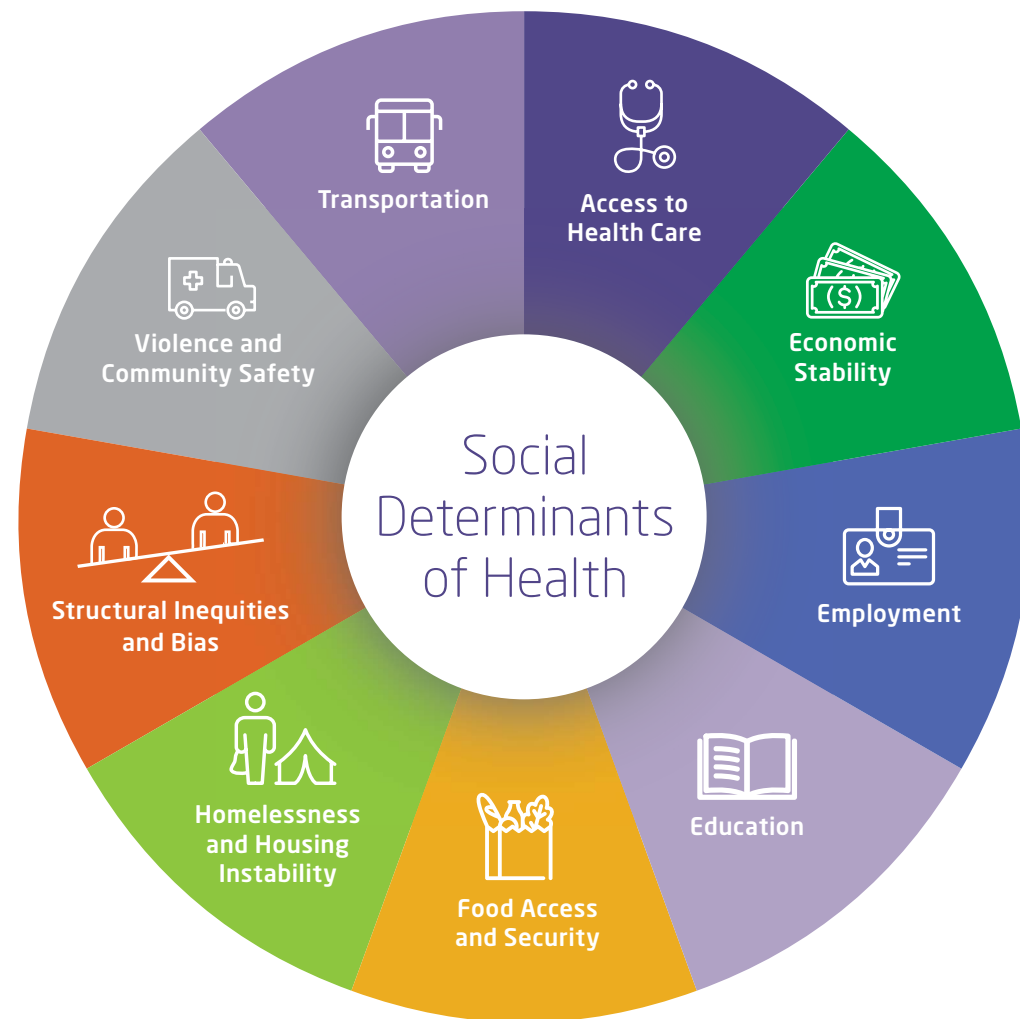
Households with limited English proficiency:
4.9% in the Lake Forest Hospital CSA
4.3% in Illinois³



In some CSA neighborhoods, such as Waukegan, **more than 14% of residents** have limited English proficiency³

Social determinants of health

Up to 80% of health outcomes are influenced by the ways in which people live, work, play and worship, known as social determinants of health (SDOH).⁴ SDOH relate to access to social and economic opportunities, community resources, quality education, workplace safety, environmental factors and the nature of social interactions and relationships. SDOH help explain why some people in the United States are healthier than others.



Access to Health Care

Access to health care is broadly defined as the “timely use of personal health services to achieve the best health outcomes.”³² The ability to access health insurance is essential for promoting and maintaining health as well as preventing and managing disease.

According to Healthy People 2030, “People without insurance are less likely to have a primary care provider, and they may not be able to afford the healthcare services and medications they need.”⁵

Healthcare access and quality can vary greatly between communities. Within the Lake Forest Hospital CSA, 14.9% of residents report having no current health insurance coverage.⁶ Although the number of people who are uninsured is lower than the statewide number (18.2%), disparities across the county exist. Younger adults and those with lower incomes remain the most likely to be uninsured.

Health insurance is not the only factor affecting the ability to access health care. Even those with health insurance can face barriers to accessing appropriate and timely care. PRC reported 49% of survey respondents in the Lake Forest Hospital CSA had difficulty accessing health care in the past year. This is dramatically higher than found nationally at 35.0%.

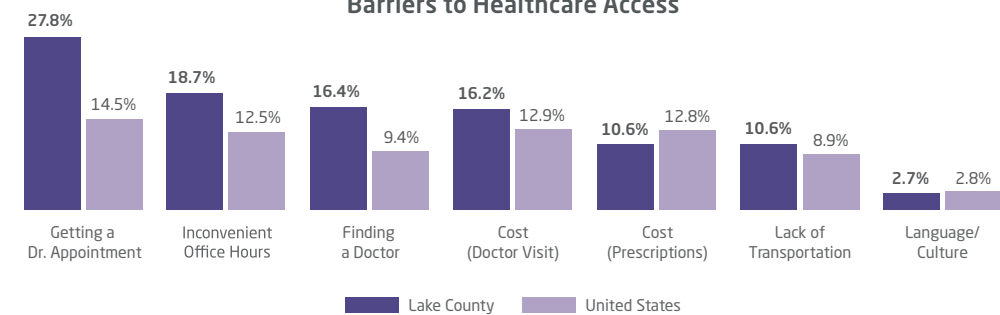


Community Input:⁷ Access to Health Care

“Affordability, access, transportation and available appointments are challenges that were present even during ‘normal’ times. All are increased challenges now during the pandemic.”

- Community Leader

Barriers to Healthcare Access



The following major themes emerged regarding access to health care:

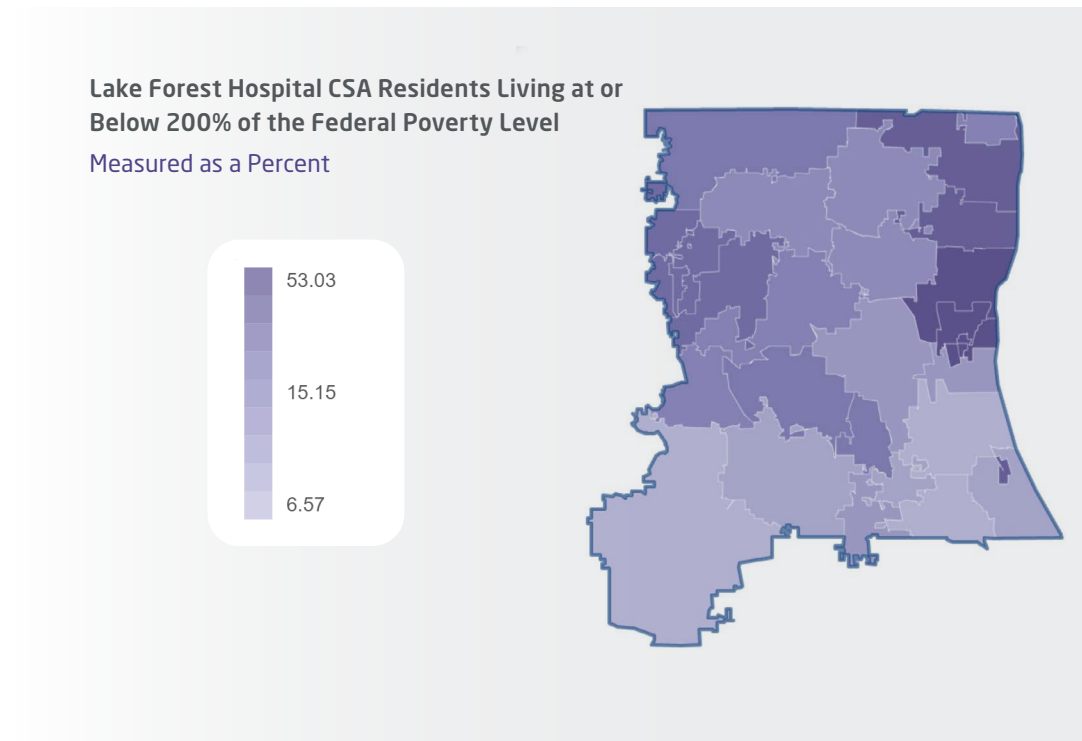
- Coordination and **Connection to Community** Resources
- **Culturally** and Linguistically **Appropriate Care**
- **Appointment Availability** (office hours)
- **Healthcare Navigation** (finding a physician)

Economic Stability

Poverty is a key driver of health status and outcomes, such as life expectancy, infant mortality and development of chronic health conditions. It creates barriers to accessing things important for good health, such as medical care and healthy food.

In Illinois, the annual household income at 200% of the federal poverty level (FPL) for a household of four was \$55,500 in 2022.⁸ Almost 20% of residents living in the Lake Forest Hospital CSA have household incomes less than or equal to this amount.⁹

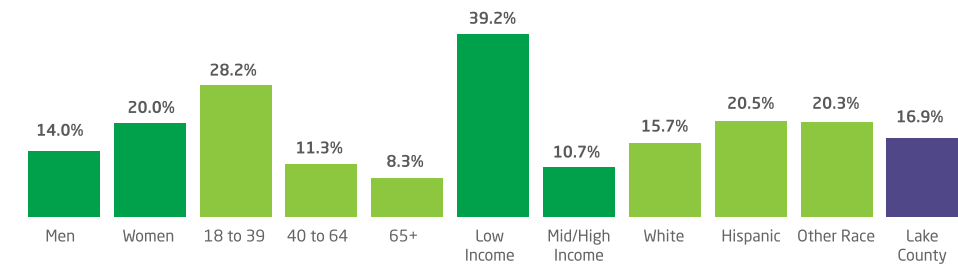
Socioeconomic Status	Population in the Hospital's CSA	Percentage in the Hospital's CSA	Percentage in Illinois
Persons Living at or Below the Federal Poverty Level	54,392	7.5%	12.0%
Persons Living at or Below 200% of the Federal Poverty Level	144,320	19.9%	27.3%



Economic Stability (continued)

A total of 16.9% of Lake County survey respondents reported that they would not be able to afford an unexpected \$400 expense without going into debt. This was lower than the nation as a whole (24.6%).

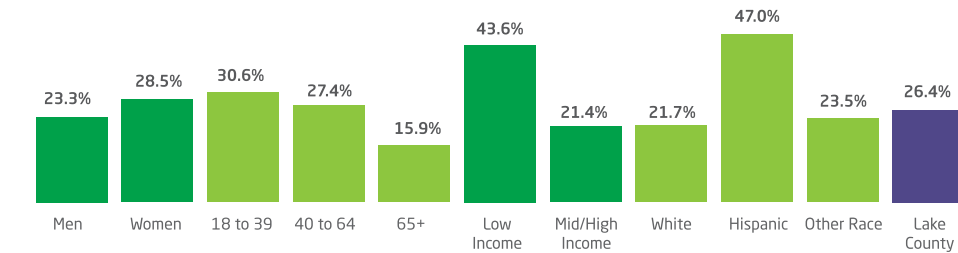
Do Not Have Cash on Hand to Cover a \$400 Emergency Expense*
(Lake County, 2022)



* Includes respondents who say they would not be able to pay for a \$400 emergency expense either with cash, by taking money from their checking or savings account, or by putting it on a credit card that they could pay in full at the next statement.

One out of four survey respondents (26.4%) reported that COVID-19 caused them or someone in their household to lose a job, work fewer hours than wanted/needed, or lose health insurance coverage. This increased to 40% to 50% among residents with lower income and Hispanic community members.

Financially Impacted by the Pandemic*
(Lake County, 2022)



* Percentage of people who reported the COVID-19 pandemic caused them or someone in their household to lose a job, work fewer hours than wanted/needed or lose health insurance coverage.

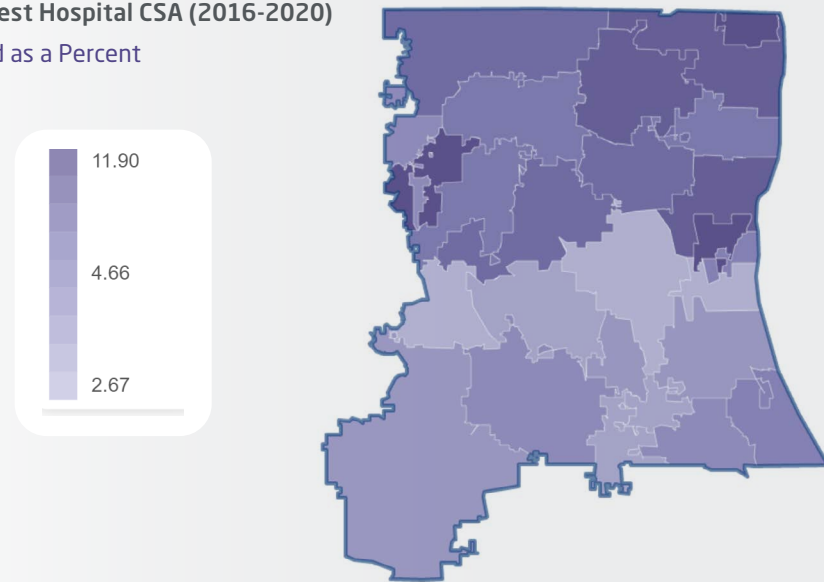
Employment

Financial security makes it easier for individuals and families to obtain resources for healthy living and serves as a predictor for life expectancy, infant mortality and chronic conditions. In short, a good job and stable income are linked to positive health outcomes.

- The unemployment rate in the Lake Forest Hospital CSA was 5.2% for residents 16 and older.¹⁰
- This rate ranges from 2.7% in Lake Bluff to 11.9% in Winthrop Harbor.¹⁰
- In general, higher levels of unemployment are in the northern part of Lake County.¹⁰

In May 2020, the Urban Institute estimated that **13.7% of jobs with low wages (less than \$40,000/year) were lost due to COVID-19** in the Lake Forest Hospital CSA.¹¹

Average Unemployment Rate in the Lake Forest Hospital CSA (2016-2020)
Measured as a Percent



Employment (continued)

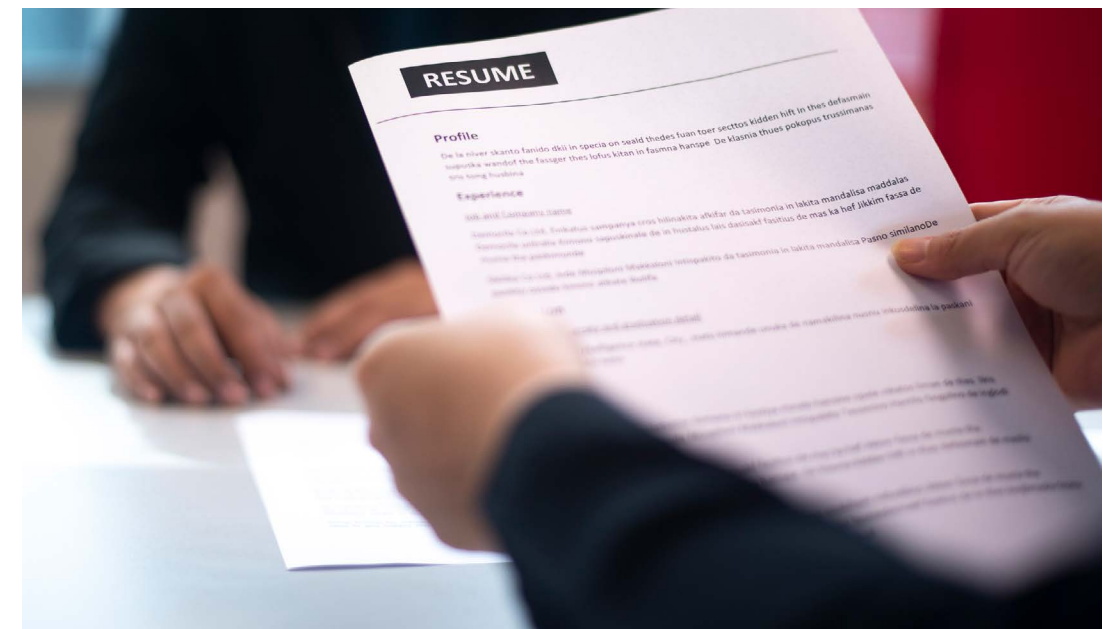
Community Input:⁷
Employment

“The majority of the community members I work with are low-income individuals who in many cases cannot afford to miss a day of work without compromising even more their precarious situation, forcing them to attend work even if they have symptoms or have tested positive for COVID.”

- Community Leader

“Jobs that are unstable, unpredictable or otherwise unhealthy for workers. Workers in precarious jobs often do not have access to paid sick leave, health insurance, unemployment insurance, retirement or other benefits that promote healthy lifestyles, and many work in low-income industries that trap workers and their families in poverty. Accessing preventative care or treating chronic diseases is difficult due to lack to insurance or PTO, and so workers default to the emergency room as their primary source of care. Thousands of Lake County workers are employed in these types of jobs, especially in the manufacturing, hospitality, retail, transportation, gig and service industries. These workers are disproportionately women, immigrants and people of color.”

- Public Health Expert



Education

Poverty, unemployment and under-employment are highest among those with less education.³¹ A higher level of education is linked to positive health outcomes.

Among adults age 25 or older in the Lake Forest Hospital CSA:

- 90.8% have a high school diploma (or equivalent), which is comparable to Illinois at 89.7%¹²
- 70.9% have completed any higher education¹²
- 52.7% have a post-secondary degree such as an associate, bachelor's or higher degree¹²

Among residents ages 16 to 19 in the Lake Forest Hospital CSA, 5.2% are neither working nor enrolled in school.¹²

Disparities exist between Lake County communities, with rates of adults who have attained a high school diploma or equivalent as low as 72.3% in North Chicago, and as high as 99.4% in Lake Forest.¹²



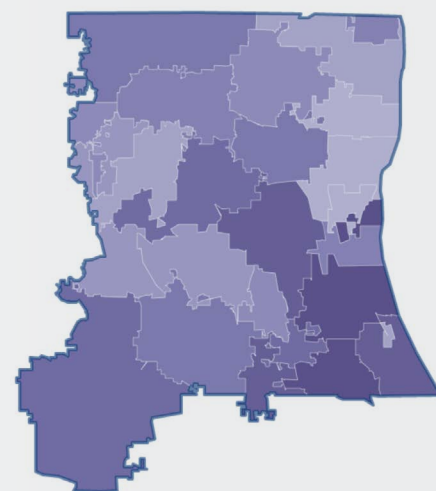
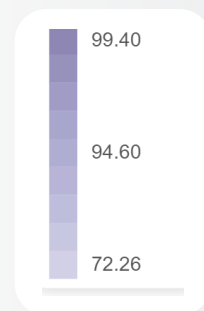
Community Input:⁷ Education

"Some of our school districts offer early childhood-based programs, but not all do. I believe that not all families with infants have the resources to diagnose early learning disorders or always know where to find information on how to parent."

- Community Leader

Adults With High School Diploma or Equivalent in the Lake Forest Hospital CSA

Measured as a Percent



Food Access and Security

A healthy food environment gives residents the ability to buy healthy foods close to where they live. Those who cannot afford or access healthy food are more likely to have a less healthy diet, which increases risk of illnesses such as cardiovascular disease, some cancers, obesity, Type 2 diabetes and anemia. In addition, people who do not have enough food to eat may have a harder time learning, may not develop properly, and may have physical and psychological health challenges.

Food insecurity is defined as limited or uncertain access to adequate food and may be caused or exacerbated by cost or distance to a grocery store. In the Lake Forest Hospital CSA, 9.5% of residents experience food insecurity, compared to 15.1% in the state.¹³

- This was as high as 15.8% in North Chicago, and was as low as 6.8% in Lake Zurich¹³
- The PRC survey identified food insecurity was more likely among people with low income (47.3%), young adults (36.5%) and Hispanic people (39.0%)

The COVID-19 pandemic significantly impacted the food environment. Families with children are more likely to have experienced food insecurity during the pandemic.¹⁴ A total of 12.7% of Lake County survey respondents reported using a food bank or receiving free meals from a charitable organization in the past year; 25% had never needed such assistance before the COVID-19 pandemic.

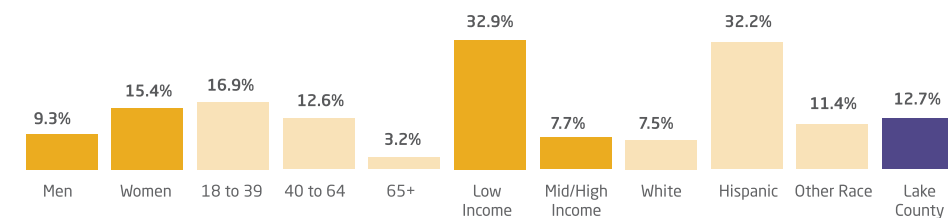


Community Input:⁷ Food Access and Security

"Access to food is a major problem. It is routinely the No. 2 category of need request to the 211 helpline."

- Social Service Provider

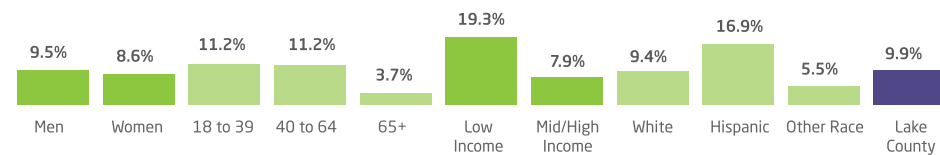
Used a Food Bank or Received Free Meals From a Charitable Organization in the Past Year (Lake County, 2022)



Homelessness and Housing Instability

Another socioeconomic factor – a healthy or livable environment – refers to the surroundings in which one resides, lives and interacts. A clean, safe and healthy environment is a significant contributor to the health of individuals and populations. Neighborhood environment can affect health outcomes in a number of ways. A total of 9.9% of survey respondents in the Lake Forest Hospital CSA reported living in unhealthy or unsafe housing conditions during the past year, which is slightly better than the U.S. (12.2%).

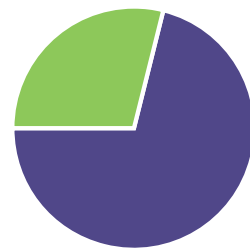
Unhealthy or Unsafe Housing Conditions in the Past Year*
(Lake County, 2022)



*Includes respondents who say they experienced ongoing problems in their current home with water leaks, rodents, insects, mold or other housing conditions that might make living there unhealthy or unsafe.

Housing costs are a significant burden for many households in Lake County, with 29.1% of households in the Lake Forest Hospital CSA considered cost-burdened.¹⁵ Cost-burdened households are defined as those spending more than 30% of income on housing or rent, which significantly impacts the ability to pay for other necessities such as food, transportation and health care.

29.1%
of households in the CSA considered cost-burdened



In addition, a considerable share (32.1%) of survey respondents reported that they were “always, usually or sometimes” worried about having enough money to pay their rent or mortgage in the past year. This worry was more likely among low-income residents, Hispanic residents and those who rent their homes.

Community Input:⁷ Homelessness and Housing Instability

“Inequality. I feel like issues often get looked at on average across the county, but it hides the inequalities in education, income, homeownership, etc. And the gap is widening.”

- Community Leader

“Housing insecurity is a concern. We have some patients that express this, and we don’t have resources to provide to them to assist.”

- Physician

Structural Inequities and Bias*



Community Input:⁷ Structural Inequities and Bias

“There is a lot of inequity regarding the prevalence of disease in our community, as it greatly affects our Black and brown neighbors.”

- Community Leader

“Regarding the Latino community, lack of medical insurance, transportation, trust in the health system—inequity exists.”

- Community Leader

Structural racism, also known as systemic racism, is racial bias among institutions and across society. It involves the cumulative and compounding effects of an array of societal factors, including the history, culture, ideology and interactions of institutions and policies that systemically advantage white people and disadvantage people of color.

Systemic and structural racism play a large part in determining where people live and therefore has downstream effects on health outcomes. These realities make it more likely that people in certain minority groups will live in areas with lack of access to:

- Healthy food
- Transportation
- Housing
- Health care
- Parks, playgrounds and other places to connect with community

* The consequences of inequities, related to specific topics, are addressed throughout this report.

Violence and Community Safety

The root causes of community violence are multifaceted and include issues such as:

- Concentration of poverty
- Education inequities
- Poor access to health services
- Mass incarceration
- Differential policing strategies
- Generational trauma

COVID-19 has increased economic instability and stressors within communities, contributing to increased gun violence, interpersonal violence and child abuse.

The largest share of key informants taking part in the online survey characterized violence as a moderate problem in the community (48.7%).

Only 4.7% of survey respondents in the Lake Forest Hospital CSA acknowledged having experienced a violent crime in the past five years, which is slightly less than the U.S. average of 6.2%. This rate is more than twice as high among younger adults and residents with lower income.

However, when assessing family violence, more than 16% of survey respondents in the Lake Forest Hospital CSA acknowledged that they have ever been hit, slapped, pushed, kicked or otherwise hurt by an intimate partner, which is more than the national average of 13.7%.



**Community Input:⁷
Violence and
Community Safety**

“There are nonstop reports of shootings, fights, carjackings, etc. on the news every day. Feeling safe in one’s surroundings rarely exists anymore.”

-Community Leader

“Few effective programs are widely available and proven effective specific to violence.”

-Public Health Expert

“The high level of violence in the community causes anxiety in addition to greater harm to those who experience it firsthand. Not having access to social programs that would give the youth psychological help and support to avoid gang life, etc. that could lead to violence.”

-Social Service Provider

Transportation

Safe and reliable transportation is essential to access healthcare appointments, social services, work, school and grocery stores. A lack of transportation is associated with adverse health outcomes.

Many in the Lake Forest Hospital CSA lack access to safe, reliable and affordable public transportation. The transit availability index takes into account transit service frequency, pedestrian friendliness, network distance to transit stops and number of connections. Lake County received a low transit availability score of 51.9%, which was far worse than the regional average of 25.5%, or compared to neighboring Cook County at 8.5%.¹⁶

This limited availability of public transit and transportation was echoed in key informant survey responses and community meetings as a key barrier to healthcare access. Among survey respondents, 10.6% reported transportation was a barrier to medical care in the past year, compared to 8.9% in the U.S.

For those who do have a vehicle, the rising costs of gas have made daily tasks such as driving to work, school, medical care or grocery shopping more difficult.

This is particularly concerning for individuals who cannot use public transportation for these necessary activities.



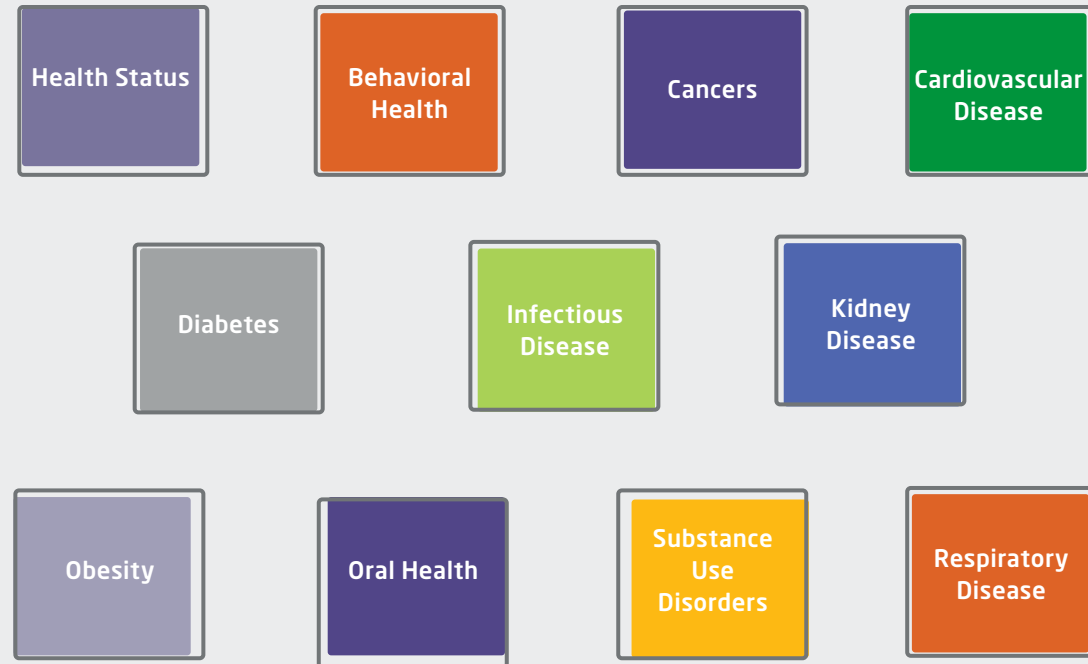
**Community Input:⁷
Transportation**

“Access to reliable transportation to get to and from appointments is a major issue for many of our residents.”

-Community Leader



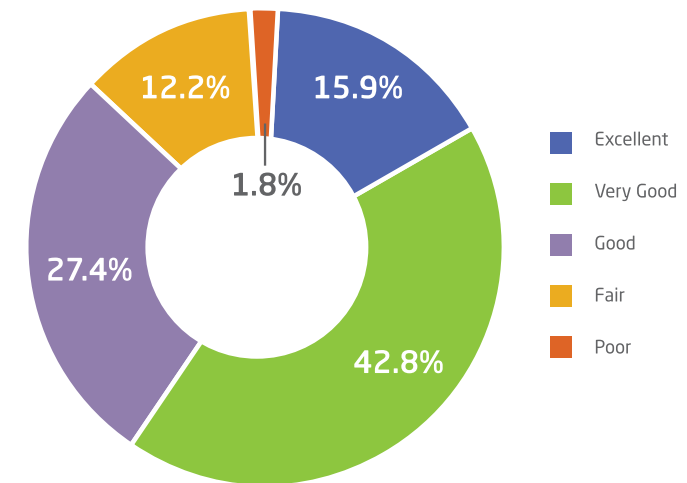
Health conditions



Overall Health Status

Most Lake Forest Hospital CSA survey respondents rated their overall health favorably, but 14.0% believe their overall health is “fair” or “poor.” Those experiencing “fair” or “poor” health were more likely to have low income.

Self-Reported Health Status
(Lake County, 2022)



Health Condition	Prevalence in the Hospital's CSA	Prevalence in Illinois
Obesity ¹⁷	32.0%	32.2%
High Blood Pressure ¹⁸	28.4%	29.4%
Diabetes ¹⁹	8.8%	10.1%
Asthma ²⁰	8.7%	8.7%
Cancer (diagnosis rate) ²¹	665.1 per 100,000 residents	531.1 per 100,000 residents

Life expectancy in the Lake Forest Hospital CSA

There is a 10-year gap between the communities with the highest life expectancy (Wadsworth) and the lowest life expectancy (North Chicago).²²

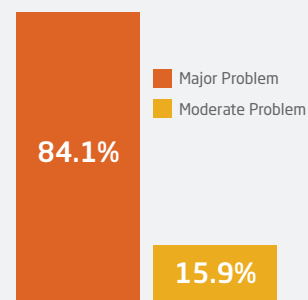
- Overall life expectancy: 80.4 years
- Lowest life expectancy: 77.5 years in North Chicago
- Highest life expectancy: 87.7 years in Wadsworth

Behavioral Health

Behavioral health disorders are common and affect people of all demographics. Conditions like depression and anxiety can affect people's ability to take part in healthy behaviors. Similarly, physical health problems can make it harder for people to get treatment for mental disorders.

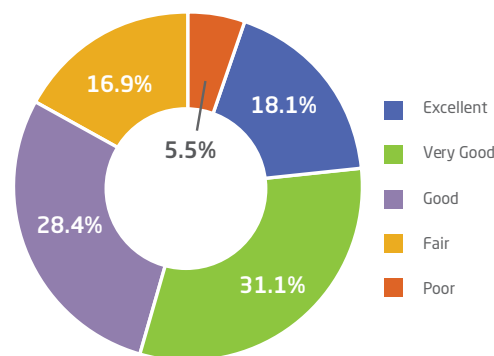
Data from the key informant survey illustrates that mental health was the top concern among community residents in the Lake Forest Hospital CSA.

Perceptions of Mental Health as a Problem in the Community
(Key Informants, 2022)



Most Lake Forest Hospital CSA survey respondents rated their overall mental health favorably, but **22.4% believe it is "fair" or "poor,"** which is much higher than the national average of **13.4%.**

Self-Reported Mental Health Status
(Lake County, 2022)



Community Input: Behavioral Health

"The biggest challenge for people with mental health issues is having time and money to access the resources. If people are working jobs, the hours for these services need to be flexible, so the people can attend throughout the day with more availability for weekend and evening hours. Another consideration is being able to offer services virtually for those who need flexibility with transportation or child care."

-Community Leader

"Due to the pandemic, people have struggled with mental health issues. In schools, more students are struggling with mental health. It is difficult for each individual district to provide adequate resources for students. There is a shortage in mental health professionals in Lake County. I believe many people are trying to help students or provide information but there is a great need to improve upon this in the future. Also, adults have struggled with this due to the transition back to work, financial issues, work issues and family issues."

-Community Leader

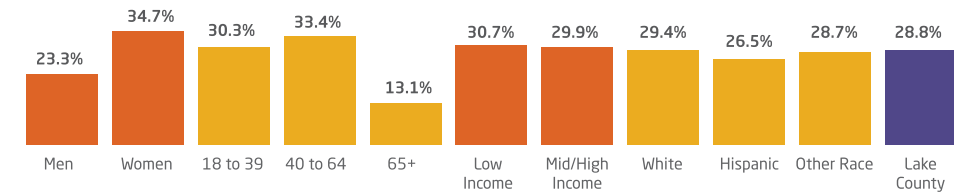
Behavioral Health (continued)

Among Lake Forest Hospital CSA survey respondents:

- 26.9% reported having diagnosed depression (U.S. benchmark: 20.6%)
- 37.9% reported having symptoms of chronic depression (2+ years) (U.S. benchmark: 30.3%)
- 41.6% report feeling isolated from others (U.S. benchmark: 29.8%)

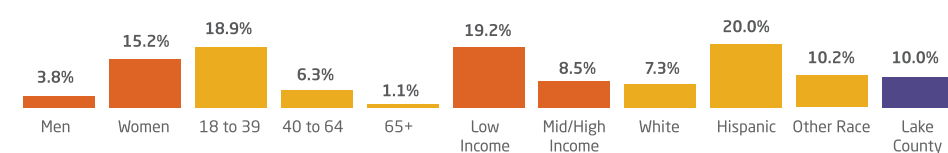
The COVID-19 pandemic adversely affected the mental health of many people in the United States. During the pandemic, about four in 10 adults in the U.S. reported symptoms of anxiety or a depressive disorder, up from one in 10 in June 2019. In the Lake Forest Hospital CSA, 28.8% of survey respondents reported that their mental health had gotten worse since March 2020.

Mental Health Has Gotten Worse Since the Beginning of the Pandemic
(Lake County, 2022)



Access to mental health services was also identified as a major concern. One out of 10 Lake Forest Hospital CSA survey participants reported they were unable to get mental health services when needed in the past year.

Unable to Get Mental Health Services When Needed in the Past Year
(Lake County, 2022)



Cancers

Cancers were identified as a moderate problem among 65.7% of key informant survey respondents, making it No. 11 in the list of top needs.

A total of 6.4% of adults in the Lake Forest Hospital CSA have ever had cancer (U.S. benchmark: 6.1%).²¹ The prevalence of cancer increases with age, and white and Hispanic community members appear more affected than others. **The most common types include skin cancer, breast cancer and prostate cancer.**

Community Input:⁷ Cancers

"Parts of Lake County are disproportionately impacted by all types of cancer. Some of this is due to the communities they live in (Zion, Waukegan, North Chicago) that have increased exposure to toxins from the former coal plant and consistently poor air quality. Due to the significant disparities within our county, cities like those listed above would likely have a higher rate of cancer diagnosis."

-Community Leader

"Cancer and cancer care is an issue. Lack of Spanish-speaking providers, lack of knowledge regarding resources, healthcare coverage and payment issues are rampant. Latino patients feel disconnected from their providers and many times are lost as to where they can get care and support."

-Community Leader

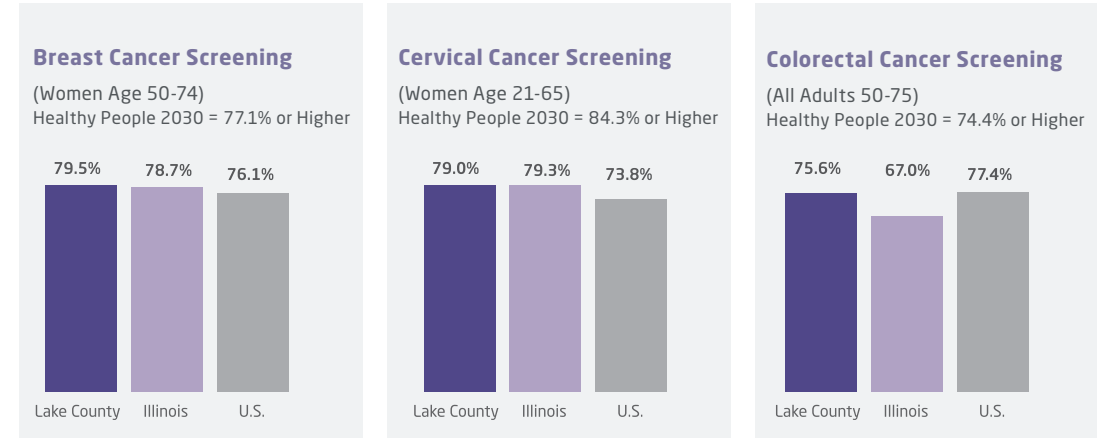
Cancer Rates of Adults in the Lake Forest Hospital CSA

19.0% Skin
13.9% Breast
10.1% Prostate

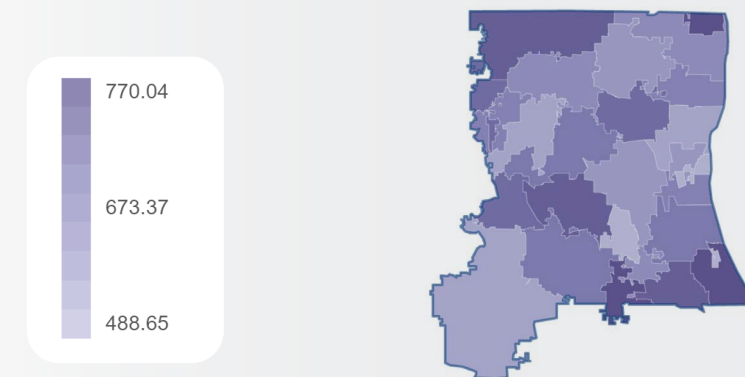


Cancers (continued)

Screening rates in the Lake Forest Hospital CSA were similar or slightly better than Healthy People 2030 goals. One physician commented that "patients in my community have greater access to health screenings, enabling more testing and identification of conditions like cancer."^{5,6}



Cancer Diagnoses in the Lake Forest Hospital CSA
 Cases per 100,000 Residents



Cardiovascular Disease

Heart disease and stroke were identified as a major problem by 39.5% of key informant survey respondents, making it No. 7 in the list of health needs.

Heart disease and stroke can result in poor quality of life, disability and death. Though both diseases are common, **they can often be prevented by controlling risk factors** like high blood pressure and high cholesterol through treatment.²³

A majority (84.3%) of surveyed adults reported one or more of the following cardiovascular risk factors:

- Being overweight
- Smoking cigarettes
- Being physically inactive
- Having high blood pressure or cholesterol

**Community Input:⁷
Cardiovascular Disease**

"I've seen plenty of patients in clinic and in the hospital with several cardiac risk factors. Some are able to be medically optimized; some aren't."

-Physician

"Within our lower-income communities in Lake County, there is a lack of access to education to prevent heart disease and stroke. There is also significant lack of resources to support sustaining a healthy lifestyle. When people don't have access to education, proper nutrition and exercise, and regular preventative care, there is a greater prevalence."

-Community Leader

Rates of High Blood Pressure¹⁸

Lake Forest Hospital CSA:

28.4% of adults

Illinois: 29.4% of adults



Cardiovascular Disease (continued)



After years of trending down, the risk of dying from heart disease or stroke in the U.S. spiked in 2020, the first year of the pandemic. The increases were highest among Black people, who had double the risk of dying from stroke and a fivefold higher risk of dying from heart disease than white people.²⁴

Prevalence of Heart Disease

Lake Forest Hospital CSA:

7.1% of surveyed adults

Illinois: 5.7% of adults

Prevalence of Stroke

Lake Forest Hospital CSA:

2.2% of surveyed adults

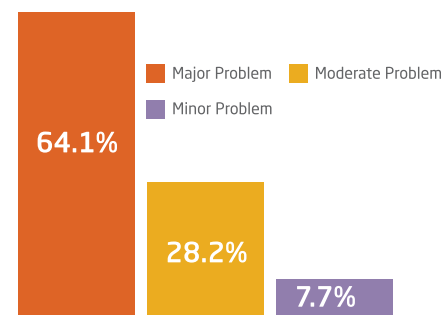
Illinois: 3.0% of adults

Making sure people who experience a cardiovascular emergency – such as stroke, heart attack or cardiac arrest – get timely recommended treatment is essential to reduce the risk for long-term disability and death. Teaching people to recognize symptoms is key to helping more people get the treatment they need.²³

Diabetes

Diabetes is a common chronic health condition. In key informant surveys collected across the Lake Forest Hospital CSA, diabetes ranked No. 2 in the list of most important health priorities.

Perceptions of Diabetes as a Problem in the Community (Key Informants, 2022)



Prevalence of Diabetes

Lake Forest Hospital CSA:

13.0% of adults

Illinois: 11.3% of adults; U.S.: 13.8%

Community Input:⁷ Diabetes

“Low health literacy, access to services, negative food choices influenced by culture are contributing factors.”

-Community Leader

“Health literacy, access to blood glucose meters, and bilingual nutrition education are needed.”

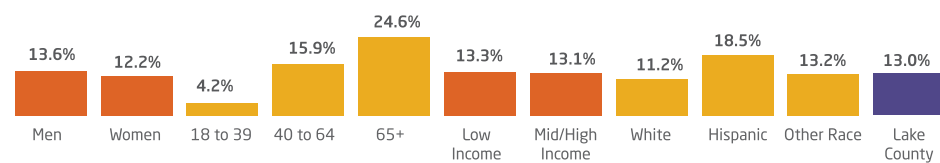
-Community Leader

“Those with pre-diabetes often don’t have the resources to appropriately manage their condition in order to prevent it from becoming Type 2 diabetes. There is a lot of inequity regarding the prevalence of this disease in our community as it greatly affects our Black and brown neighbors.”

-Community Leader

Diabetes impacts roughly 25% of Lake Forest Hospital CSA residents age 65 and older. In addition, 11.7% of adults have been diagnosed with “pre-diabetes.”

Prevalence of Diabetes* (Lake County, 2022)



*Excludes gestational diabetes (occurring only during pregnancy)

Infectious Disease

The health impacts of COVID-19 are strongly present throughout both primary and secondary research conducted over the course of this assessment. Across most key informant surveys, COVID-19 was seen as having a negative impact on health both directly and indirectly through issues such as chronic stress, and impacts on social and structural determinants of health.

COVID-19 was considered a moderate problem by 46.7% of key informants in the Lake Forest Hospital CSA. More than one out of four residents in the Lake Forest Hospital CSA reported:

- Feeling their overall mental health has gotten worse since the beginning of the COVID-19 pandemic (28.8%)
- Experiencing significant financial impact, such as the loss of a job, working fewer hours than wanted/needed, or a loss of health insurance coverage (26.4%)
- Avoiding necessary medical care due to concerns about COVID-19 (26.1%)

Community Input:⁷ Infectious Disease

“COVID-19 is impacting the social and emotional well-being of all. It is causing mental health issues to be intensified. The fear, anxiety and uncertainty are constant emotions people are facing at all age groups. It has changed the livelihood for people. Schools have changed. Social gatherings have changed.”

- Community Leader

“Unfortunately, ever since I got sick from COVID, I’ve had health problems, but now it’s worse.”

- Community Leader

“In 2021, the 211 line reported 62% of the 10,780 calls/texts received were related to COVID-19.”

- Social Service Provider



Kidney Disease

Key informants participating in the survey ranked kidney disease as a moderate problem in the community. Its prevalence was higher than Illinois, but similar to the national prevalence.

Community Input:⁷ Kidney Disease

“There are not enough dialysis clinics in our area to cover the needs. The dialysis clinics in the area will not take a patient back if they have been noncompliant, leaving hospitals holding patients for dialysis while looking for another agency. Dialysis clinics need better social work coverage to assist in patient noncompliance and missed appointments, rides, etc.”

-Public Health Expert

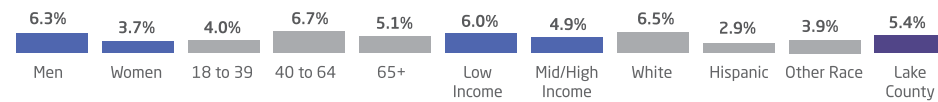
Kidney Disease Prevalence

Lake Forest Hospital CSA:

5.4%

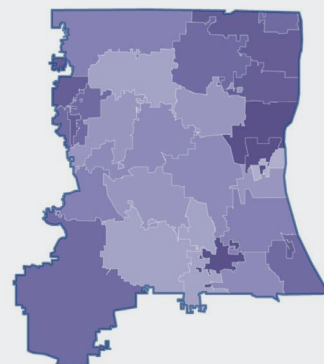
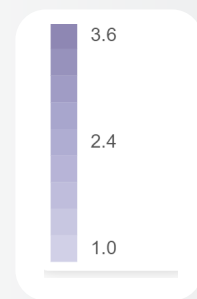
Illinois: 2.7%; U.S.: 5.0%

Prevalence of Kidney Disease
(Lake County, 2022)



Chronic Kidney Disease Among Adults in the Lake Forest Hospital CSA

Measured as a Percent



Obesity

Obesity is linked to many serious health problems, including depression, Type 2 diabetes, heart disease, stroke and some types of cancer. Some racial and ethnic groups are more likely to have obesity, which increases their risk of chronic diseases.²⁵

Prevalence of Obesity

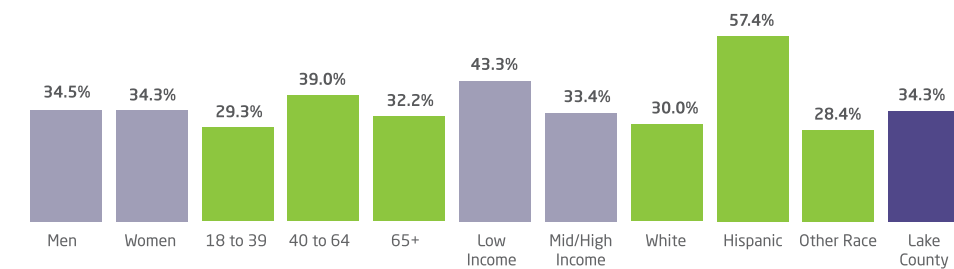
Lake Forest Hospital CSA:

34.4%

Illinois: 31.6%; U.S.: 31.3%



Prevalence of Obesity*⁵
(Lake County, 2022)
Healthy People 2030 = 36.0% or Lower



*Based on reported heights and weights, asked of all respondents. The definition of obesity is having a body mass index (BMI)—a ratio of weight to height (kilograms by meters squared)—greater than or equal to 30.0.

In the Lake Forest Hospital CSA, key informants ranked obesity as No. 3 in the list of major problems in the community. A number of factors contributing to high rates of obesity were highlighted, including:

- Lack of access to healthy and fresh foods
- Limited green space or indoor facilities for exercise
- Cultural habits
- Lack of awareness, education

Obesity (continued)

Community Input:⁷ Obesity

"Lack of access to affordable, nutritious food is a huge issue for many families. Due to their historical lack of access, many families who find themselves with fresh fruits/vegetables may not know how to prepare them. In some communities, lack of access to sidewalks can prevent safe physical activity for children."

-Community Leader

"We need community educational programs focused on healthy living, exercising and healthy eating."

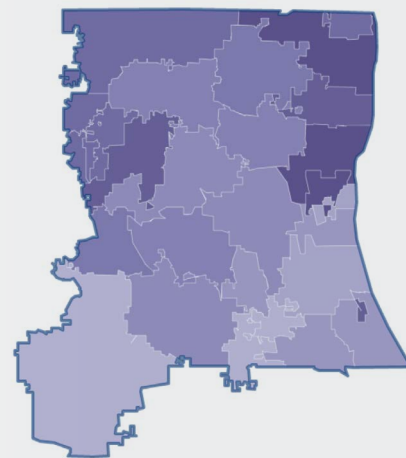
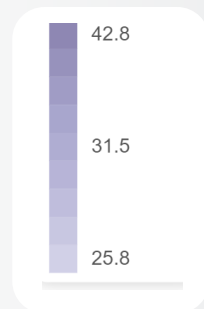
-Community Leader

"Persons experiencing poverty are in survival mode and not able to afford and/or address healthy lifestyles. Not able to afford nutritional food."

-Community Leader

Obesity Rate in the Lake Forest Hospital CSA

Measured as a Percent



Oral Health

Strategies to help people access dental services can help prevent problems like tooth decay, gum disease and tooth loss. Individual use of topical fluoride and interventions like community water fluoridation can also help improve oral health. In addition, teaching people how to take care of their teeth and gums can help prevent oral health problems.²⁶

Oral health was ranked as the No. 5 health problem in the community by key informants.

Insurance Coverage for All or Part of Dental Care Costs

Lake Forest Hospital CSA:

74.6%

Well above U.S. average of

68.7%



Satisfies Healthy People 2030 goal

Those 65 and older, and those with lower incomes are less likely to have coverage

Community Input:⁷ Oral Health

"Dental health is a challenge due to the cost and the lack of affordable places to get care. It takes a long time to get care and Spanish-speaking providers are few."

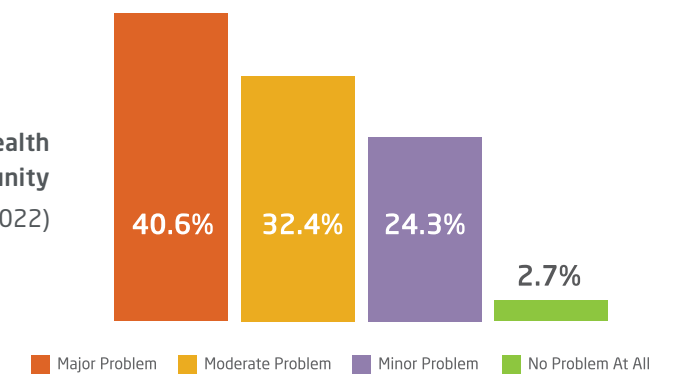
-Community Leader

"High costs of dental and oral treatments and also little access to information for oral health care [are a concern]."

-Community Leader

A total of 69.3% of Lake Forest Hospital CSA survey respondents have visited a dentist or dental clinic in the past year, compared to 68.1% in Illinois and 62.9% in the U.S. This was particularly low among younger adults and especially low for those living below 200% of the federal poverty level.

Perceptions of Oral Health as a Problem in the Community
(Key Informants, 2022)



Substance Use Disorders

If use of a substance cannot be controlled and continues despite harmful consequences and impairment in day-to-day functioning, it is termed a substance use disorder. This is a complex condition.

The COVID-19 pandemic not only highlighted the increasing burden of substance use disorders in the U.S., but it also led to an increase in substance use. As of June 2020, the Centers for Disease Control and Prevention estimated that 13% of people in the U.S. started or increased substance use to cope with the stress and uncertainty of the pandemic.²⁷

**Community Input:²⁷
Substance Use Disorders**

“There is limited access to treatment for substance use disorders.”
-Physician

“Not enough programs or providers... Long wait lists for treatment.”
-Community Leader

“Stigma, bilingual education, income and transportation are contributing factors.”
-Community Leader

Substance Use in the Lake Forest Hospital CSA

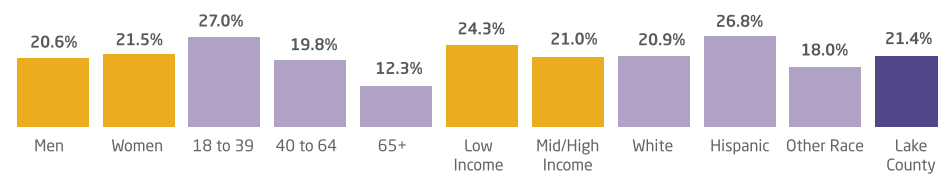
Ranked No. 4 in the list of major problems in the community

21.4% of adults drink excessively*

Compared to 21.6% in Illinois and 27.2% in the U.S.



People 18 and Older Who Reported Excessive Drinking in the Past 30 Days
(Lake County, 2022)



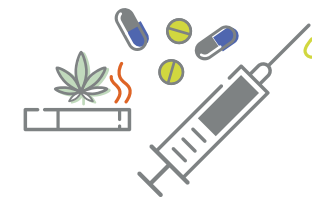
* Excessive drinking is defined as drinking more than two alcoholic drinks per day on average (for men) or more than one drink per day on average (for women), or drinking five or more drinks during a single occasion (for men), or four or more drinks during a single occasion (for women).

Substance Use Disorders (continued)



14.0% report using a prescription opioid drug in the past year

Compared to 12.9% in the U.S.
Most prevalent among residents with lower income



Substance use disorder also impacts friends and family, with 37.3% in the CSA reporting that they have felt a personal impact to some degree. This is more often reported among women, younger adults and those in lower-income households.

Substances viewed as most problematic in the Lake Forest Hospital CSA

Alcohol	47.1%
Heroin or other opioids	29.4%
Prescription medications	11.8%
Over-the-counter medications	5.9%
Club drugs (e.g. MDMA, GHC, Ecstasy, Molly)	5.9%

Respiratory Disease

Respiratory diseases affect millions of people in the U.S.; more than 25 million people in the U.S. have asthma and more than 16 million have chronic obstructive pulmonary disease.²⁸ Among key informants in the Lake Forest Hospital CSA, 43% rated respiratory diseases as a minor problem.⁷ The most common respiratory disease was asthma.⁴

Prevalence of Asthma

Lake Forest Hospital CSA:

10.2%

Illinois: 8.2%; U.S.: 12.9%



Prevalence of Chronic Obstructive Pulmonary Disease (COPD)

Lake Forest Hospital CSA:

7.9%

Illinois: 5.8%; U.S.: 6.4%

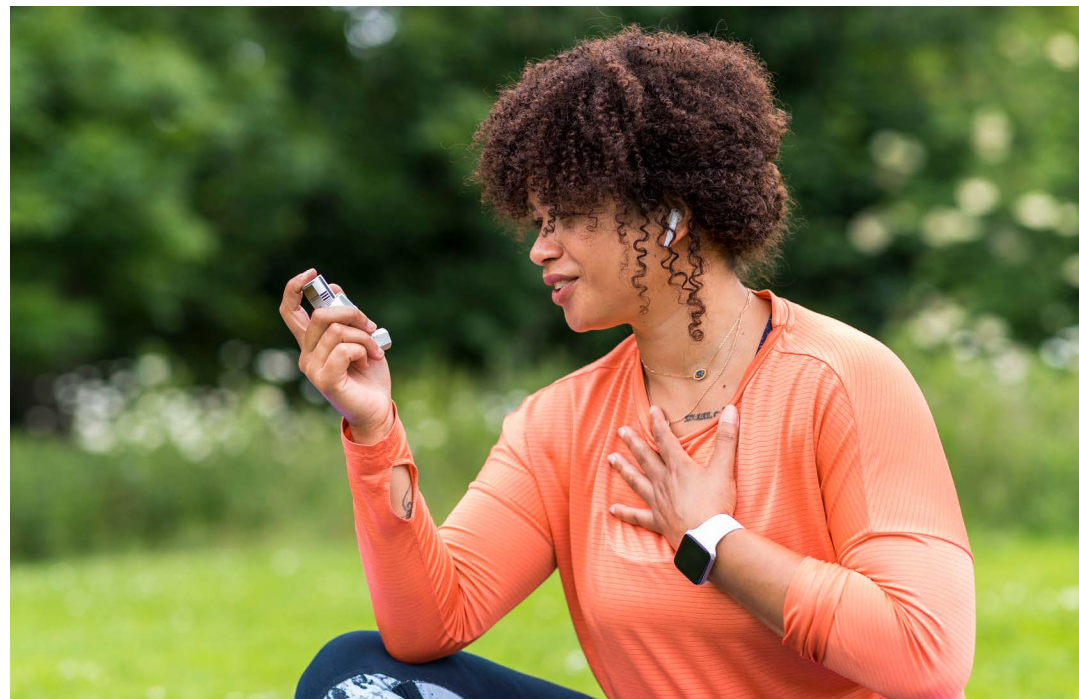
Community Input:⁷ Respiratory Disease

"Asthma and other respiratory diseases are prevalent in areas of our county where there is questionable air quality. The coal plant and concentration of brown fields certainly contributes to the problem."

-Community Leader

"Lack of resources [to address respiratory disease]."

- Community Leader



Health behaviors

Many behaviors impact the burden of disease in communities, including food choices, physical activity and tobacco use. Within the Lake Forest Hospital CSA, survey respondents report language was a significant barrier to accessing nutrition education and programs that incorporate both nutrition and physical activity.

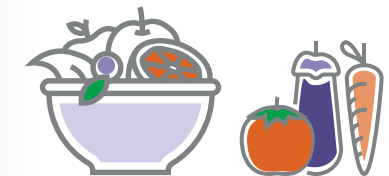
Nutrition, physical activity and weight were noted as a major problem in the community by 58.5% of CSA key informant survey respondents.

Nutrition

Some people do not have the information they need to choose healthy foods, while others do not have access to healthy foods or cannot afford to buy enough food. Public health interventions that focus on helping everyone get healthy foods are key to reducing food insecurity and improving health.²⁹

Within the Lake Forest Hospital CSA:

- **28.1% of adults report eating five or more servings of fruits and/or vegetables per day (U.S. rate: 32.7%)**
 - Men: 21.4%
 - Women: 35.7%
 - Low-income: 22.3%
 - High-income: 29.6%
 - White: 26.6%
 - Hispanic: 15.3%
 - Other race: 54.2%



- **17.9% of adults find it very or somewhat difficult to access affordable fresh fruits and vegetables (U.S. rate: 21.1%)**

Physical Activity

Regular physical activity can improve the health and quality of life of people of all ages. For people who are inactive, even small increases in physical activity are associated with health benefits.

Personal, social, economic and environmental factors all play a role in physical activity levels among youth, adults and older adults. Understanding barriers to and facilitators of physical activity is important to ensure the effectiveness of interventions and other actions to improve levels of physical activity.

Within the Lake Forest Hospital CSA:

<p>No leisure time physical activity in past month</p> <p>29.0% of adults</p> <p>Illinois: 25.6%; U.S.: 31.3%</p> <p>Those less likely to engage in physical activity include women, those in lower-income households and people of color</p>	<p>Meet physical activity recommendations</p> <p>26.0% of adults</p> <p>Illinois: 23.4%; U.S.: 21.4%</p>
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Tobacco Use

More than 16 million adults in the U.S. have a disease caused by smoking cigarettes, and smoking-related illnesses lead to 500,000 deaths each year. Although smoking is widespread, it is more common in certain populations, including men, American Indian/ Alaska Native people, people with behavioral health conditions, LGBTQ people, and people with lower incomes and education levels.³⁰

Within the Lake Forest Hospital CSA:

- 12.7% of adults currently smoke cigarettes regularly (every day) or occasionally (some days), compared to 14.5% in Illinois and 17.4% in the U.S.
- 67.6% of people who currently smoke were advised to quit in the past year by a healthcare professional
- 9.1% of adults are currently using e-cigarettes regularly (every day) or occasionally (some days), compared to 4.4% in Illinois and 8.9% in the U.S.

Community Input:⁷ Tobacco Use

“Tobacco is a major problem due to the easy access in the market and the terrible damage it causes to the health of the consumers of these products.”
-Community Leader

“Tobacco use is a major issue because it can lead to so many other chronic and life-threatening diseases.”
-Community Leader

“Vaping is an epidemic in our teenagers and youth. Too accessible and addictive.”
-Social Service Provider

Reflections on our data analysis

Two cross-cutting themes emerged during our data gathering.

Access to care and community resources

Data sources analyzed for this report highlighted the importance of access to health care and community services. Access to behavioral health care emerged as a particular challenge for many in the Lake Forest Hospital CSA.

Structural inequities

In our analysis, the distribution of poverty, low levels of education, violence and poor health outcomes were most often concentrated in communities in the Lake Forest CSA with a large population of people from minority groups. These data highlight structural inequalities, such as low-performing schools and few employment opportunities, which shape the health outcomes reported in these areas.

Significant health needs

Based on local data, benchmark data, the number of people affected and key informant input, we identified the following to be significant health needs within the Lake Forest Hospital CSA. Our collaborators considered these needs when identifying which should be priority health needs for Northwestern Medicine to address.

- | | |
|--|---|
| Appointment Availability | Healthcare Navigation |
| Behavioral Health | Heart Disease and Stroke |
| Coordination and Connection to Community Resources | Homelessness and Housing Instability |
| Culturally and Linguistically Appropriate Care | Kidney Disease |
| Diabetes | Nutrition, Physical Activity and Weight |
| Education | Structural Inequities and Bias |
| Employment | Substance Use Disorders |
| Food Access and Security | Tobacco Use |
| | Transportation |



Priority Health Needs

Once significant health needs are identified, it is important to engage a diverse set of individuals to share their insights. This helps ensure that data is being interpreted with the community voice at its core, and guides decisions about which needs should be a priority for Northwestern Medicine.

To that end, Lake Forest Hospital engaged with external collaborators through its Community Engagement Council, and with internal collaborators through its Community Health Council.

Community Engagement Council

The Community Engagement Council is a diverse group of representatives from the Lake Forest Hospital CSA. Council members are people who have demonstrated a strong, ongoing commitment to improving the health of the communities we serve. Their diverse backgrounds helped ensure we considered a full range of perspectives when prioritizing identified health needs.

The following community organizations participate on the Lake Forest Hospital Community Engagement Council:

- Catholic Charities
- College of Lake County
- Erie HealthReach Waukegan
- The Josselyn Center
- Lake County Health Department
- Mano a Mano
- Northern Illinois Food Bank
- Rosalind Franklin University of Medicine and Science
- United Way of Lake County
- Waukegan Public Library

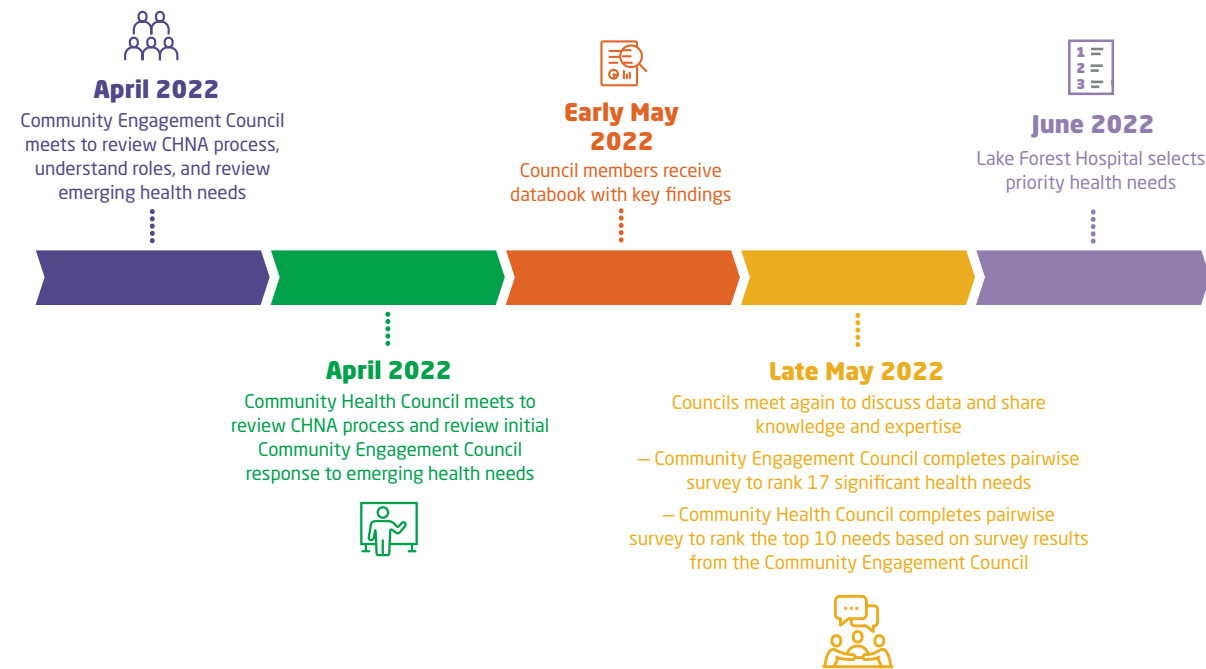
Community Health Council

The Community Health Council is made up of Northwestern Medicine staff from multiple departments. Council members were chosen based on their role and demonstrated commitment to improving the health of the community. The varied backgrounds of the committee members provided diverse insight into prioritizing identified health needs. The following is a list of departments represented and why they were chosen for inclusion.

Hospital Department	Knowledge Area
Community Affairs	Community relationships, data and hospital resources
Quality and Patient Safety	Quality data and patient outcomes
Strategy	Clinic and hospital location planning
Access	Patient access to health care (for example, scheduling appointments and finding the right medical professional)
Specialty Care	Direct patient care, care administration and operations
Emergency Medicine	
Nursing	
Strategy	
Primary Care	
Social Work	
Behavioral Health	
Human Resources	Recruiting and hiring new employees; diversity, equity and inclusion (DEI)
Finance	Financial perspective
Collaborative Care and Outreach	Coordination of patient care, including medical and social needs

How we chose priority health needs

Following completion of data analysis, Lake Forest Hospital leadership convened our community councils to review the findings.



The prioritization of health needs took place over a series of meetings with the Community Engagement and Community Health councils.

- Both councils convened separately in April 2022 to receive an overview of the CHNA process, a review of the Lake Forest Hospital CSA, and the primary and secondary data collection process. In these meetings, council members also received a preview of the 17 emerging significant health needs identified through the data assessment.
- In early May, council members were given a databook that highlighted key findings.
- In late May, both councils convened separately again to review all data collected from the community and to prioritize health needs based on data as well as their own knowledge and expertise.
- During these meetings, council members were encouraged to ask questions and offer additional data points based on their areas of expertise. This process was meant to ensure Lake Forest Hospital was interpreting the data based on the voice of the community.

- Once the data was reviewed, council members participated in a pairwise survey through All Our Ideas (allourideas.org). While going through this process, participants were asked to consider multiple prioritization factors.
 - For the Community Engagement Council, the survey assessed 17 significant health needs.
 - Participants were given two needs at a time and asked to select which was the priority. After making their selection, participants were presented with another randomized pair and so on.
 - The Community Health Councils went through the same pairwise survey process with the top 10 health needs that were identified through the Community Engagement Council survey.
- After prioritizing the list of top 10 needs, the Community Health Council was able to view and compare their results against that of the Community Engagement Council. The idea behind this methodology is to put an emphasis on the community voice while also recognizing that the Community Health Council, as a council comprised of hospital employees, is able to provide the perspective of what Lake Forest Hospital and Northwestern Memorial HealthCare can feasibly accomplish over the next three years in this CHNA cycle.

Prioritization Factors Considered to Establish Priority Health Needs

Prioritization Factors	Related Questions
Magnitude and Inequity	<ul style="list-style-type: none"> • How many people in the community are impacted? • Are there inequalities by race, income or location? • Where is the magnitude the greatest?
Severity and Impact	<ul style="list-style-type: none"> • How does the need impact health and vitality (focusing on people most impacted by needs related to social determinants of health)?
Feasibility of Influencing	<ul style="list-style-type: none"> • What capacity already exists to address the need? Can Northwestern Medicine action add value? • Is there already a foundation for partnership? Is it local? • Could the role of Northwestern Medicine complement that of other partners?
Consequences of Inaction	<ul style="list-style-type: none"> • What impact would inaction have on individuals and on population health? • Are there other partners who will act to address the need? • Do the inputs needed to take action create challenges to act in other important areas, recognizing that overall Northwestern Medicine resources are limited?
Trend	<ul style="list-style-type: none"> • Is there a pattern in the data? • Has the data gotten significantly worse/better over time?

Identified priority health needs

Lake Forest Hospital has identified three priority health needs in the 2022 CHNA. In selecting priorities, we considered:

- How many Lake County residents are impacted, and to what extent the health need impacts their quality of life
- The capacity and resources available to meet the need
- The suitability of our own expertise to address the need

In particular, priority health needs were selected based on their ability to be addressed through a coordinated response from a range of healthcare and community resources.

Lake Forest Hospital 2022 Priority Health Needs



Behavioral Health



Nutrition, Physical Activity and Weight



Employment and Youth Development



Development of a Plan to Address Priority Health Needs

To address the priority health needs identified, Lake Forest Hospital will continue to work with the community to develop a comprehensive Community Health Implementation Plan (CHIP). The CHIP will detail strategies to address each priority health need as well as anticipated impacts, resources and planned collaborations.*

Northwestern Medicine remains committed to providing culturally informed care that is responsive to the needs of the communities we serve. By creating a CHIP with community organizations, including health and social service organizations, we will develop community-based health initiatives designed to address the identified priority health needs.

This work is ultimately intended to improve health equity, remove health disparities and build healthier communities in alignment with the Northwestern Medicine mission.

Existing resources

Lake Forest Hospital recognizes that a large number of healthcare facilities and organizations within the Lake Forest Hospital CSA respond to health needs and support health improvement efforts. A list of resources potentially available to address priority health needs is included in Appendix B.

*The CHIP will specify significant health needs identified through the CHNA that Lake Forest Hospital did not prioritize, together with the reason that they will not be addressed.

Lake Forest Hospital roles

To address the priority health needs, Lake Forest Hospital can serve in a variety of roles.

Civic Leader

- Partner/convener
- Employer
- Advocate
- Funder



Educator

- Training
- Youth programs
- Health promotion
- Knowledge transfer



Researcher

- Medical/biomedical research
- Community-based evaluation
- Outcomes data
- Proof of concept



Care Provider

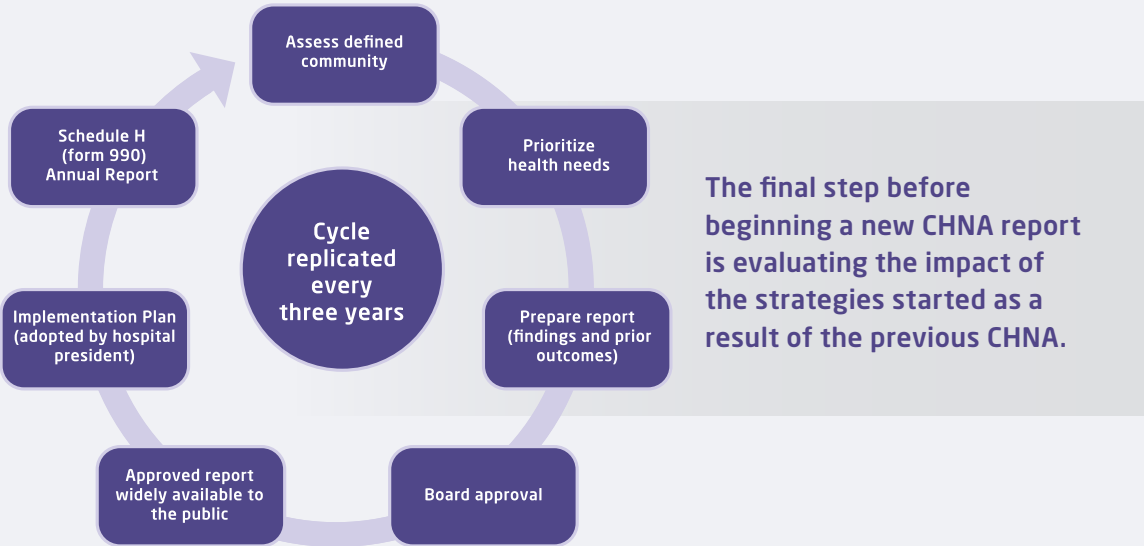
- Financial assistance
- Medicaid
- Safety net partners



Appendix A: Evaluation of Impact

Actions taken to address Northwestern Medicine Lake Forest Hospital 2019 priority health needs

The last Lake Forest Hospital CHNA was completed in 2019. We worked with the Lake County Health Department to determine significant health needs through a comprehensive assessment that included analysis of community voice, data and the potential health impact of a given issue.



Through the 2019 CHNA process, Lake Forest Hospital identified four priority health needs to be addressed through collaborative planning and coordinated action with organizations that impact health services in the community:

1. Access to Health Care and Community Resources
2. Behavioral Health
3. Chronic Disease
4. Social Determinants of Health

This Evaluation of Impact report summarizes progress of community strategies outlined in the Lake Forest Hospital 2019 Community Health Implementation Plan (CHIP). This evaluation shows how well these strategies addressed the priority health needs of the community.



2019 Priority Health Need 1: Access to Health Care

Goal: Improve access to care across the Community Service Area.

Access to comprehensive, quality healthcare services is important for the achievement of optimal health and increasing quality of life. It impacts overall physical, social and mental health status, including:

- Prevention of disease and disability
- Detection and treatment of health conditions
- Preventable death
- Life expectancy

Strategy 1.1: Implement a Transitional Care Clinic (TCC) at Lake Forest Hospital to medically transition patients in the Emergency Department and inpatients without a medical home.

In 2018:

- Nearly 1,900 people in the Lake Forest Hospital Emergency Department (ED) and/or those admitted to Lake Forest Hospital did not have a primary care physician identified in their electronic health record.
- Among ED encounters, 40% of patients were from Waukegan, North Chicago, Zion and the Round Lake area, where many residents are covered by Medicaid or have no medical insurance.

In February 2020, Lake Forest Hospital adopted a model called the Transitional Care Clinic (TCC). This clinic provides comprehensive services through a series of appointments to help patients after they are discharged from the ED or inpatient care.

- TCC staff connects patients with a primary care physician at Erie HealthReach Waukegan or other medical home.
- The TCC team also addresses complex barriers to care, including medication access, health literacy, insurance and transportation.

Impact

From February 2020 through August 2021, the TCC provided care to more than 300 patients. It supported patients in addressing core psychosocial and medical issues, stabilizing their health and enabling them to effectively receive care in the primary care setting.

The TCC empowered patients with life skills to navigate routine healthcare management activities, such as:

- Appointment scheduling
- Having a relationship with a physician
- Managing their own prescriptions
- Planning for and attending physician appointments

Strategy 1.2: Develop a health system-level approach to better serve uninsured and underinsured patients through clinical community relationships.*

In 2020, Lake Forest Hospital recommitted its support to Erie HealthReach Waukegan and the Lake County community through a three-year, \$1.8 million grant.

Lake Forest Hospital additionally worked with the Lake County Health Department (LCHD) to coordinate care for patients at LCHD. Those patients who meet residency requirements can access care at Lake Forest Hospital through our Financial Assistance Program.

Impact

Grant funding enabled Erie Waukegan to continue to address the health needs of people with significantly more acute health needs than patients at their other Federally Qualified Health Center (FQHC) sites due to lack of primary care in the community for many years, cultural barriers and a significant number of patients needing high-risk obstetrics care.

With this funding:

- Patients have better access to medically necessary health care, including primary care, behavioral health care and comprehensive case management.
- Erie Waukegan was able to hire additional clinical staff, expand their telehealth capabilities, and address the social determinants of health for their patients.

* This strategy was not listed in the CHIP published in 2020.

Strategy 1.3: Implement an electronic tool to screen patients for social determinants of health (SDOH) and refer patients to social service organizations.

Northwestern Memorial HealthCare executive leadership identified the implementation of routine SDOH screenings as a top organizational priority and included it as a key initiative for the health system in 2020. In 2021, a screening tool that evaluated six social determinant domains was piloted across multiple care locations. The six domains include:

- Housing
- Food
- Medication affordability
- Transportation
- Mental health
- Social isolation

The tool is in the Epic electronic medical record so clinical employees and staff can see reported patient needs. As of August 2021, more than 2,200 patients at Northwestern Medicine had been screened using this tool.

An additional pilot was designed in collaboration with Mano a Mano Family Resource Center. Mano a Mano is a nonprofit local-agency that serves immigrants. It provides a one-stop-shop for educational classes, workshops and immigration legal services for some of the families and individuals living in Lake County who are hardest to reach. Mano a Mano works to empower immigrants and their families living in Lake County to become full participants in American life. Mano a Mano conducts multiple initiatives to serve the residents of Lake County, including:

- The Healthy Families Program, aimed at expanding health literacy and improving the health of immigrants by helping them integrate into and understand the U.S. healthcare system
- The Community Health Workers Program, which is a collaboration that focuses on community health needs that have been identified by local research as priorities for low-income and immigrant communities, including the health literacy and training priorities in areas such as hypertension, diabetes, prenatal care, insurance benefits, nutrition and obesity
- Expanded access to healthcare and social services through transportation support, among others

The pilot with Mano a Mano focuses on patients in the Northwestern Medicine Grayslake Family Medicine Clinic who are Latin American and prefer to speak Spanish. The goal of this pilot is to link patients and community members to resources in or near their neighborhood to address social needs in a timely, efficient and culturally appropriate manner. Mano a Mano Community Health Workers will be the main point of contact for patient referrals. This pilot was launched in 2022.

Impact

Both pilots led to patients getting follow-up health education and access to social services through organizations whose employees are culturally and linguistically aligned with their clients. More culturally and linguistically appropriate care leads to:

- More trust in medical professionals
- A better understanding of clinical conditions and self-care
- A higher likelihood of following through on recommendations to link with social service providers

Strategy 1.4: Increase access to social service and community organizations.

In 2021, Lake Forest Hospital provided grant funding and support to United Way of Lake County to promote Lake County 211.* This is a free, confidential, 24/7/365 helpline operated by United Way that connects people with locally available and appropriate health and human service resources. It is designed to reduce time and frustration by acting as a central access point to these resources in Lake County.

The helpline can be accessed through telephone, text message and an online webpage. It helps individuals, families and medical professionals navigate and connect with a wide range of local health and human services, including:

- Mental health services
- Shelter and affordable housing options
- Crisis counseling
- Employment and education support
- Supplemental food programs
- Financial support

Since 2019, 211 has made more than 100,000 connections to critical services for Lake County residents.

Impact

Individuals can more easily navigate to find needed social services. Individuals who might otherwise “give up” and not receive services can access them more efficiently.

* This strategy was not listed in the CHIP published in 2020.

Strategy 1.5: Increase flu vaccination rates.

The previous CHIP report was written and published prior to the COVID-19 pandemic. To help increase flu vaccination rates in the communities that were hit hardest by COVID-19, Lake Forest Hospital collaborated with Catholic Charities and the Mexican Consulate in FY21 to sponsor a flu vaccine clinic in Round Lake Beach.

Impact

Lake Forest Hospital vaccinated 34 community members against influenza, helping them avoid illness and hospitalization.

2019 Priority Health Need 2: Behavioral Health

Goal: Improve access to behavioral health services across the Community Service Area.

Mental health concerns can limit a person’s ability to cope with life stressors, engage in relationships, and complete daily activities, such as self-care, and school or work activities. Individuals do not need to have a diagnosed mental health condition to feel that their mental health is “not good” at times.

In Lake County, a number of behavioral health issues are consistently identified as problematic:

- Lack of available services
- A high rate of diagnosed mental health conditions, including depression and anxiety
- Stress
- Substance use disorders, including alcohol and illicit drug use

Strategy 2.1: Expand the use of telehealth for psychiatric services throughout the Lake Forest Hospital CSA.

The need for behavioral health services has risen in recent years and has surged during the COVID-19 pandemic. For patients seeking care for behavioral health in the Lake Forest Hospital Emergency Department (ED), limited access to in-person psychiatric consults can create delays in moving to the next setting for care, whether inpatient or ambulatory.

Lake Forest Hospital implemented telepsychiatry in 2020, which allowed psychiatrists in remote locations to use a specialized platform and videoconferencing technology to perform comprehensive evaluations in the ED.

Impact

In 2021, 16 patients received timely telepsychiatry consults through this program. Patients were no longer held for an extended time in the ED while awaiting consults, and they were able to progress to the next setting of care more quickly.

Strategy 2.2: Increase behavioral health services and capacity in community settings.**The Josselyn Center**

The Josselyn Center is a long-standing behavioral health provider that opened a new location in Lake Forest Hospital's CSA in 2020. In February 2021, Lake Forest Hospital collaborated with The Josselyn Center for operational capacity and to support a new role, a behavioral health care coordinator. The coordinator creates an immediate connection with patients being discharged from Lake Forest Hospital settings and establishing care at The Josselyn Center.

During the first seven months, more than 240 patients were referred for assessment and care.

Waukegan Public Library

In collaboration with the library, Lake Forest Hospital launched a pilot to reduce barriers to behavioral health services in the community. We provided funding for the library to contract two social workers with The Josselyn Center: one spoke Spanish and one was Black. These social workers were to be available to library patrons for 30- to 60-minute appointments. Patrons also had access to the library's community health workers.

By bringing a diverse team of social workers to a community setting, we worked to address barriers to cost and access.

Lake Forest LEAD

Lake Forest LEAD is a local nonprofit organization dedicated to the promotion of healthy family relationships and the prevention of alcohol and drug use, and other risky behavior by youth. LEAD has served the Lake Forest, Lake Bluff and Knollwood communities for nearly 30 years. LEAD works to address underage drinking and drug abuse; prevent prescription, over-the-counter and illegal drug abuse by youth and adults; promote mental health and wellness; reduce stigma related to depression and other mental health issues; and prevent suicide.

In 2021, Lake Forest Hospital started a community-driven virtual speaker series called "Parenting During the Pandemic and Beyond." The series was intended to provide resources to parents of children who have mental health issues. In collaboration with Lake Forest LEAD, Northwestern Medicine clinical experts discussed topics such as the impact of teen mental health and concerns around e-cigarette use. The speaker series has continued in 2022.

Erie HealthReach Waukegan

Lake Forest Hospital provided grant funding to expand capacity for behavioral health services at Erie HealthReach Waukegan, an FQHC serving nearly 10,000 patients in Lake County.

Impact

Patients are more likely to engage in and persist in treatment if access is offered quickly. As a result of these collaborations, patients needing mental health services were offered access to assessment and care within a shorter period of time following an ED or inpatient discharge.

In addition, offering behavioral health resources in the community expanded access and reduced stigma associated with care.

Strategy 2.3: Implement Calm Classroom, a classroom-based mindfulness program, in Lake County schools.

Calm Classroom is a simple and accessible way to add mindfulness to classroom culture. The daily practice of breathing, stretching, focusing and relaxation exercises creates a greater sense of self-awareness, mental focus and emotional resilience in the classroom. Calm Classroom is the largest provider of schoolwide mindfulness programming in the U.S. In 2008, Calm Classroom launched in Chicago Public Schools, and since then, the program has been implemented in thousands of classrooms all over the world.

In 2021, Lake Forest Hospital continued support of the Calm Classroom curriculum in two school districts that have been historically under-resourced: Waukegan School District 60 and Beach Park School District 3. The program is intended to help students cope with trauma and everyday stressors in their lives. We have committed to sustaining funding for the program in each school district for two years.

Impact

As a direct result of Lake Forest Hospital funding, Calm Classroom became available to more than 25,000 students. Of teachers who were surveyed, 84% reported that students seemed calmer and more peaceful after practicing Calm Classroom. Additionally, 70% of teachers reported students are better able to regulate their emotions since beginning the Calm Classroom program.

Strategy 2.4: Drug education and prevention programming with students in our local schools and with parents in our local community through Text-A-Tip.

In another collaboration with Lake Forest LEAD, Lake Forest Hospital supported a 24/7 anonymous text crisis line, Text-A-Tip.

LEAD's online and social media presence has seen an increase of over 500% in the past three years. Text-A-Tip has been able to request wellness checks and send emergency personnel to teens in crisis. This has led to interventions with people at high risk of suicide and self-harm, violence and drug overdose. This safe, anonymous resource saves lives and gives students a place to turn 24/7 when they need emotional support.

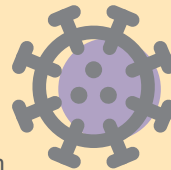
Impact

The Text-A-Tip hotline is now accessible to more than 7 million people, almost double the number from 2020. It includes everyone in Lake and McHenry counties in Illinois. Text-A-Tip provides a means of reaching out for help that is acceptable and accessible to nearly all teens, including those who are uncomfortable or unable to have an oral conversation.

Strategies Impacted by the COVID-19 Pandemic

Strategy 2.5: Expand a program to reduce opioid prescribing in the Emergency Department using the Alternatives to Opioids model.

Due to COVID-19, Lake Forest Hospital was unable to expand this program model as originally planned.



2019 Priority Health Need 3: Chronic Diseases (Focus on Hypertension)

Goal: Decrease rates of hypertension across the Community Service Area.

Cardiovascular disease and stroke, a high prevalence of hypertension, rising rates of obesity, and a lack of proper diet and exercise consistently present as chronic disease issues in Lake County.

Strategy 3.1: Implement a community blood pressure screening program in high-opportunity neighborhoods, educate residents about hypertension and connect them to a quality medical home.

Due to COVID-19, Lake Forest Hospital was unable to expand this program model as intended. However, we were able to provide increased community health education around many topics, including chronic diseases.

Lake Forest Hospital once again provided support to Mano a Mano. The activities supported by Lake Forest Hospital expanded access to community health education and improved health literacy through the Healthy Families Program and Community Health Workers Program initiatives, as well as access to healthcare and social services through transportation support for people assisted by Mano a Mano.

Lake Forest Hospital also supported the Functional Health Literacy Program and the Community Health Worker Program at Waukegan Public Library. Through this program, the library expanded its capacity to provide health education to people in Waukegan and its surrounding communities. The program specifically targeted English-speaking populations, with a focus on Black people in Waukegan. The goal was to:

- Increase understanding of how to prevent and manage chronic diseases
- Increase healthy behaviors
- Help people access medical care

The long-term goal is to reduce health inequities by improving health literacy and service navigation among people who frequently encounter educational, cultural and social barriers to care.

Additionally, Lake Forest Hospital supported the Community Health Worker Program through the Highwood Public Library.

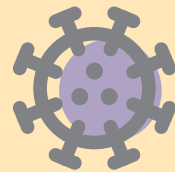
Impact

By continuing to invest in and nurture relationships throughout the pandemic with organizations that have trusted outreach functions, we have been able to help more people in crisis access health and social services. We continue to establish a platform for remobilizing in-person screening efforts that have been impacted by the COVID-19 pandemic.

The Functional Health Literacy Program provided much-needed education and outreach support to Latin American residents in Highwood, and engaged and connected more than 3,000 people with access to COVID-19 vaccines. With the support of Lake Forest Hospital, Waukegan Public Library received the prestigious Institute of Museums and Library Services Gold Medal award for their outstanding services to their community.

Strategies Impacted by the COVID-19 Pandemic

Strategy 3.2: Implement the American Heart Association Target: BP program at Northwestern Medicine and Northwestern Medical Group locations and within local FQHCs.



Due to COVID-19, Lake Forest Hospital was unable to expand this program model as originally planned. However, community discussions have taken place, and there are plans to implement this program in the future.

2019 Priority Health Need 4: Social Determinants of Health

Goal: Improve access to employment opportunities across the Community Service Area.

Disparities in community conditions, including income, poverty, unemployment and housing, are consistently identified as health concerns in Lake County.

Strategy 4.1: Increase youth pipeline opportunities by engaging North Chicago Community High School via their Healthcare Careers Pathway program and expose students to healthcare-related careers through presentations, internships and curriculum development.

The Northwestern Medicine Discovery Program exposes local high school sophomores and juniors to a broad range of activities designed to encourage their interest in healthcare careers.

Topics vary by month, and program activities include:

- Tours
- Guest speakers
- Group discussion
- Hands-on projects

The program:

- Fosters character and professional development
- Cultivates life skills
- Provides community service and leadership experience
- Offers mentorship and networking opportunities

Meetings are held once a month, most often on Saturday mornings, at Lake Forest Hospital and other off-site locations. During the pandemic, sessions were held remotely.

Impact

In FY21, the Discovery Program hosted four sessions for 37 students. Half of the students were from underfunded school districts in Lake County. Discovery Program participants were also offered summer internships, which were conducted as research projects prepared remotely. Twenty students participated in a remote summer internship.

Students were empowered to envision educational and career paths that were unknown to them in the past. They were also given practical information and skills to begin to engage on these educational pathways.

Strategy 4.2: Create hiring pipelines for youth and adults to connect disparate communities to jobs through training programs, targeted outreach and partnerships, and inclusive local hiring practices.

The Department of Nursing at Lake Forest Hospital created a healthcare career pipeline program, Directing Youth Navigating a Medical Career in the Community (DYNAMIC), dedicated to providing a clear path for select graduates from North Chicago Community High School (NCCHS) to receive a post-secondary education in health sciences from the College of Lake County. Selected students will receive free tuition in one of several pre-approved health science degrees. This program is further supported by the Grainger Foundation.

Throughout the student's tenure at the college, they will be provided professional mentorship by hospital staff and receive exposure to the hospital. Upon graduation, the student will interview and be eligible to be hired by Northwestern Medicine. The program was launched in 2021, with one student enrolled as a scholarship recipient. A mentor at Lake Forest Hospital has already been identified for that student.

Impact

Gaining access to education will position students to have personally satisfying and financially sustainable careers. Access to education and well-paying careers are factors known to improve health outcomes for both individuals and communities. It is hoped that students engaging in the DYNAMIC scholarship will contribute to the economic vitality of their communities.

Strategy 4.3: Embed diversity and inclusion (D&I) practices and behaviors into what employees do each day by establishing a D&I infrastructure with partnerships across the organization. These partnerships will promote, support and activate inclusive strategy, culture and behavior that differentiate Northwestern Medicine as an inclusive, values-driven organization. Implement implicit bias and cultural competence training to increase awareness and decrease impact of implicit bias.

In FY21, Lake Forest Hospital continued to make significant progress in this strategy through participation in Northwestern Memorial HealthCare system initiatives. The following are some key milestones reached.

Accessibility

- Developed standardized electronic data collection of disability accommodations needs
- Created standardized sensory accommodation kits and accessible equipment across the Northwestern Medicine system

D&I trainings and resources

- Developed four toolkits for leaders and staff (Implicit Bias Toolkit, Racial Equity Toolkit, Allyship Toolkit, and Inclusive Recruitment and Equitable Hiring Toolkit for leaders)
- Reviewed and updated more than 150 D&I e-learning available in Northwestern Medicine's Learning and Performance intranet platform
- Conducted ongoing assessment of Northwestern Medicine's core certificate trainings for opportunities to include inclusive language and imagery
- Developed a systemwide Implicit Bias Workshop: "Leadership Workshop for Mitigating Implicit Bias and Microaggressions in the Workplace"

Inclusive policy and practice development

- Developed and disseminated Disability Accommodations for Patients policy to establish a process to provide a disability accommodation to patients, their family members or companions
- Developed and disseminated Biased Patient Behavior Towards Staff policy to guide responses when witnessing or experiencing bias, discrimination, harassment and or/mistreatment by patients, family members, companions, caregivers and/or legally authorized decision-makers
- Reviewed and updated Lake Forest Hospital Service Animal Policy

NM Champion Network

- Launched a Group Mentorship Pilot with NM Academy within the employee network dedicated to supporting members and allies of those in groups that have been historically under-represented

Impact

Northwestern Medicine employees are more engaged in D&I topics, with 5,884 people having used the new D&I trainings and resources as of May 2022. Our patients are cared for by a more diverse workforce that reflects diversity in the community. Our employees are better trained to reduce bias, which can positively impact care and reduce disparities in outcomes. And the NM Champion Network membership has grown to more than 1,000 members since its establishment in June 2020.

Results of D&I Work



5,884 employees
have used new trainings and resources

Patients see a more
diverse workforce



Care teams are better trained to
reduce bias

More than **1,000 employees**
have joined the NM Champion Network



Strategy 4.4: Implement an integrated quality equity plan.

Northwestern Medicine established an organization-wide Quality Equity Plan in June 2021.* The plan included a vision for advancing quality equity for Northwestern Medicine patients over the next five years, with improved infrastructure, programming and partnership with Community Affairs colleagues, Northwestern University faculty and other community organizations.

The Quality Equity Plan was developed with four categories and a focus in 11 areas. These focus areas and outcomes include:

- Accessing Care at Northwestern Medicine
 - Addressed barriers due to change in insurance status
 - Mitigated barriers for patients with limited English proficiency
- Meeting Diverse Needs
 - Integrated HOPE program with Ambulatory Care Coordination and focused on patients with chronic conditions including diabetes, hypertension and complex social needs
 - Launched SDOH pilot and developed comprehensive implementation plan for upcoming year
- Focused Clinical Areas (flu vaccine, COVID-19, diabetes, maternal care, hypertension)
 - Increased flu vaccination rates and reduced disparities for Black and Latin American patients
 - Piloted systemwide diabetes “tune-up pathway” to connect Black and Latin American patients with a multidisciplinary team for education and resources and to decrease disparities in glycemic control
 - Developed equity framework for COVID-19 process and outcome metrics
 - Prioritized hypertension improvement initiative based on identified disparity
- Infrastructure (analytics/quality approach to measuring equity with high-fidelity data, collaborating with IPHAM and other research groups at Northwestern Medicine/Northwestern University)
 - Further developed standard deck on how to assess for disparities
 - Recruited a new leader for the growing Equity program portfolio: Program Manager, Quality Equity
 - Launched systemwide Equity Grand Rounds program highlighting Workforce, Community Affairs and Clinical Quality with continuing nurse education and continuing medical education contact hours awarded to attendees
 - Recruited pre-med interns through the Northwestern Medicine Pipeline Program to learn project management with equity project experience

* The previous CHIP report was published before the launch of this health system-wide strategy.

Impact

By establishing a comprehensive Quality Equity Plan, we have been able to better identify and meet patient needs in addition to shaping the workforce culture at Northwestern Medicine through education and awareness initiatives.

Strategy 4.5: Improve access to nutritious foods for those who are food insecure.*

Lake Forest Hospital participated in regional work with the Northern Illinois Food Bank to develop strategies to expand access to food among people experiencing food insecurity in Lake County.

- We provided grant support to the Northern Illinois Food Bank to provide food to participating agencies in 2021.
- Starting in August 2021, patients screening positive for food insecurity at Northwestern Medicine Family Medicine Grayslake were referred to Mano a Mano to receive direct counseling on accessing food resources.

Impact

Patients who may have been unaware of resources or uncomfortable seeking help were provided a safe and trusted environment to make connections for help. Mano a Mano provides help in a culturally familiar way, by professionals who speak Spanish as a first language. This can help people overcome trust issues that they may have with other community partners.

* The previous CHIP report was published before the launch of this health system-wide strategy.

Appendix B: Resources Available to Address Significant Health Needs

The following healthcare facilities and community organizations may be available to address significant health needs identified in this CHNA.

Category	Resource	Description	Link
Social Services	African American Community Partnership Group	Local nonprofit, community-based organization	aacpglakecounty@gmail.com
	Antioch Area Healthcare Accessibility Alliance	Local nonprofit, community-based organization to assist in healthcare accessibility	cm.antiochamber.org
	A Safe Place	Domestic violence and human trafficking in Lake County	asafeplaceforhelp.org
	Catholic Charities	Food pantry, crisis counseling	catholiccharities.net
	Community Action Partnership of Lake County	Local nonprofit, community-based organization for those experiencing poverty	caplakecounty.org
	Healthcare Foundation of Northern Lake County	Local nonprofit, community-based organization to assist in healthcare accessibility	hfnlc.org
	Lake County Partners	Local nonprofit, community-based organization for economic development	lakecountypartners.com
	LGBTQ+ Center	Local nonprofit, community-based organization for LGBTQ people and allies	lgbtqcenterlakecounty.com
	Mano a Mano Family Resource Center	Local nonprofit, community-based organization for immigrant families navigating citizenship and U.S. health care	mamfrc.org

Category	Resource	Description	Link
Social Services	Northern Illinois Food Bank	Food	solvehungertoday.org
	PADS Lake County	Housing	padslakecounty.org
	The Job Center of Lake County	Employment assistance	lakecountyil.gov/167/job-center-of-lake-county
	United Way 211	Local nonprofit, community-based organization connecting people with essential and emergency resources	211.org
	YouthBuild Lake County	Youth employment organization	ybhc.org
	College Bound Opportunities	College and career mentorship	cbo4success.org
Education	Beacon Place	After-school/summer programming, college readiness	beacon-place.org
	Luster Learning Institute: CALM Classroom	Programs for educators	calmclassroom.com
	North Chicago Community Partners	Programs for schools	northchicagocommunitypartners.org
	United Way of Lake County	Programs for students	liveunitedlakecounty.org
	Erie HealthReach Waukegan	Medical/dental clinic	eriefamilyhealth.org/locations/waukegan
Health Care	Northwestern Medicine Grayslake Outpatient Center	Healthcare facility	nm.org/locations/grayslake-outpatient-center
	Northwestern Medicine Lake Forest Hospital	Hospital	nm.org/locations/lake-forest-hospital
	Community Youth Network	Mental health	cyngrayslake.org
Behavioral Health Services	The Josselyn Center	Mental health	josselyn.org
	LEAD	Mental health and youth organization	linkingefforts.com
	Youth & Family Counseling	Mental health	counselingforall.org
Government-Based Organization	Waukegan Public Library	Library services	waukeganpl.com

Appendix C: Timeline for the Northwestern Medicine Lake Forest Hospital 2022 Community Health Needs Assessment

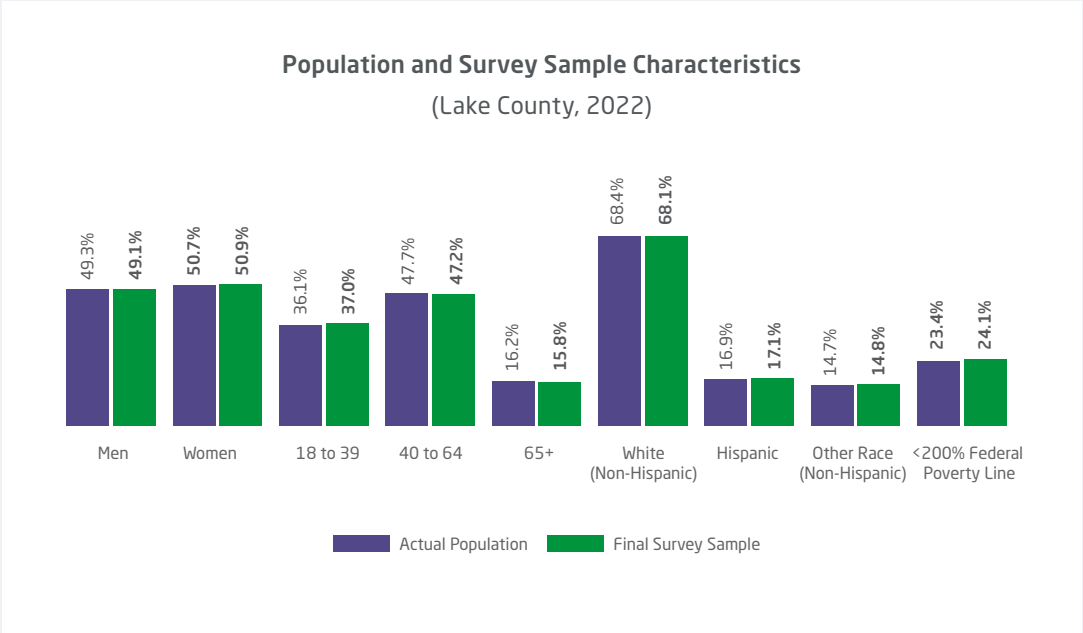
Phase	Description	Date
Assessment and Analysis	Overall	January to May 2022
	Community health survey	January to March 2022
	Key informant survey (online)	February to March 2022
Prioritization	Overall	May to June 2022
	Community Engagement Council (people who represent the broad interest of the community)	May 18, 2022
	Community Health Council (internal)	May 25, 2022
	Community Affairs (internal)	June 13, 2022
Approval	Northwestern Lake Forest Hospital Board of Directors	July 21, 2022
Report Made Widely Available to the Public	Website	August 31, 2022
	Paper copy available at no charge on request	August 31, 2022
Public Comment	Lake Forest Hospital 2022 CHNA	August 31, 2022, through August 30, 2028
	Lake Forest Hospital 2019 CHNA	August 31, 2019, through August 30, 2025

Appendix D: A Closer Look at Data

Community health survey

The following chart outlines the characteristics of the community health survey participants compared to actual population characteristics revealed in census data. Note that the sample consisted solely of area residents age 18 and older; data on children were given by proxy by the person most responsible for that child’s healthcare needs, and these children are not represented demographically in this chart.

The sample design and the quality control procedures used in the data collection ensure that the sample is representative. Thus, the findings may be generalized to the total population of community members in the defined area with a high degree of confidence.



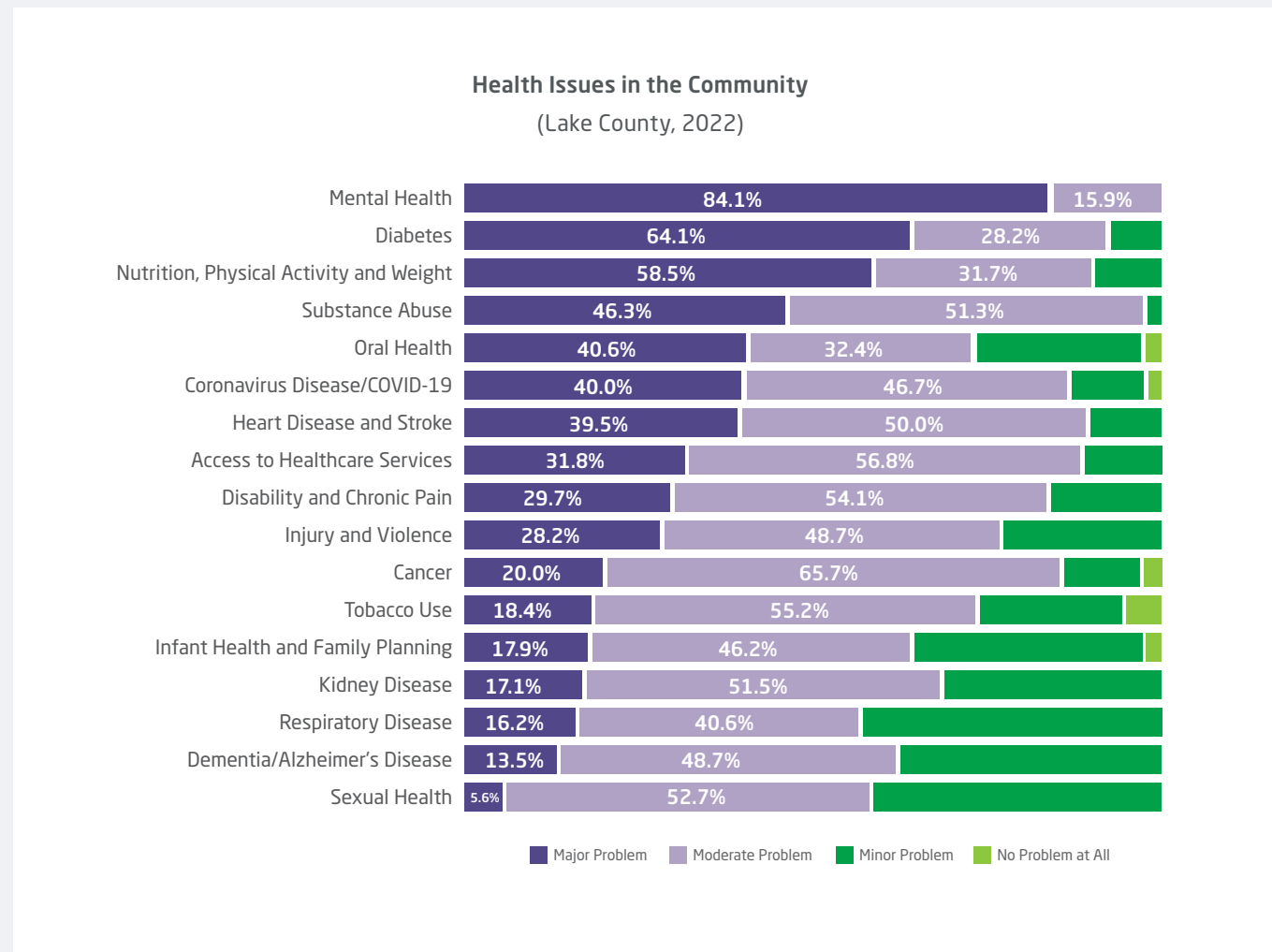
Online key informant survey

Key informants were contacted by email, introducing the purpose of the survey and providing a link to take the survey online. Reminder emails were sent as needed to increase participation. In all, 47 community representatives took part in the survey. Individuals from these organizations work with low-income, minority and other medically underserved populations.

Online Key Informant Survey Participation	
Type	Number of Participants
Physicians	8
Public Health Representatives	5
Social Service Providers	3
Other Community Leaders	31

- Advocate Aurora Health (Condell and Good Shepherd)
- American Cancer Society
- Beacon Place
- College Bound Opportunities
- College of Lake County
- Community Youth Network
- Erie HealthReach Waukegan
- Gateway Foundation
- Gorter Family Foundation
- Healthcare Foundation of Northern Lake County
- The Josselyn Center
- Lake County Community Foundation
- Lake County Health Department
- Lake County Partners
- Lake County Regional Office of Education
- LGBTQ+ Center of Lake County
- Mano a Mano
- North Chicago Community Partners
- Northern Illinois Food Bank
- Northwestern Medicine
- PADS Lake County
- Rotary International
- Round Lake Area Library
- Round Lake Area Schools
- Steans Family Foundation
- The Job Center of Lake County
- United Way of Lake County
- University of Illinois Extension Service
- Waukegan Public Library
- Youth and Family Counseling
- YWCA

Online key informant survey participants were asked to rate the degree to which 17 identified health issues was a problem in their community, using a scale of “major problem,” “moderate problem,” “minor problem,” or “no problem at all.” The following chart summarizes the findings.



Appendix E: Citations

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Appendix F: Disclaimers

Information gaps

Lake Forest Hospital made efforts to comprehensively collect and analyze CHNA data to assess the health of the community. However, there are limitations to consider while reviewing the findings.

- Data is presented for the most recent years available for any given source. Due to variations in data collection timeframes across different sources, some datasets are not available for the same time spans.
- Data availability ranges from census track to national geographies. The most relevant localized data is reported.
- There are persistent gaps in data for certain community health issues, such as homelessness, behavioral health, crime, environmental health and education.

Northwestern Medicine is investigating strategies for addressing information gaps for future assessment and implementation processes.

Public dissemination

The Lake Forest Hospital 2022 CHNA report is available to the public at no charge and can be accessed in the following ways:

Online: nm.org/about-us/community-initiatives/community-health-needs-assessment

Phone: 312.926.2301 (TTY: 711)

Email: communityhealth@nm.org

In person: For a hard copy of the report, visit Lake Forest Hospital at:
1000 Westmoreland Road
Lake Forest, Illinois 60045
Inquire at the main customer service desk in the first floor lobby.

Public comment

As of June 2022, Lake Forest Hospital had not received comments from the public on its previous CHNA report. Northwestern Medicine will continue to use its website as a tool to encourage public comments and ensure that these comments are considered in the development of future CHNAs.

Extensive input from the broader community was gathered through surveys and focus groups for this report. This input, in conjunction with any public comments received, were considered when identifying and prioritizing the significant health needs of the community.

Lake Forest Hospital welcomes comments from the public regarding the CHNA. Please submit comments to communityhealth@nm.org, and include your name, organization (if applicable) and any feedback you have regarding the CHNA process or findings.



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