



# COMMUNITY NURSE HEALTH CENTER

Moving From  
*Vision to Reality*

*2015 Annual Summary*

**Community Nurse Health Center, a national Health Center Quality Award Leader in 2014 and 2015, envisions a healthy and productive community where all residents have access to quality health care.**

## **About Community Nurse Health Center**

Since 1921, Community Nurse Health Center has been a community leader in improving the overall health environment of the communities we serve. Today, Community Nurse provides direct services for medical, dental and behavioral health care to over 4,200 low-income residents of the western suburbs of Chicago. In early 2016, we added Obstetrical services to our onsite service programs.

Community Nurse Health Center is a 501(c)(3) non-profit organization, a Federally Qualified Health Center, and a Healthcare for the Homeless provider site.

## **Our Mission**

Community Nurse Health Center is dedicated to enhancing the health of our community. We serve as a community healthcare center for residents of the western suburbs of Chicago, focusing on those with limited access to care. We value patient dignity, community collaboration, and prevention and wellness by delivering coordinated and integrated health care services and education.

## **Our Vision**

A healthy and productive community where all residents have access to quality health care.

“In high school there was a lot of problems going on at home and then I came [to Community Nurse] and I was going through some things and they just helped me mentally and physically and they gave me some reassurance that everything was going to be ok. They actually cared. It’s hard to find healthcare providers that care. They’ll help you physically if you’re having some physical problems, they’ll help you mentally if you’re confused and don’t know where to turn or if you don’t know where to go in life—they won’t just kick you to the curb or throw you some pills, they’ll actually get down to the core of the problem. [Without Community Nurse], I don’t know if I’d be alive today. They really did save me.”

## 2015 Annual Summary: MOVING FROM VISION to REALITY

In this, our 95th anniversary year, Community Nurse Health Center is proud to share the achievements of 2015 in meeting the health care needs of our vulnerable and underserved neighbors in western Cook County. The first “Community Nurse,” Jean McLeod was hired on January 24, 1921 to provide well child care to women and infants from the back of H.P. Smith’s Pharmacy at the corner of Brainard and Hillgrove Avenues in LaGrange. Through the years, Community Nurse has had strong community support to help it advance its mission of assuring that every resident, regardless of ability to pay, has access to local, quality health care. Medical and dental health care have always been part of our mission, and, in recent years, we have added behavioral health services in partnership with Pillars Community Services to assure that we are treating the whole person.

In 2012, in order to reinvest federal dollars in our community and continue to increase access to quality health care service for vulnerable children, families and adults, Community Nurse applied for, and received, funding and status as a federally qualified “Community Health Center.” Among other things, that funding has enabled us to expand patient care hours, provide expanded care to our neighbors experiencing homelessness and domestic violence, add psychiatry services and just recently, to add on-site prenatal and post-partum obstetrical care.

Our 2015 Impact Statement shared the stories of a few of our patients and these next pages add some additional facts and figures to demonstrate our successful use of your philanthropic support. Thank you for helping us make access to quality integrated care a reality for all area residents. For 95 years, we have seen the affect that this care has on changing the lives of our patients and impacting the overall health of our community. We are proud to be good stewards of your support and trust today and in to the future.

In Health,

*Angela Curran*

Chief Executive Officer



## Increasing Access to Care

**4187 PATIENTS SERVED**

1126 patients had no private or public insurance coverage

Approximately 72% of our patients live in poverty

246 patients experienced homelessness, including 59 children under the age of 17

Patients access, on average, 5 visits per year

50% of our patients access more than one service (medical, dental, mental health)

**19,761 PATIENT VISITS PROVIDED**

**In 2015**

## Integrated Services With Our Health Care and Service Partners

Nurse medical triage at BEDS Plus Day Program site

Nurse Practitioner services at Constance Morris House for women and children experiencing domestic violence issues

Community Healthcare Network - Continuum of safety net medical and behavioral health services for uninsured, low-income adults with Pillars, AMITA Adventist LaGrange Hospital, local specialists and Community Memorial Foundation



## Health Care Services

### Primary medical care totaled 10,755 visits

The average number of medical visits per year per patient continues to increase (from 3 to 4 visits per year from 2014 to 2015) as patients present with more complex medical conditions.

### Behavioral health screenings, counseling and Psychiatry

Universal screening began in July 2015. Every new patient over the age of 12 is screened for depression, anxiety, substance abuse and domestic violence, and pregnant women and new moms are screened for depression. Patients with positive screens are treated in an integrated environment; they continue to see their primary care provider and receive on-site interventional services ranging from brief counseling to on-going therapy to psychiatry services.

### Preventive and restorative oral health care

2187 patients received a comprehensive oral exam in 2015. In addition, with private foundation support, Community Nurse was able to provide low-cost non-surgical periodontal therapy to 435 adults to restore them to good oral health and prepare them for further restorative dental care.

### Health education

Every week, nutrition counselors from Dominican University meet on-site with Community Nurse patients in group and individual sessions to address the impact of diet on diabetes, hypertension, obesity and pregnancy.

### 340B low-cost prescription drug program

Uninsured low-income patients were able to fill 1064 prescriptions at a cost of only 12% of average wholesale price. Most of these medications would have been out of financial reach for these patients without the 340B program.

### Benefits and eligibility assistance

Community Nurse staff, who are certified Navigators, assisted 1,886 persons qualify for our sliding scale discounts, Medicaid benefits or purchase marketplace insurance in 2015.

### NEW in 2016

Obstetrical prenatal and post-partum care and education are available within the Medical Center. Care is provided in a familiar setting to support early access to prenatal care and healthy outcomes for expectant mothers and their babies.



## Quality Care That Changes Lives ...



Access to recommended cancer screenings saves lives.

***CNHC continues to improve access to recommended colon cancer and cervical cancer screenings for our adult patients who tend to get diagnosed later and die earlier from cancer due to their financial status. In 2015, 69% of adult patients had recommended colon cancer screenings and 63% of women had recommended cervical cancer screenings, placing our health center well above the national average for other community health centers. Our target is to achieve a 70% screening rate for both tests in 2016.***

Two of the most significant benefits of early and ongoing prenatal care are improved birth weight and decreased risk of preterm delivery. Infants born to mothers who received no prenatal care have an infant mortality rate five times greater than that of mothers who received appropriate prenatal care in the first trimester of pregnancy. That is why the national target for 2020 is that 80% of pregnant women receive first trimester care.

***89% of patients of CNHC who became pregnant in 2015 accessed first trimester care.***

Less than 35% of low-income children and adolescents receive a preventive dental service annually, leading to increased dental decay in permanent teeth and gum disease in adult life.

***In 2015, 94.5% of pediatric dental patients at CNHC received a preventive dental service.***

“I am just one of the many people who lost their jobs after the economy turned in 2008. When I came to Community Nurse, it was literally a lifeline. I had long-standing health issues that had to be addressed. I had lost my health insurance, and was going to have to use the emergency room as my only provider. Because of Community Nurse, I was able to stabilize my health, see a dentist, and work out some of the mental health issues that were a natural result of my unemployment. I have not given up. I have re-educated myself, adapted, and created my own opportunities. I still feel that I have a contribution to make and I’m determined to succeed.”

.....▶ **... and Changes the Health of a Community**

Tobacco use is the largest preventable cause of death in the US, costing us more than \$170 billion in direct medical care and \$170 billion in lost productivity. The Healthy People 2020 national goal is for 69% of all patients be screened for tobacco use and counseled on cessation in a medical office.

***In 2015 94% of CNHC patients were screened for tobacco use and were provided cessation counseling.***

Children with poorer oral health status are more likely not only to experience dental pain, but they also miss more school days and perform poorly in school. Improving children's oral health status is a vehicle to enhancing their educational experience.

***In 2015, 91% of CNHC dental patients ages 2-17 received recommended fluoride treatments.***

Most states and public health experts have recognized that efforts to reduce Emergency Room use should focus not on merely reducing the number of ER visits, but also on promoting continuous coverage for eligible individuals and improving access to appropriate care settings to better address the health needs of the population.

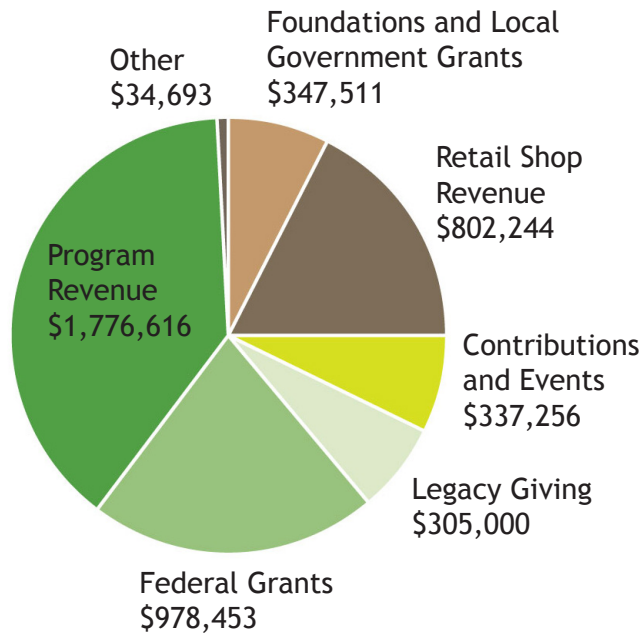
***Uninsured adults enrolled in the Community Healthcare Network and accessing primary care at CNHC utilized the emergency room at only one-fifth the average national rate for uninsured adults, resulting in a community health care cost savings of approximately \$300,000***



## Financial Information

Based on Audited Financial Report for  
Year Ending June 30, 2015

### REVENUE: \$4,581,773



Costs to care for one patient  
in 2015: \$834

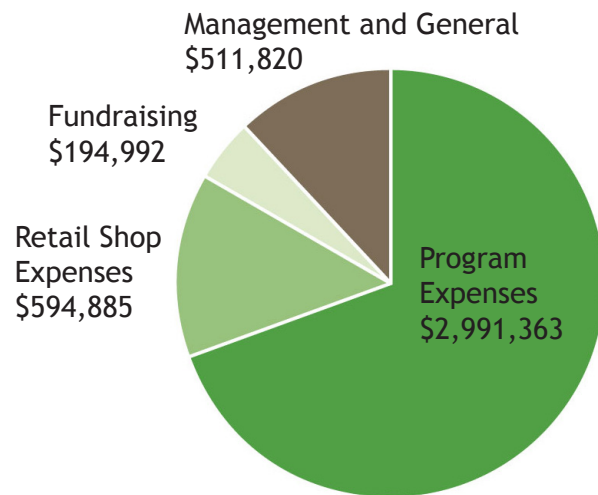
(compared to \$949 per patient for  
similarly sized community health  
centers nationally)

Costs of one CNHC medical visit  
or dental visit: \$165

Percentage of discounted  
visits: 27%

5360 (27% of our visits) were for  
uninsured patients receiving sliding  
scale discounted services starting at  
\$20 based on their financial status if  
their family income was less than 200%  
of the Federal Poverty Level

### EXPENSES: \$4,293,060



**COMMUNITY NURSE  
HEALTH CENTER**

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communitynurse.org

**Supporting your Health  
Strengthening our Communities**