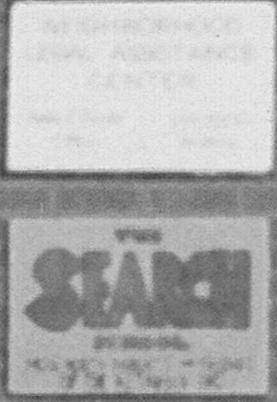




*Changing with the Times*



2012 NNHSC ANNUAL REPORT



# The Past



**1966**  
Near North opens the doors to its first health center, serving the West Town and Near North neighborhoods of Chicago.



**1974**  
Hawaii is the first state to require employers to offer health benefits to employees working 20 hours per week.



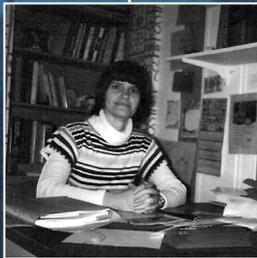
**1977**  
President Carter proposes Medicaid expansion for poor children under age 6; proposal fails to come to a vote in Congress.



**1965**  
Medicare and Medicaid are incorporated under the Social Security Act; neighborhood health centers are established.



**1972**  
The Supplemental Security Income (SSI) program begins providing cash assistance to elderly and disabled.



# Our Mission, Our Vision, Our Values, Our History

## Mission

The mission of Near North Health Service Corporation (NNHSC) is to provide access to high quality health care and to improve the health and well-being of the diverse populations and communities we serve. We are a culturally sensitive, patient-centered community health center that empowers individuals through education and health prevention, regardless of one's ability to pay.

## Vision

To be nationally recognized and locally known as the patient centered medical home of choice that lives by its values and is trusted and respected by an informed and engaged patient population.

## Values

**Compassion** – we demonstrate that we care

**Excellence** – we seek distinctive quality

**Innovation** – we find creative solutions

**Integrity** – we are accountable

**Diversity** – we appreciate, respect, and are prepared to serve all

**Empowerment** – we educate and build skills for self-sufficiency

**Advocacy** – we promote safe and healthy communities

## History

Since opening our doors in 1966, NNHSC now serves 45,000 patients each year. A 501(c)(3) non-profit Federally Qualified Health Center (FQHC), Near North is one of the largest providers of community-based primary care in Chicago.

Over the years, Near North has been called upon to expand in the face of increasingly diverse community needs. Our first clinic, opened in 1966, was housed within the Olivet Community Center on Chicago's Near North Side. Our unique approach to healthcare has proven itself to be a strong foundation that has withstood the test of time.

Near North provides primary healthcare, social services, WIC (Women, Infants and Children) nutrition and health education, and specialty healthcare services (podiatry, dentistry, ophthalmology, rheumatology and cardiology) to medically underserved, uninsured and low income Chicagoans. Patients originate from 71 different zip codes in and around Chicago, and no one is turned away for inability to pay.





**1986**  
COBRA is enacted to extend health benefits to the recently unemployed.



**1987**  
The US Census Bureau estimates 31 million uninsured Americans (13% of the population).



**1986**  
Hospitals participating in Medicare are required to screen and stabilize all ER visitors, regardless of ability to pay.



**1987**  
The Winfield Moody Health Center opens. Today it remains the hub of Near North's clinical and administrative operations.



**1989**  
Federal budget reconciliation mandates coverage for pregnant women and children under age 6, at 133% of the federal poverty level.



## Message from Chairman of the Board Clarence L. Burch

*“Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has.”*

– Margaret Mead

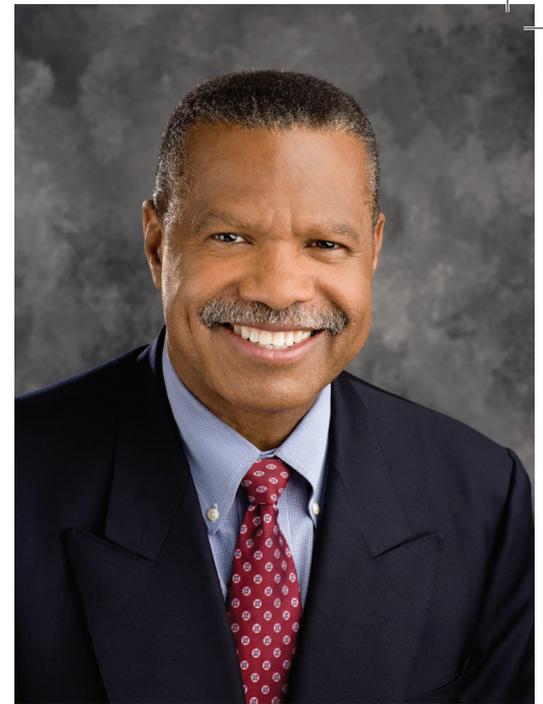
As chairman of Near North Health Service Corporation’s Board of Directors, I have had the opportunity to witness change at every level – socially, economically, politically and in healthcare.

Despite these changes, Near North’s mission has always remained the same: to serve the underserved. No matter who you are, where you come from or your income level, Near North will make sure that you receive high quality medical care. In 2014, the Patient Protection and Affordable Care Act (aka “Obamacare”) will increase the number of people with health insurance. Near North’s administration and our providers have been preparing for the upcoming ACA changes to ensure that the growing number of newly-insured Chicagoans will find an experienced and reputable medical home within our doors.

As far back as 2006, Near North Health Service Corporation switched from maintaining tens of thousands of paper medical records to an Electronic Health Records System. Although we first received Joint Commission accreditation more than 10 years ago, NNHSC is striving to achieve another honor as a certified Patient-Centered Medical Home. The PCMH designation is a way of delivering healthcare that empowers patients to take an active role in their overall health.

NNHSC staff works hard to maintain a high level of healthcare services because we know that the people we serve are those who need quality care the most, but are in a position where they can least afford it. That is why we are not merely a neighborhood health clinic – we continually evolve to ensure that we offer the highest quality, access to the latest technology, and relationships with Chicago’s best doctors and hospitals.

We appreciate your loyalty and your support to us over the last 50 years, and trust we can count on both as we go forth into the future. Once again, Near North is changing with the times, and it’s all because of you!



# The Present

Near North is working on a number of exciting initiatives to improve the quality of care we offer across all our health centers. Some innovative approaches include:

**Patient Portal** – We are implementing a secure online system that will allow patients to register for and request appointments, communicate with their providers, request clinical documents, and more. This patient portal will reflect the highest clinical and technological standards in modern healthcare.

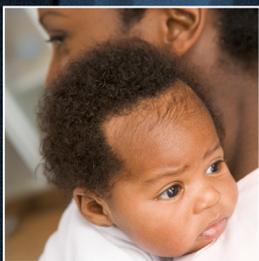
**Patient-Centered Medical Home (PCMH)** – Near North Health Service Corporation continues to move toward becoming a patient centered medical home. PCMH designation means more teamwork in health-care—i.e., patients making decisions with their provider, nurses, medical assistants, pharmacists, and, when appropriate, their families.

**Opening of a ninth, comprehensive health center on the Near West Side of Chicago** – Services at this 27,000 square foot state of the art facility are designed to meet the needs of the surrounding

neighborhoods 650,000 residents. Many of the residents live in poverty and are struggling with obesity, diabetes and asthma.

**Coordinated Care** – We are working with Northwestern Memorial Hospital, a leading local hospital; and GE, a major national corporation, to make changes in the way some care is provided in emergency rooms. Our early results show better patient outcomes and cost savings that we can pass along to the consumer.

**Commitment to Community Health** – As Near North moves into the future, we continue to focus on the needs of our diverse communities. Throughout the year, we remain committed to hosting our popular Men’s Health Week, health fairs associated with diabetes, back-to-school vaccinations, and more. Indeed, in response to our underserved neighbors on the Near West Side, NNHSC is currently constructing a new, holistic, energy-efficient comprehensive health center in the community to be opened in 2013.



**1996**  
The Health Insurance Portability and Accountability Act (HIPAA) sets standards for medical records privacy.



**1999**  
Near North moves into the South Side, assuming administration of the Komed (later Komed-Holman) Health Center



**1992**  
NNHSC opens its Chicago WIC (Women, Infants & Children) Nutrition Education Center.



**1997**  
The US Census Bureau estimates 42.4 million uninsured Americans (15.7% of the population).



**2000**  
Medicaid coverage is provided to uninsured women, regardless of income, for treatment of breast or cervical cancer.

## Message from Executive Director Berneice Mills-Thomas

*“Stepping onto a brand-new path is difficult, but not more difficult than remaining in a situation, which is not nurturing to the whole ...”*

– Maya Angelou

The past five decades have seen many dramatic changes in American healthcare – changes that we have highlighted on the timeline included throughout this report. Right now, we are on the cusp of one of the biggest changes ever—the Affordable Care Act—and we are incredibly excited about what it means for our communities.

The years have also seen dramatic changes in the way Near North Health Service Corporation delivers its services. In 1966, we began offering healthcare to a community desperate for such services right in the neighborhood. Unfortunately, our first location was an elevator-less building that posed problems for sick, elderly and pregnant patients. Today, NNHSC has attractive facilities in a network of eight comprehensive, accessible, community-based health centers. In addition we have three stand-alone WIC (Women, Infants and Children) sites. Moreover—after several years of research and planning—Near North looks forward to welcoming patients to a ninth health center that will open in Near West Chicago in 2013.

Yes, we’ve had growing pains sometimes with our transformation in the past, but for us change has been good. We didn’t and don’t sit still and wait for change to happen—NNHSC has been the progenitor of change in our community. We are the ones forging a “brand-new path” in response to your needs.

Near North is proactive in researching the healthcare needs of our communities, understanding barriers that hinder patients’ access, and making the connections necessary to ensure every Chicagoan receives the care they need. To provide you with as many holistic and wraparound services as possible, we are: part of a citywide care coordination entity (CCE) – Together 4 Health; a site for clients who are eligible to receive benefits through CountyCare, and we are active within the legislative halls of Springfield (IPHCA) and Washington (NACHC), advocating for our patients.

We are committed to Chicago’s communities because we ARE Chicago’s communities: our administrators, providers and staff live in, work in, and care about the future of the diverse neighborhoods that we serve.

Reflecting on Maya Angelou’s words, I will continue to step out onto a brand new path for our patients...because our commitment is to help make our residents feel nurtured and whole—and no matter what else happens, that will never change.

*Berneice Mills-Thomas*





**2006**  
Massachusetts is the first state to provide health care coverage to nearly all residents; within 2 years, the state's uninsured rate is cut in half.

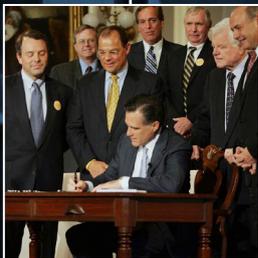


**2009**  
Near North opens a school-based health center at Reavis Elementary.



**2010**  
The Affordable Care Act (aka "Obamacare") is signed into law.

**2002**  
The Health Center Growth Initiative significantly expands the number of community health centers serving the medically underserved.



**2007**  
The US Census Bureau estimates 45.6 million uninsured Americans (15.3% of the population).



# The Future

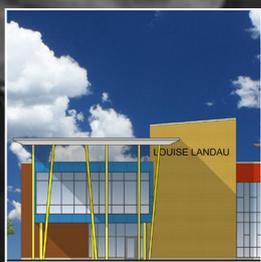
When Near North Health Service Corporation began 1966, no one could have ever projected how advanced the healthcare landscape would become 50 years into the future.

Yet, within the next few decades, Americans will face growing healthcare concerns. Between 2010 and 2050, the number of Americans 65 and older is projected to more than double, from 40.2 million to 88.5 million. What will the healthcare costs be for Baby Boomers who are living longer than their parents? Will government programs – specifically Medicare and Social Security – continue to support us as we age? Will younger generations be able to afford the ever-expanding costs? How will Obamacare change the healthcare landscape?

Despite these unknowns, some things will remain unchanged. There will always be medically underserved Chicagoans who need and deserve a quality medical home. That is why, no matter how our communities change, Near North will always be here to ensure access to quality, affordable healthcare. Our eight comprehensive health centers and three WIC sites serve more than 45,000 patients each year. In 2013, we will add a ninth health center to ensure that residents in another underserved Chicago community will not have to travel far to get the healthcare they deserve.

Change is a given. Healthcare changes can be unpredictable, but, as always, Near North Health Service Corporation is proactively working to satisfy your concerns and provide answers to all of your questions. Despite the changes we have faced, fought for, and initiated since our founding in 1966, we will never change our commitment to improve the health and well being of the people and communities we serve. In an ever-changing world, we can all take comfort in that consistent vision for the future.

**2012**  
Near North serves 45,000 patients from 71 Zip Codes in and around Chicago.



**2013**  
NNHSC opens its 9th comprehensive health center on the Near West Side of Chicago.

## Comprehensive Health Care Centers:

### Cottage View Health Center

4829 S. Cottage Grove Ave.  
Chicago, IL 60615  
(773) 548-1170

### Denny Community Health Center

30 W. Chicago Ave.  
Chicago, IL 60654  
(312) 926-3964

### Flannery Health Center

1531 N. Clybourn Ave.  
Chicago, IL 60610  
(312) 664-2093

### Komed Holman Health Center

4259 S. Berkeley Ave.  
Chicago, IL 60653  
(773) 268-7600

### Louise Landau Health Center

800 N. Kedzie Ave.  
Chicago, IL 60651  
(773) 826-3450

### Reavis School-Based Health Center

834 E. 50th St.  
Chicago, IL 60615  
(773) 358-6767

### Uptown Community Health Center

4867 N. Broadway Ave.  
Chicago, IL 60640  
(773) 878-8098

### Winfield Moody Health Center

1276 N. Clybourn Ave.  
Chicago, IL 60610  
(312) 337-1073

## WIC (Women, Infants and Children) Sites:

### Chicago Nutrition Center

1734 W. Chicago Ave.  
Chicago, IL 60622  
(773) 227-8022

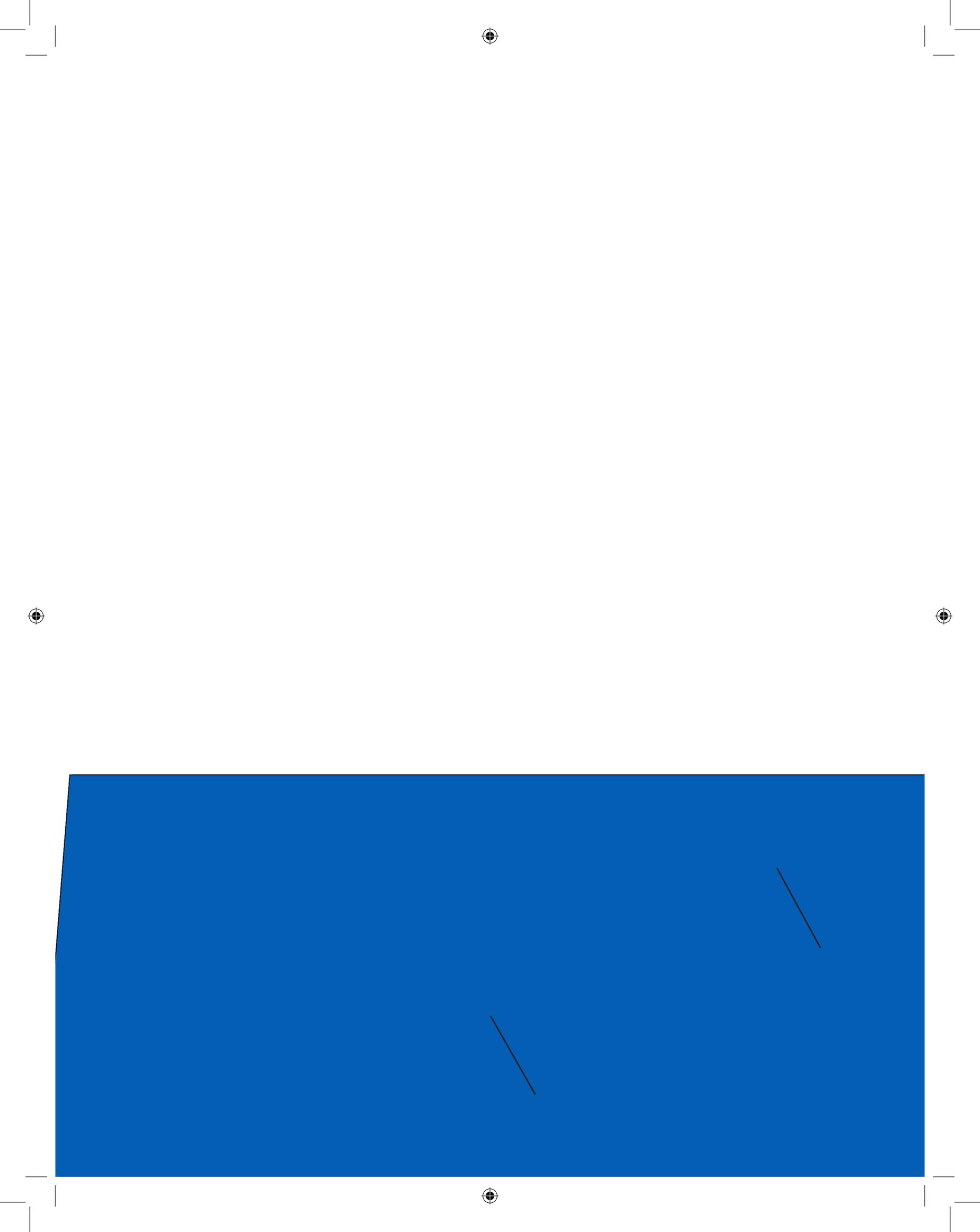
### Humboldt Park WIC

3309 W. North Ave.  
Chicago, IL 60647  
(773) 862-4890

### Norwegian American Hospital WIC

1044 N. Francisco Ave. (Main Floor)  
Chicago, IL 60622  
(773) 486-0126







**NearNorth**  
HEALTH SERVICE CORPORATION

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