



At the Forefront of Health Equity

2021 Community Benefit Report



AT THE FOREFRONT

UChicago Medicine

To you, our community.

The University of Chicago Medicine works with community partners to make high-quality healthcare more accessible and equitable for residents on Chicago's South Side and in the Southland.

In fiscal 2021, UChicago Medicine health system programs resulted in nearly \$607 million in benefit to the community, including \$520.4 million through the University of Chicago Medical Center and \$86.5 million through UChicago Medicine Ingalls Memorial.

In response to the continued COVID-19 crisis, in 2021, UChicago Medicine prioritized vaccine distribution, education and outreach to address the challenges of access, misinformation and distrust that were leading to low vaccination rates in Black and Brown communities. We also invested in community-based programs and increased hospital resources to treat trauma resulting from community violence.

The Urban Health Initiative is the hospital department that leads much of this important work, greatly supported by members of our Community Advisory Council.

This Community Benefit Report highlights these efforts; you will find additional detail, expanded resources and interactive features in the online version of the report: community.uchicagomedicine.org/2021.

If you have questions or feedback, please contact: communitybenefit@uchospitals.edu.



Kenneth S. Polonsky, MD

Dean and Executive Vice President for Medical Affairs, University of Chicago



Brenda Battle, RN, BSN, MBA

Senior Vice President for Community Health Transformation and Chief Diversity, Equity and Inclusion Officer, UChicago Medicine



"Whether we are addressing pediatric asthma, diabetes, or emergency care, the University of Chicago Medical Center and its partners will continue to collaborate on community-based solutions to the health challenges facing the South Side."

"To help foster a healthier Southland, UChicago Medicine Ingalls Memorial is focused on developing and investing in community partnerships and programs to meet our communities' unique health needs."



Tom Jackiewicz

President, the University of Chicago Medical Center



Randy Neiswonger

President, Ingalls Memorial



\$606.9 million Total Investment

University of Chicago Medical Center

Total uncompensated care

\$466.6 million

Medicaid and Medicare program losses

\$346.4 million

Unrecoverable patient debt

\$99.7 million

Charity care

\$20.5 million

Medical research

\$48 million

Uncategorized community benefit

\$4.3 million

Cash/in kind

\$545,000

Medical education

\$1 million

Total

\$520.4 million

UChicago Medicine Ingalls Memorial

Total uncompensated care

\$85 million

Medicaid and Medicare program losses

\$44.2 million

Unrecoverable patient debt

\$33.9 million

Charity care

\$6.9 million

Uncategorized community benefit

\$200,597

Cash/in kind

\$91,326

Medical education

\$1.2 million

Total

\$86.5 million

Health Equity

UChicago Medicine is working to end disparities and help all community members live their healthiest lives.

Transforming Healthcare on the South Side: In July 2021, the Illinois Department of Healthcare and Family Services (HFS) granted nearly \$150 million in funding over five years to a collaborative of 13 healthcare organizations — including UChicago Medicine and other area hospitals, health systems and Federally Qualified Health Centers (FQHCs), united with hundreds of community members and leaders representing healthcare interests, grassroots organizations, and the faith community. The group — now known as the South Side Healthy Community Organization — hopes to transform the landscape of health and healthcare on the South Side of Chicago, where life expectancy can be 30 years shorter than in neighborhoods just 10 miles to the north.



In the first year, \$26 million in funding will support:

- » Hiring providers
- » New access to specialty care
- » Care coordinators
- » Community health workers
- » Development of a connected care technology

The South Side Healthy Community Model

This model is designed to serve more than 400,000 South Siders with better, more seamless and more accessible care. It involves an unprecedented collaboration of the region’s FQHCs, safety net hospitals and health systems.

We will:

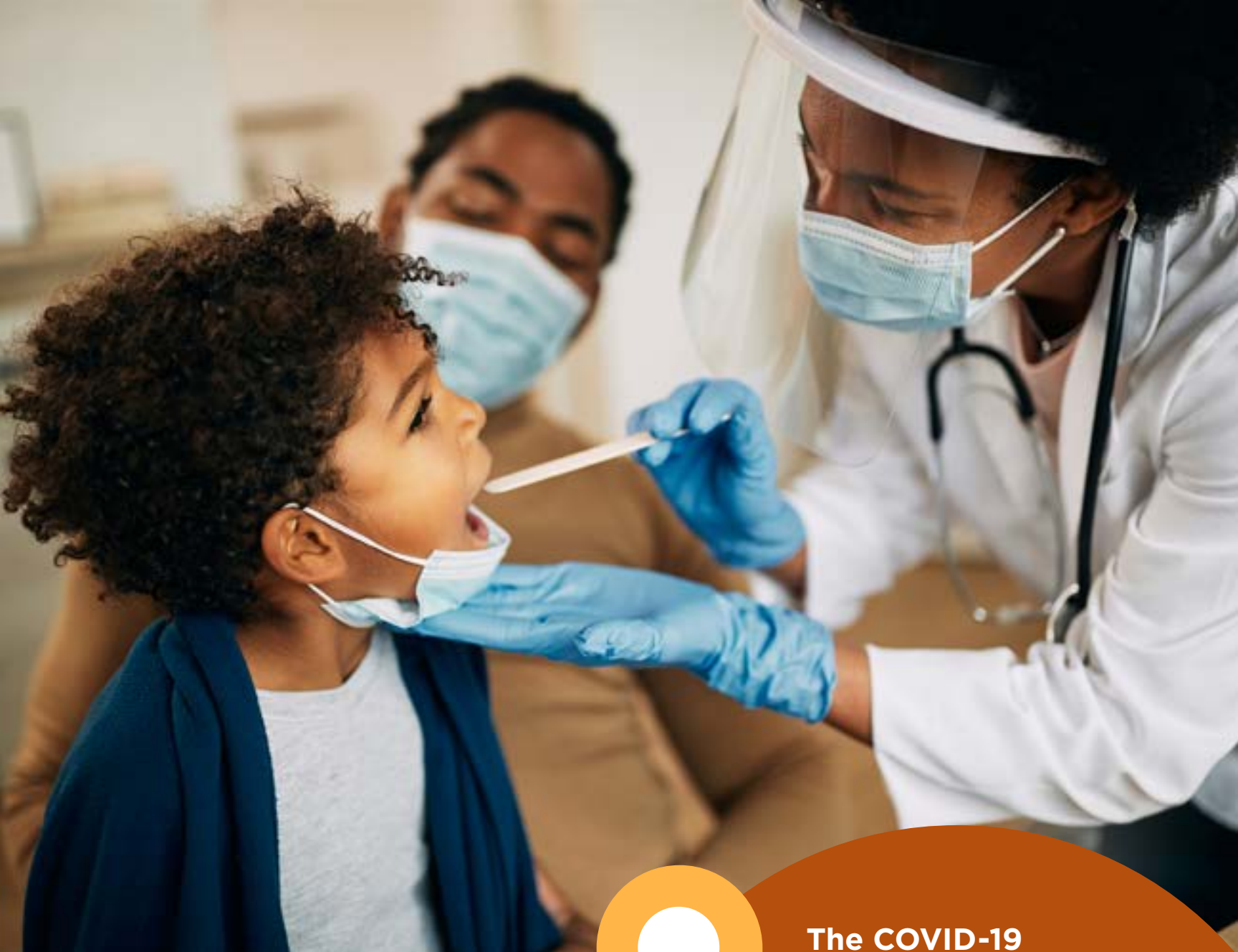
<p>Boldly increase and enhance primary care and dramatically improve maternal/infant health with 90 additional primary care providers and obstetric hires.</p>	<p>Address unmet chronic disease and behavioral needs with dedicated access to nearly 50 priority specialists.</p>	<p>Address care coordination needs, social determinant needs and preventative care with about 250 Community Health Workers and care coordinators, along with targeted social determinants of health programming.</p>	<p>Seamlessly transition care and share data with a connected care technology platform.</p>
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REVERSAL OF LONGSTANDING HEALTH DISPARITIES

REDUCED COSTS AND IMPROVED ECONOMIC SUSTAINABILITY

To achieve:

Reduced infant mortality	Reduced chronic disease morbidity	Enhanced life expectancy	Improved value and outcomes per dollar	More care delivered locally	Over 400 new jobs created
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Advancing Equity: UChicago Medicine's comprehensive system-wide Equity Plan continues to identify and address inequities in the workforce, work climate, healthcare delivery/services and the community, resulting in:

- » 37% increase in promotion rates for Black, Indigenous and People of Color (BIPOCs)
- » Improvement in search and hiring processes to identify more diverse candidates
- » Compassion fatigue training to more than 900 employees to address burnout
- » More than 969 hours of virtual Cultural Competence training provided to staff
- » 13% increase in percentage of surveyed employees who agreed UChicago Medicine has "an inclusive culture"

The COVID-19 pandemic revealed the disparities that exist in health and healthcare access, including in vaccination rates across the city.

93% of residents in the 60604 (Loop) ZIP code are fully vaccinated, compared with **40%** of residents in 60621 (Englewood).

Source: Chicago Data Portal, 11/27/2021

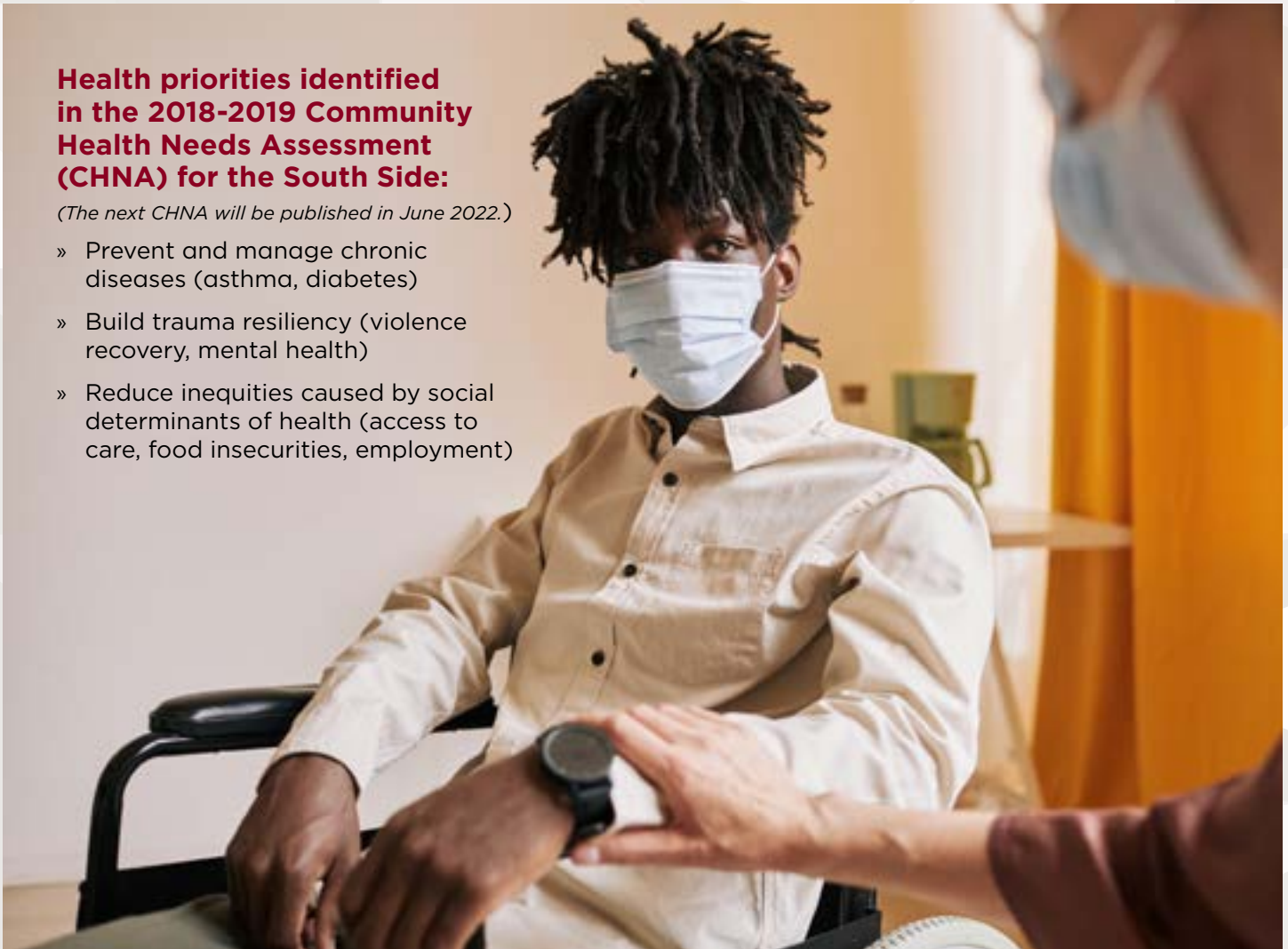
See page 10 to learn about our COVID-19 response.

Health Priorities

Health priorities identified in the 2018-2019 Community Health Needs Assessment (CHNA) for the South Side:

(The next CHNA will be published in June 2022.)

- » Prevent and manage chronic diseases (asthma, diabetes)
- » Build trauma resiliency (violence recovery, mental health)
- » Reduce inequities caused by social determinants of health (access to care, food insecurities, employment)



COMMUNITY HEALTH WORKERS (CHWs) are community members trained to work with patients and their families to provide healthcare support at home and help lessen barriers to care, while improving patients' overall health and wellness. The Liaisons in Care (LinC) program's CHWs support patients with heart failure, adolescent sickle cell disease, stroke, pediatric asthma, hypertension and diabetes.

- » UChicago Medicine awarded \$400,000 in grant funding to four community-based organizations to help increase the number of CHWs serving the South Side. The grant funding was made possible by AbbVie, which donated \$8 million to UChicago Medicine in 2020.
- » Total number of patient encounters completed by CHWs since the program's launch in 2021: 1,140



Gerri Pettis, MA-CMHC, is a violence recovery specialist who works with pediatric patients through UChicago Medicine's Violence Recovery Program (VRP). Since May 2020, Gerri has seen hundreds of patients, most of whom are child and teenage victims of violence.

ASTHMA — SOUTH SIDE PEDIATRIC ASTHMA CENTER (SSPAC)

775 community members engaged at asthma education events by Community Health Workers and a respiratory therapist

162 community members attended asthma trainings

79 attendees for SSPAC's virtual asthma education summit

DIABETES

256 fitness sessions for South Side Fit program

12 workshops for Diabetes Education & Empowerment Program (DEEP™)



TRAUMA RESILIENCY

Violence Recovery Program: UChicago Medicine's Violence Recovery Program (VRP) is the only hospital-based violence intervention program in Chicago. The Urban Health Initiative launched the VRP in May 2018, when UChicago Medicine opened its Level 1 Adult Trauma Center. The VRP provides intensive wraparound services to victims of intentional violence during admission and post-discharge to promote comprehensive recovery and reduce risks of reinjury.

- » Since its launch, the VRP has engaged 5,574 patients, 2,389 families and more than 627 children.
- » The violence recidivism rate is less than 1% (return rate to UChicago Medicine's trauma center).



Summer Grant Awards: In 2021, Southland RISE (Resilience Initiative to Strengthen and Empower) awarded \$150,000 to 15 grassroots organizations for their summer trauma resiliency and violence prevention programs — a 50% increase over the previous year. Southland RISE is a collaboration between UChicago Medicine and Advocate Health Care inspired by U.S. Senator Dick Durbin's Chicago HEAL (Hospital Engagement, Action and Leadership) program. Through Southland RISE, 30 community-based organizations on the South Side have received \$350,000 for their summer youth programs since 2019.

BHC Collaborative: The VRP is part of the Block Hassenfeld Casdin (BHC) Collaborative for Family Resilience, which takes an innovative, community-driven and holistic approach to treat trauma in children and families. With the BHC Collaborative's support, 2,117 patients and/or families (39% of total seen) received one or more interventions (through October 2021):

263 received housing interventions, including housing referrals (41)

300 received employment interventions, including employment referrals (114)

71 received food interventions, including food referrals (37)

111 received education interventions

1,035 received victim's compensation support

781 received mental health interventions, including mental health referrals to community partners (179)

Health Priorities

UChicago Medicine Ingalls Memorial

UChicago Medicine Ingalls Memorial identified these health priorities for the Southland in its 2018-2019 Community Health Needs Assessment (CHNA):

(The next CHNA will be published in June 2022.)

Prevent and manage chronic diseases

- » Asthma
- » Diabetes
- » Heart disease

Increase access to maternal health services

- » Prenatal care

Promote cancer awareness

- » Breast cancer
- » Prostate cancer



MATERNAL HEALTH, VIA INGALLS' HEALTHY BABY NETWORK (HBN):

- » Enrolled 115 women in its program to provide community-based prenatal care — including medical, nutritional and financial assistance; there were 73 full-term deliveries
- » Hosted Drive-Thru Baby Shower, which provided prenatal resources to 100 women
- » Distributed nine car seats to families in the community

CANCER

- » The Ingalls Development Foundation provided \$786,000 in funding for a community-based cancer research trial that screened 300 patients, increasing minority enrollment in clinical trials.
- » Community Impact Grants
 - \$30,000 to the Cancer Support Center for prevention, screening and educational resources
 - \$25,000 to Family Christian Health Center to increase mammography utilization in the Southland



CHRONIC DISEASE

- » Hosted 17 education sessions on nutrition, fitness, diabetes, heart health, cancer and mental health in 2021; 200 people attended the events

Workforce & Community Development



WORKFORCE AND COMMUNITY INVESTMENT

Hiring from South Side Communities (2021)

24% of total workforce live in the University of Chicago Medicine service area (UCMSA)

25% of total 2021 hires live in the UCMSA

\$31.36/hr
Average hourly wage for employees in the UCMSA

LOCAL AND DIVERSE PURCHASING

For the past 15 years, UChicago Medicine has worked with local firms for our purchasing and construction needs. Ten local* firms worked on UChicago Medicine construction projects from 2019-2021.

\$13.7 million
in contracts awarded and paid to certified minority- and woman-owned firms

\$1.5 million
in wages went to minority and female construction workers

\$1.05 million
in wages earned by 169 Chicago residents working on UChicago Medicine construction projects

\$485.6 million
in economic benefit for certified minority- and woman-owned firms via UChicago Medicine's capital and renovation projects (2001-2021)

Source: Construction Compliance Initiative 2020-21 Year-End Report

*From ZIP codes 60609, 60615, 60616, 60619, 60621, 60637, 60649, 60653

Community Outreach



Recognizing the wide disparities in vaccination rates in the communities we serve, UChicago Medicine mobilized its partners in response, with an emphasis on vaccine outreach and distribution, but also through providing supplies, grants, testing, and educational resources.

COVID-19 Response (2021):

More than
2,000
COVID-19 patients treated

More than
295,000
tests performed

134,000 COVID-19 vaccine doses administered to nearly 69,000 people

427 COVID-19-related publications authored by University of Chicago-affiliated researchers, a 36% increase over 2020

Community Champions Program:

In 2021, UChicago Medicine's Graduate Medical Education (GME) department launched the Community Champions program, giving resident physicians the chance to work with and learn from local underserved communities. Participants supported COVID-19 vaccine outreach efforts organized by the Urban Health Initiative through 51 in-person and virtual events, including a pop-up clinic serving the Roseland and Washington Heights communities, where vaccination rates had been lagging.

WNBA Chicago Sky: In the lead-up to the WNBA Chicago Sky's October 2021 league championship, finals MVP Kahleah Copper helped to raise awareness for breast health. Copper has a history of breast cancer in her family. In October, she was a guest on WVON 1690-AM's Community Health Focus Hour with experts from UChicago Medicine. She also recorded videos that were played on social media and on the JumboTron during a Sky game that focused on breast cancer. UChicago Medicine is a major sponsor of the Chicago Sky and partners with the team on community programs, serving as an official Sky Cares Legacy Partner.



Connecting with the community to promote better health

Bud Billiken

Parade: Physicians and staff marched in the 92nd annual parade in August 2021, promoting the importance of checkups and vaccinations for children.



Black Women's Expo: For the August 2021 event, physicians provided health screenings and answered questions about women's health issues.



DOSAR: For its Day of Service and Reflection (DOSAR), the Urban Health Initiative provided 15 community partners with supplies, gift cards and virtual health-related workshops.



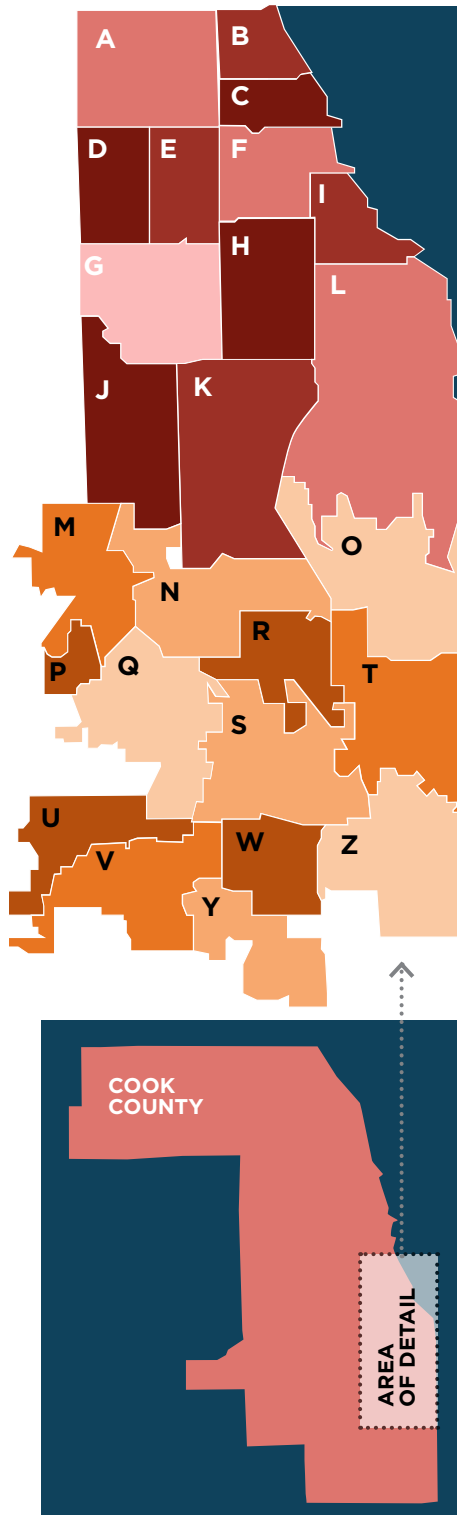
Community Health Survey: The Urban Health Initiative surveyed close to 1,000 community members through 22 events for its 2021-22 Community Health Needs Assessment.



Healthcare Career Events: UChicago Medicine hosted two virtual high school healthcare career events that drew 100 participants.

The University of Chicago Medicine works with community partners to make high-quality healthcare more accessible and equitable for residents on Chicago's South Side and in the Southland. The Urban Health Initiative is the hospital department that leads much of this important work, greatly supported by members of our Community Advisory Council. In fiscal 2021, UChicago Medicine health system programs provided nearly \$607 million in benefit to the community, including \$520.4 million through the University of Chicago Medical Center and \$86.5 million through UChicago Medicine Ingalls Memorial.

ZIP code regions



OUR SERVICE AREA

University of Chicago Medical Center

12 South Side ZIP codes

35 neighborhoods

- | | |
|--|--|
| <p>A
60609
Armour Square
Bridgeport
Douglas
Fuller Park
Gage Park
Grand Boulevard
McKinley Park
New City
Washington Park</p> <p>B
60653
Douglas
Grand Boulevard
Kenwood
Oakland</p> <p>C
60615
Grand Boulevard
Hyde Park
Kenwood
Washington Park</p> <p>D
60636
Chicago Lawn
Gage Park
West Englewood</p> <p>E
60621
Englewood
Greater Grand Crossing
Washington Park</p> <p>F
60637
Greater Grand Crossing
Hyde Park
Washington Park
Woodlawn</p> | <p>G
60620
Ashburn
Auburn Gresham
Englewood
Greater Grand Crossing
Roseland
Washington Heights</p> <p>H
60619
Avalon Park
Burnside
Calumet Heights
Chatham
Greater Grand Crossing
Roseland
South Shore</p> <p>I
60649
South Shore
Woodlawn</p> <p>J
60643
Beverly
Morgan Park
Washington Heights
West Pullman</p> <p>K
60628
Pullman
Riverdale
Roseland
Washington Heights
West Pullman</p> <p>L
60617
Avalon Park
Calumet Heights
East Side
Hegewisch
South Chicago
South Deering</p> |
|--|--|

UChicago Medicine Ingalls Memorial

13 ZIP codes

19 suburbs

- | | |
|---|--|
| <p>M
60406
Blue Island
Dixmoor
Posen
Riverdale</p> <p>N
60827
Blue Island
Calumet Park
Chicago
Dolton
Riverdale</p> <p>O
60633
Burnham
Calumet City
Chicago</p> <p>P
60469
Posen</p> <p>Q
60426
Dixmoor
Harvey
Markham
Phoenix</p> <p>R
60419
Dolton</p> <p>S
60473
Dolton
South Holland
Thornton</p> | <p>T
60409
Burnham
Calumet City
Lansing</p> <p>U
60429
East Hazel Crest
Harvey
Hazel Crest
Markham</p> <p>V
60430
Hazel Crest
Homewood
Thornton</p> <p>W
60476
Thornton</p> <p>Y
60425
Glenwood</p> <p>Z
60438
Lansing</p> |
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AT THE FOREFRONT

UChicago Medicine

Read the online report [COMMUNITY.UCHICAGOMEDICINE.ORG/2021](https://community.uchicagomedicine.org/2021)