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We welcome your comments, ideas and questions about this report, and all Community Health Needs Assessment and Community Health Implementation Plan documents at Northwestern Medicine.

Please share your feedback by calling the Northwestern Medicine Community Affairs Department at 312.926.2301 (TTY: 711) or by emailing communityhealth@nm.org.

Please include your name, organization (if applicable), and any questions or feedback you have about the report content.

Public availability

This report and all Northwestern Medicine Community Health Needs Assessment and Community Health Implementation Plan documents are public information. You can access them at nm.org/about-us/nm-community-impact/reports.

You can also request reports at no cost by calling the Northwestern Medicine Community Affairs Department at 312.926.2301 (TTY: 711) or by emailing communityhealth@nm.org.



Introduction

Northwestern Medicine is committed to:

- Providing quality medical care, regardless of a patient’s ability to pay
- Transforming medical care through clinical innovation, breakthrough research and academic excellence
- Improving the health of the communities we serve

We are a nonprofit, integrated academic health system committed to serving a broad community. We provide world-class care at 11 hospitals, two medical groups, and more than 200 diagnostic and ambulatory locations in communities throughout Chicago and the surrounding suburbs.

Our hospitals are pillars in their respective communities and lead efforts to positively impact the health of the populations they serve. From collaborating with community organizations to serving as a major economic driver, Northwestern Medicine makes communities stronger.

Northwestern Medicine is a strategic partnership between Northwestern Memorial HealthCare and Northwestern University Feinberg School of Medicine.



11
hospitals



2
medical groups



200+
locations



About Northwestern Medicine Lake Forest Hospital

Northwestern Medicine Lake Forest Hospital is a state-of-the-art, 114-bed hospital located in Lake County, Illinois. Northwestern Medicine proudly opened the new Lake Forest Hospital in 2018, demonstrating a commitment to deliver world-class medicine in the region. The redeveloped campus provides access to primary, specialty and emergency care through the main hospital campus as well as outpatient facilities in Grayslake and Glenview.

Lake Forest Hospital serves the community of Lake County. Since joining Northwestern Medicine in 2010, the hospital has continued to enhance services so that residents of Lake County can access advanced care close to where they live and work.

Among Lake County hospitals, Lake Forest Hospital has consistently been a leading provider of charity care.

Community Benefits Plan

Northwestern Memorial HealthCare and Lake Forest Hospital are guided by a Community Benefits Plan. The Community Benefits Plan includes comprehensive financial assistance and presumptive eligibility policies, as well as vast research, education and other community benefit activities. This Community Health Implementation Plan (CHIP) is aligned and coordinated with the Community Benefits Plan. Together, these strategies help to improve the health of the communities we serve.

About the Community Health Implementation Plan

In alignment with our mission and in accordance with the requirements of the Patient Protection and Affordable Care Act, Lake Forest Hospital works with community organizations every three years to complete a comprehensive Community Health Needs Assessment (CHNA) that identifies the significant health needs of residents of the community it serves.

This CHIP is a companion document to the Lake Forest Hospital 2022 CHNA, which can be accessed at nm.org/about-us/nm-community-impact/reports. The goal of the CHIP is to use CHNA data to guide initiatives that improve the health of our community.

In this report, we summarize the significant health needs identified in the 2022 CHNA. We identify which of these needs we will prioritize over the next three years and explain why we will not be addressing other significant health needs identified in the 2022 CHNA.

In addition, for each priority health need, we will explain:

- Actions or strategies planned to address each need
- Anticipated impact of those strategies
- Resources we intend to commit to those strategies
- Planned collaborations between Lake Forest Hospital and other organizations to address the need

We rely on help from our community

Lake Forest Hospital values and utilizes the voice of the local community during development of the CHIP. One way we gather feedback is through our two councils:

The Community Engagement Council is a diverse group of representatives from community-based organizations in the Lake Forest Hospital CSA. Council members are people who have broad-reaching areas of expertise and have demonstrated a strong, ongoing commitment to improving the health of the communities we serve.

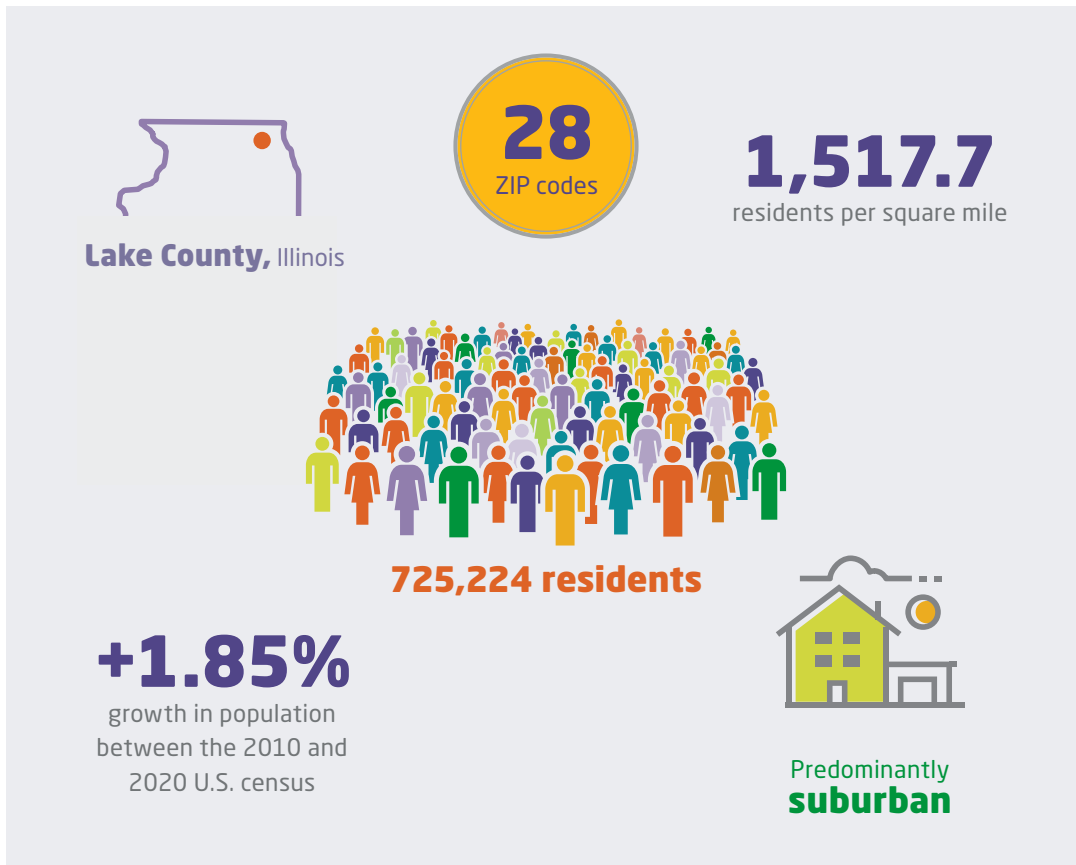
The Community Health Council is made up of Northwestern Medicine staff from both clinical and operating departments. Council members were invited based on their role and commitment to improving the health of the community.



Community Served by Lake Forest Hospital

The Lake Forest Hospital Community Service Area (CSA) covers the following ZIP codes in Lake County, Illinois:

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



The Lake Forest Hospital CSA 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

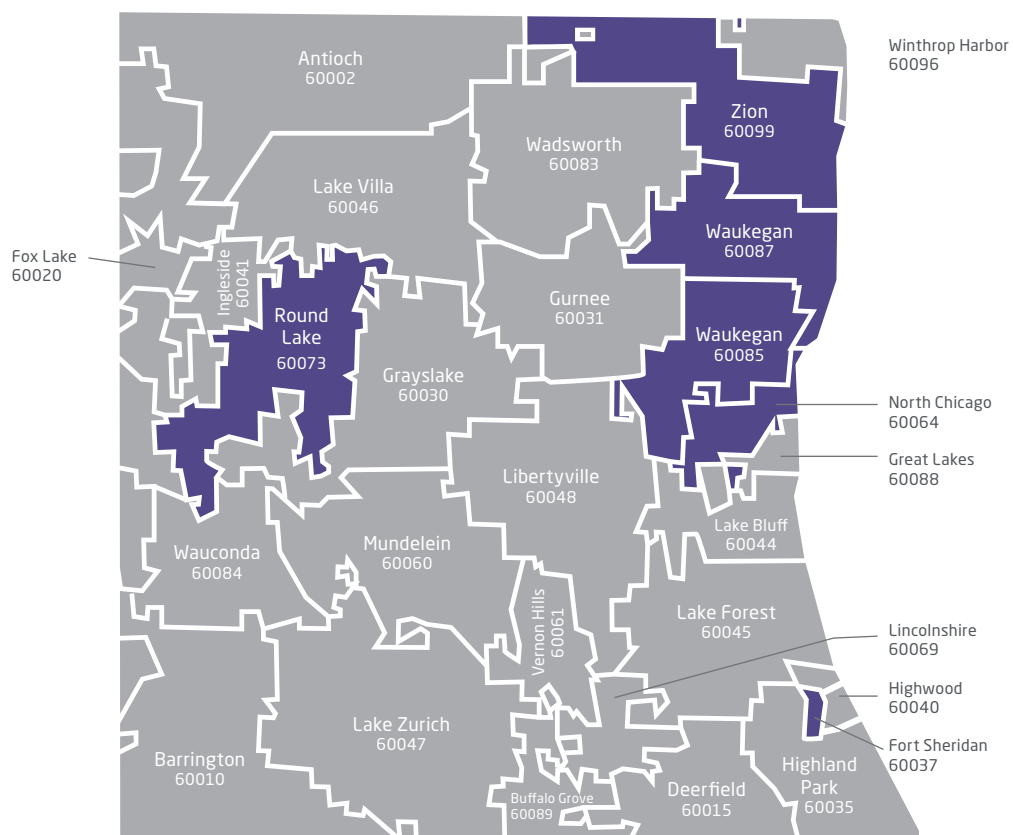
Our CSA definition does not take into account how much patients or their insurers pay for care or whether patients are eligible for financial assistance through Northwestern Medicine.

Identifying communities with economic hardship

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 strategies identified in this report focus on these under-resourced areas in an effort to address health equity within the CSA.



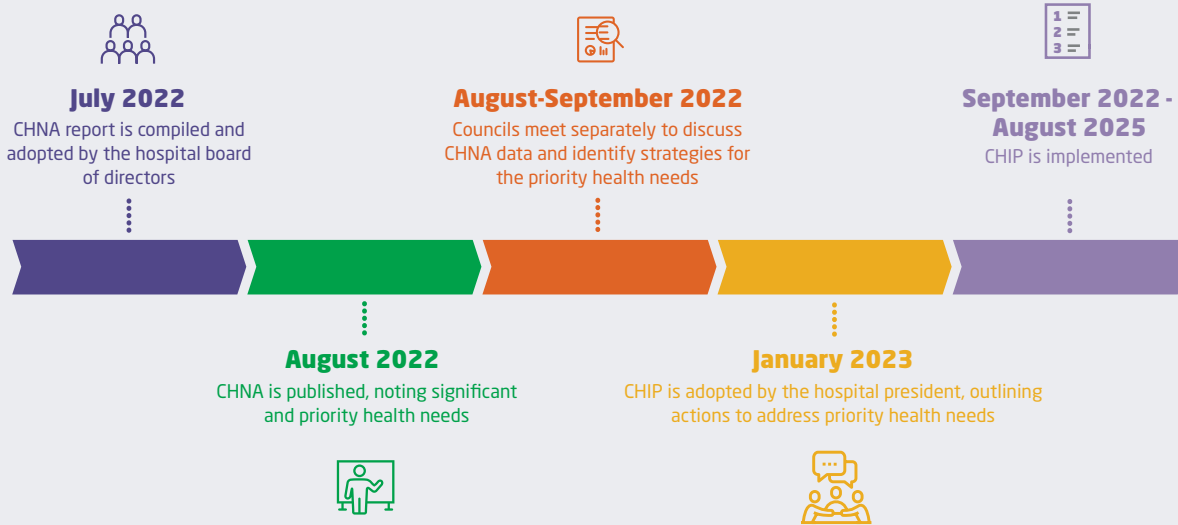
The Lake Forest Hospital Community Service Area. Locations in dark purple have been identified as under-resourced communities by SERI.





Community Health Implementation Plan Overview

CHIP Timeline



CHIP development process

CHNA: Identify significant health needs

The Lake Forest Hospital 2022 CHNA was conducted in collaboration with Professional Research Consultants, Inc. Together, we completed a comprehensive analysis of the collected data. Analysis included getting input from people in targeted under-resourced populations.

Prioritization: Select priority health needs

Once the CHNA data analysis was complete, we convened the Lake Forest Hospital Community Engagement Council and Community Health Council to assist in the prioritization process. We invited council members based on their strong collaborative efforts to improve the health of the community, and their varied backgrounds provided diverse insight into prioritizing significant health needs.

To help us prioritize, these council members used a structured process that included a review of guiding principles and CHNA data findings, as well as participation in robust conversations regarding community health needs for the Lake Forest Hospital CSA.

Strategy development: Identify actions to address priority health needs

Following the prioritization process, we used a systematic approach to develop strategies to address the priority health needs. Once again working with the Lake Forest Hospital Community Engagement Council and Community Health Council, we identified actions, resources, anticipated impacts and planned collaborations to make meaningful progress over the next three years.

In developing these strategies, we were mindful of our own strengths and those of other organizations in our CSA.

Adoption: 3-year plan

This CHIP will be active from September 1, 2022, to August 31, 2025, in alignment with our fiscal year calendar. It will be reviewed and updated as needed during the three-year span to ensure it remains viable and to maximize our impact. We will regularly share our efforts with reporting agencies and our community.

Implementation: Implement strategies to address priority health needs



Significant Health Needs

The following significant health needs were identified through the Lake Forest Hospital 2022 CHNA. Of these, three were selected as priority health needs.

Among the significant health needs not identified as priority health needs, many are being addressed through the ongoing, comprehensive services and programs at Lake Forest Hospital, in collaboration with our community partners, and across Northwestern Medicine.

Health Need Identified in CHNA	Our Response
Appointment Availability	This need is addressed through the hospital care delivery system.
► Behavioral Health	This need has been identified as a priority health need. See pages 14-15 for our plan to address it.
Coordination and Connection to Community Resources	To advance equity for those we serve, this need will be incorporated in our work plans.
Culturally and Linguistically Appropriate Care	To advance equity for those we serve, this need will be incorporated in our work plans.
Diabetes	This need is addressed through the hospital care delivery system.
Education	This need is better addressed by community organizations specializing in this field.
► Employment and Youth Development	This need has been identified as a priority health need. See pages 16 - 17 for our plan to address it.
Food Access and Security	Lake Forest Hospital aims to address this need through its Nutrition, Physical Activity and Weight priority health need.
Healthcare Navigation	This need was assessed by the community as a lower priority.
Heart Disease and Stroke	This need is addressed through the hospital care delivery system.
Homelessness and Housing Instability	This need is better addressed by community organizations specializing in this field.
Kidney Disease	This need is addressed through the hospital care delivery system.
► Nutrition, Physical Activity and Weight	This need has been identified as a priority health need. See pages 18 - 19 for our plan to address it.
Structural Inequities and Bias	To advance equity for those we serve, this need will be incorporated in our work plans.
Substance Use Disorder	This need was assessed by the community as a lower priority.
Tobacco Use	This need was assessed by the community as a lower priority.
Transportation	This need is better addressed by community organizations specializing in this field.

► Indicates priority health need.



Priority Health Needs for Lake Forest Hospital

The following were identified as the priority health needs to be addressed by Lake Forest Hospital over the next three years.



**Behavioral
Health**



**Employment and
Youth Development**



**Nutrition, Physical
Activity and Weight**

Our commitment to health equity

To achieve equity for those we serve, Northwestern Medicine continually works to

- Overcome structural inequities and bias
- Improve coordination and connection to community resources
- Provide culturally and linguistically appropriate care

These three areas are integrated in every strategy we have for addressing the priority health needs of our community. 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 embedded throughout the work of Northwestern Medicine.

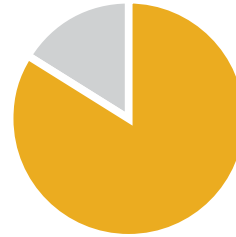


Priority Health Need: Behavioral Health



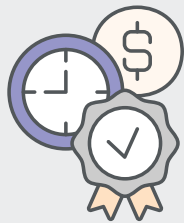
Goal: Increase access to culturally and linguistically appropriate behavioral health services and resources in the Lake Forest Hospital CSA.

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.

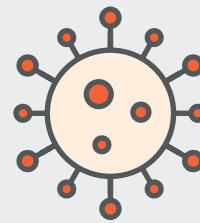


84%
Community survey respondents identified behavioral health as a major problem in their community*

Behavioral health needs frequently mentioned by community survey respondents:



Cost and time to access behavioral health resources



Behavioral health issues made worse by the COVID-19 pandemic

*Within the Lake Forest Hospital CSA, as reported in the Lake Forest Hospital 2022 CHNA

Action 1: Access

Improve access to behavioral health care services in Lake County by expanding capacity at Outpatient Behavioral Health Services and community-based organizations

Anticipated Impact

Increased number of available clinical professionals at different levels to address patient needs, increased available behavioral health services, and funded programs that enhance and create access to resources that address behavioral health

Resources

Funding

Collaborations

The Josselyn Center, Erie HealthReach Waukegan and Lake County Health Department

Action 2: Education

Expand behavioral health preventive and educational resources in collaboration with community organizations

Anticipated Impact

Increased access to education, support groups, self-care and mental health first aid

Resources

Funding, program materials and staff time

Collaborations

Waukegan Public Library, Mano a Mano, Beacon Place and The Northwestern McGaw Family Medicine Residency at Lake Forest

Action 3: Culturally and Linguistically Appropriate Care

Identify and implement ways to improve cultural and linguistic appropriateness of programs

Anticipated Impact

Increased patient satisfaction with communication

Resources

Funding

Collaborations

Community agencies and organizations (to be determined) and Northwestern Medicine Champion Network chapters (workforce affinity groups)



Priority Health Need: Employment and Youth Development

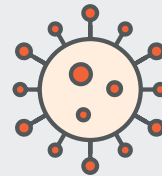


Goal: Expand access to employment opportunities at Northwestern Medicine and employment readiness programs in the Lake Forest Hospital CSA.

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.

Youth who do not have the resources to explore career options, hold jobs while in school, or cannot afford to pursue higher education face overwhelming barriers to achieving financial security.

Major contributors to this need frequently mentioned by community survey and focus group respondents:



COVID-19 pandemic caused loss of many low-wage jobs



Many jobs do not offer paid sick leave, insurance or other benefits that promote a healthy lifestyle, trapping workers and their families in poverty

Action 1: Youth Employment

Strengthen and develop youth pipeline and youth career development programs to promote careers in health care for students in communities experiencing economic hardship as identified by SERI (see page 6)

Anticipated Impact

Increased number of participants enrolled in youth pipeline programs, increased awareness of youth pipeline and career development programs, and increased awareness of healthcare careers at Northwestern Medicine

Resources

Funding and staff time

Collaborations

College of Lake County, College of Lake County Tech Campus, local school districts, Mano a Mano and Beacon Place

Action 2: Employment Readiness

Expand pathways to employment at Lake Forest Hospital for applicants who do not have a bachelor's degree

Anticipated Impact

Increased number of employees offered positions, and hired, with qualifications not related to a bachelor's degree

Resources

Funding and staff time

Collaborations

College of Lake County, College of Lake County Tech Campus, local school districts, Mano a Mano career program and Waukegan Public Library

Action 3: Employment Readiness

Support community organizations focused on employment readiness

Anticipated Impact

Expanded access to career development resources for youth and adults, and increased number of employees offered positions, and hired, from historically under-resourced areas

Resources

Funding and staff time

Collaborations

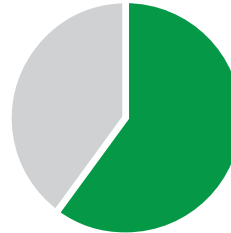
Mano a Mano, College of Lake County and local school districts

Priority Health Need: Nutrition, Physical Activity and Weight



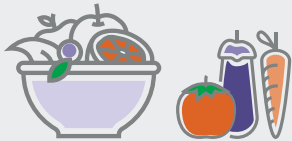
Goal: Increase culturally and linguistically appropriate education, awareness of programs and access to healthy food options in the Lake Forest Hospital CSA.

Some people do not have the information needed to choose healthy behaviors, while others do not have access or cannot afford enough food or physical activity. Public health interventions that focus on helping everyone get nutritious food and exercise are key to improving health.



58.5%
Community survey respondents identified nutrition, physical activity and weight as major problems in their community*

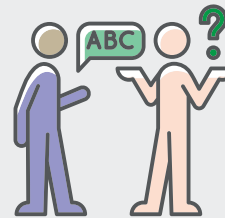
Major contributors to this need frequently mentioned by community survey and focus group respondents:



Lack of access to affordable food and exercise options



Diet-related chronic conditions such as diabetes, hypertension, obesity and cardiac disease



Limited culturally and linguistically appropriate educational resources on nutrition and physical activity to manage health

*Within the Lake Forest Hospital CSA, as reported in the Lake Forest Hospital 2022 CHNA

Action 1: Access

Promote access to nutrition education and food (including fresh produce) in collaboration with community organizations

Anticipated Impact

Improved understanding of nutrition and reduced barriers to fresh produce

Resources

Funding and staff time

Collaborations

Roberti House, Mano a Mano, Northern Illinois Food Bank, Community Action Partnership, Catholic Charities and Beacon Place

Action 2: Awareness

Support community efforts to promote physical fitness

Anticipated Impact

Improved understanding of the health benefits of physical activity, increased number of participants in community programs and reduced barriers to participating in exercise programs

Resources

Funding and staff time

Collaborations

Beacon Place, Roberti House, Waukegan Public Library, Mano a Mano, Northwestern Medicine Lake Forest Health & Fitness Center and The Northwestern McGaw Family Medicine Residency Program

Action 3: Education

Increase consistency of chronic disease prevention education between Northwestern Medicine and community organizations

Anticipated Impact

Consistent, reliable, evidence-based, up-to-date information accessible to people of all literacy levels

Resources

Staff time

Collaborations

Waukegan Public Library, Mano a Mano and Northwestern Medicine Lake Forest Health & Fitness Center

Action 4: Culturally and Linguistically Appropriate Care

Identify and implement ways to improve cultural and linguistic appropriateness of nutrition, physical activity and weight programs

Anticipated Impact

Increased patient satisfaction with communication and better patient outcomes

Resources

Funding

Collaborations

Community agencies and organizations (to be determined) and Northwestern Medicine Champion Network chapters (workforce affinity groups)



Community Health Implementation Plan Adoption

The adoption of this plan was authorized through a board resolution at the July 21, 2022, meeting of the Northwestern Lake Forest Hospital Board of Directors.

The Lake Forest Hospital 2023 - 2025 Community Health Implementation Plan was adopted by the president of Northwestern Medicine Lake Forest Hospital on January 13, 2023.





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