Continuing to Meet the Need
Community Nurse Health Center
2016 Annual Summary
Continuing to Meet the Need

These are uncertain times in health care. Health care programs for the underserved are tenuous. Health insurance premiums, copayments, and deductibles continue to rise. Services like dental, mental health, and vision care seem to be farther from reach for so many of our neighbors. And regardless of insurance coverage or income levels, there are always those moments in our lives when we are in crisis and in need of help with our healthcare. This makes all of us feel more vulnerable.

As the information and patient testimonies in this report illustrate so well, it’s that feeling of vulnerability that Community Nurse Health Center works to alleviate every day with its physical, oral, and behavioral health services.

We could not be prouder of the healthcare services we provide at Community Nurse, for which we have been recognized as a “National Health Center Quality Leader” for the past three years by the U.S. Department of Health and Human Services. Our staff of professionals treated over 4,300 patients last year with expertise and compassion, assuring each individual the quality medical care all of us deserve.

What is certain is that the need for quality, integrated, and affordable healthcare continues to grow. We know we cannot continue to meet this demand without the tremendous support of the communities we serve. In 2016, your support enabled us to continue to expand prenatal care, psychiatry services, and behavioral health screenings and services for young children. In 2017, we are working to bring vision services to our community, adding a new level to our ability to treat the whole person in one healthcare home.

Thanks to you, so many of our neighbors are feeling a little less vulnerable about their health. Let’s continue to meet that need together, and make the vision of a healthy community a reality.

Angela Curran
CEO & President
Services

Primary Medical Care
From a prenatal visit to baby’s first check-up, through an adult’s need for acute care or guidance in managing chronic health issues such as hypertension and diabetes, Community Nurse providers ensured that 3,307 patients were seen this year for services such as:

- Prenatal and post-partum medical care and education
- Well woman care
- Well child and school physicals
- Chronic care management

Dental Care
Building on the strong correlation between oral health and overall physical health, Community Nurse dental staff provided 7,262 preventive and restorative visits for exams, fluoride treatments, sealants, cavity restoration, and more to put our patients on a path to good oral health.

Behavioral Health Screening, Counseling and Psychiatry
Community Nurse continues to strengthen our model to address behavioral health needs, with screenings for depression, anxiety, substance abuse, and domestic violence as part of each medical visit, and including follow up care to treat those needing intervention - from brief counseling to psychiatry services. In 2017, we are deepening that commitment to family mental health by adding evidence-based screenings for patients starting at age 4.

Benefits and Eligibility Counseling
In 2016, our benefits and eligibility counselors assisted 2,699 people in determining their qualifications for Medicaid and/or Medicare, enrolling in health insurance through the Marketplace, and when applicable, determining if an uninsured adult over the age of 19 qualified for very low cost/free services as part of the Community Healthcare Network of the Western Suburbs, which Community Nurse manages for several local health care partners.
Availability of insurance coverage should not be a barrier to avoiding and eliminating preventable childhood diseases.

Community Nurse does not turn away anyone who needs care. That was the case for Baby Mo. Her mom, Katie, who now lives in Hawaii but was born and raised in our community, was visiting with her 3-week-old to be with her father who was experiencing a life-threatening illness. Unfortunately, Katie was in an accident shortly after they arrived, resulting in a serious injury, surgery and an extended stay in a rehabilitation hospital. Not only did this new Mom have to focus on recovering from this injury, she could not see Baby Mo because she had not received her first vaccinations. The family’s out-of-state insurance coverage was presenting an obstacle to care with other pediatricians. Through a family friend, Katie’s family turned to Community Nurse where Baby Mo was seen for her 8-week well child visit and received her first immunizations. That enabled Katie and Baby Mo to be reunited through hospital visits without any risk to Mom or Baby.

“Mahalo Community Nurse! Your willingness to care for our daughter allowed me to see her during my recovery process. Her visits inspired me and my recovery!”

Like Baby Mo, 73% of our pediatric patients up to 3 years of age received their vaccinations against childhood diseases in 2016. Our goal for 2017 is to also increase the number of infants and toddlers who receive recommended flu shot series.
Loss of a job and health insurance increases health risks, particularly for our neighbors with undiagnosed diabetes.

Like 77% of Community Nurse’s diabetic patients, 62-year-old Lucas’ diabetes is now controlled. But when Lucas came to Community Nurse in May 2016 after losing his job and health insurance, like millions of uninsured adults, his diabetes was undiagnosed and Lucas was very sick. Lucas needed hospitalization because his glucose level at his first visit was almost 8 times higher than a normal level and he was experiencing blurry vision and other serious symptoms of uncontrolled diabetes. Lucas was able to access free inpatient services through our safety net partnership with AMITA Adventist La Grange Hospital.

Since his hospitalization, Lucas has been working with his care management team at Community Nurse on a diabetic nutrition plan and medication management, and he is walking and exercising more. Best of all, his glucose level is back within normal ranges. Because of our integrated care program, Lucas will also be able to access oral health care services and behavioral health counseling, giving Lucas the peace of mind that comes from knowing his healthcare is in good hands.

“Community Nurse saved my life.”
Families of children with multiple health challenges need an integrated approach to care.

Children with chronic health issues often have undiagnosed and exacerbated behavioral or developmental health issues and are less likely to receive the treatment they need if they are from low-income households. That is why, with funding support from the Illinois Children’s Healthcare Foundation and Community Memorial Foundation, Community Nurse launched a new initiative to screen and treat all children ages 4-11 for depression and anxiety, as well as developmental and behavior issues.

Six-year-old Julius was a new patient in April 2016 with a history of asthma, allergies, and sleep apnea. His school assessments also indicated concerns about a learning disability, attention deficit disorder, and anxiety. The primary goals of Julius’ Mom and their Community Nurse doctor were to determine if Julius’ physical health issues were contributing to his learning challenges, and to try and avoid medication. Julius underwent a series of screenings while his sleep apnea and asthma were addressed. The testing confirmed the diagnosis of attention deficit disorder, and through our on-site partnership with Pillars, Julius and his mom are now engaged in regular counseling support, and continue to receive ongoing care management from the Community Nurse Medical Center team to address Julius’ physical and behavioral health issues.

“Every doctor should take the time to investigate and confirm a patient’s diagnosis. They should dig deeper to find the problem. I am grateful that Community Nurse Staff did just that.”
Availability of affordable housing should not impact important access to prenatal care.

Megan delivered her healthy baby boy on January 31, 2017 after receiving early and ongoing prenatal care at Community Nurse. She and her daughter had been patients of Community Nurse for about two years when she became pregnant. This past spring, during her pregnancy and while preparing her 5-year-old daughter for kindergarten, she found out that she had to move within 60 days because the building she lived in was being torn down. Megan knew she wanted to continue her prenatal care with Community Nurse even though she had to move farther away to find affordable housing. Megan’s obstetrical provider at Community Nurse assured her that she could continue medical and dental care here for her family through her pregnancy and beyond.

Megan continued her prenatal care with Community Nurse, and the end result for Megan, her baby, and our community is good news! The most significant benefits of early and ongoing prenatal care are improved birth weight and decreased risk of preterm births. Through a newly expanded prenatal care program, 84% of CNHC patients who became pregnant in 2016 accessed first trimester care and there were no low birth-weight births.

“I can’t say enough good things about Community Nurse. I know I can talk to my provider about anything.”
Costs to care for one patient in 2016: $879

Average costs of one CNHC medical or dental visit: $182 (compared to $207 per patient for community health centers nationally)

Percentage of discounted visits: 28%

6,718 (28% of our visits) were for uninsured patients who received 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.

Thanks to our 2016 Corporate Partners!
Since 1921, Community Nurse Health Center has been a community leader in improving the overall health of the communities we serve. Today, Community Nurse provides direct services for medical, dental and behavioral health care, as well as benefits services, to over 5,200 residents of the western suburbs of Chicago.

Community Nurse Health Center is a 501(c)(3) non-profit organization, a Federally Qualified Health Center, and a federally designated Healthcare for the Homeless site. Our services are supported by federal grants, patient services revenue, private foundations, business and individual contributions and resale shop revenue.

**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.