

Community Input and Resources Report

JUNE 2012

Appendix 2

to

Community Health Needs Assessment Report

Focusing on Communities within

West Suburban Cook County

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Executive Summary

This report presents the information gathered during the community input activities conducted as part of Loyola University Health System's (LUHS) Community Health Needs Assessment (CHNA). An essential part of the CHNA process is collecting community input and insights to understand health needs and perceptions about quality of life and barriers to health. The stated objective of this community input process was to gather information about the needs of the uninsured and underinsured in the CHNA service area in West Suburban Cook County. This area consists of communities around LUHS' two hospital sites – Loyola University Medical Center (LUMC) in Maywood and Gottlieb Memorial Hospital (GMH) in Melrose Park. The total population is approximately 500,000.

LUHS used four methods for collecting community input data: asset inventory, community survey, provider and faith leader survey, and physician focus groups. The community input process for the LUHS CHNA was carried out between February and May 2012. During this time period, the United Way of Metropolitan Chicago and the United Way of DuPage/West Cook also conducted three community conversations regarding youth for United Way Worldwide and The White House in Melrose Park and Cicero. While most of the data is more applicable to the implementation phase of the CHNA, the data is cited in this report. Finally, data from the 2010/11 National Research Corporation (NRC) Consumer Health Report for the LUHS CHNA market was also incorporated into this report.

Four-hundred twenty-nine community residents completed a community survey about health care, health issues and quality of life. Demographics of the community survey respondents show that LUHS was successful at reaching its target population of underinsured. Of the community survey respondents, 44% were uninsured or underinsured, and 25% were on Medicare. The sample was racially and ethnically diverse, with 37% reporting as non-hispanic white, 31% as Hispanic and 26% as African American. Fifty-four percent of respondents reported a household income of less than \$25,000. It is notable that the sample for this survey differs markedly from NRC Consumer Health Report sample, wherein only 22% of respondents earned less than \$25,000.

Among community survey respondents, dental care and family doctors were repeatedly identified as the care that was most difficult to access. Cost was often identified as

a barrier to care, as was finding a doctor. When asked to identify the top issues that could improve health in their community, community survey respondents identified five top issues:

- health insurance
- access to care
- job/economic stability
- access to healthy food
- safe places to play, live and work

Similarly, physicians that participated in two focus groups ranked access to care, social support agencies and job/economic stability as the top barriers to health. Overall, the physician focus group themes centered around:

- community engagement
- addressing obesity
- increasing access to mental health care
- making clinic hours more accessible

When asked to name the issues that LUHS could best impact, provider survey respondents identified:

- access to care
- obesity/nutrition/fitness
- coordination of care
- health education
- loss of services

Overall, community survey respondents reported being healthy – 42% reported good health and 35% reported excellent/very good health. These results are similar to the NRC report that found 45% reporting excellent/very good health, 40% reporting good health and 16% reporting fair/poor health. In the community survey, respondents that were on Medicaid or uninsured reported being in worse health overall – 37% reported good health and only 15% reported very good/excellent.

Community survey respondents reported high blood pressure, arthritis, vision problems, high cholesterol, weight and diabetes as their top health diagnoses. Respondents to the provider survey also ranked diabetes, high blood pressure, dental health and weight as the top health problems seen in the un/underinsured. The NRC report also found high blood pressure, high cholesterol, diabetes, arthritis and obesity as top health concerns. In NRC surveying, respondents from the CHNA service area reported to be the same or better than the state in terms of cholesterol and arthritis, but worse in terms of high blood pressure, diabetes and obesity.

Community respondents reported depression/anxiety as the most common mental health problem. Provider respondents reported depression/anxiety and substance abuse as the top mental health concerns. In focus groups, physicians were very concerned about access to mental health care as well as substance abuse and violence. Community survey respondents reported substance abuse and teen pregnancy as the biggest health concerns facing teens, which was reflected in the physician focus groups as well.

More than half of community respondents reported having no overweight family members. Nineteen percent reported themselves as overweight and 9% identified their child as overweight. This is typical of self-reported data about weight status – the NRC survey had a similar response, with 17% in the CHNA service area reporting to be obese. This compares to data from the CDC and Cook County Department of Public Health that shows 25% of adults in Cook County are obese and an additional 25% are overweight.

Overall, community survey respondents were divided in their assessment of community healthcare systems in the area – 39% provided a rating of good, 31% said very good or excellent, and 30% said fair or poor. The most common place to seek care was private doctor's offices (26%), followed by Cook County Health Department, West Suburban Hospital, MacNeal Hospital, LUMC, Gottlieb, local community clinics and urgent care.

Those insured by Medicare or through their job were most likely to go to private doctors offices while the Medicaid/uninsured respondents were most likely to go to Cook County Health Department. Where individuals sought care also differed by race/ethnicity. White respondents most often reported going to private doctors offices (32%), while Hispanics reported going to MacNeal Hospital (30%) and African Americans reported most often going to West Suburban Hospital (30%). Interestingly, the NRC data found that LUMC was perceived as the best community health program by 21% of the sample, followed by Gottlieb (12%) and Rush Oak Park (11%). When NRC respondents were asked where to go for care for those who can't pay, Stroger Hospital was most often reported (30%), followed by LUMC (17%).

Respondents to the provider survey prioritized preventative services as an area for improvement. Among respon-

dents to the community survey, the most common reason for seeing a doctor was yearly check-up (54%), followed by ongoing health problems (26%). Twenty-three percent of community survey respondents reported seeking care for preventive services in the past year. The NRC report found 44% of women had received mammograms and 35% pap smears, similar to state levels; only colon screening, at 12%, was below state levels. It is important to note that the NRC sample includes far less uninsured and underinsured than the sample for LUHS' survey.

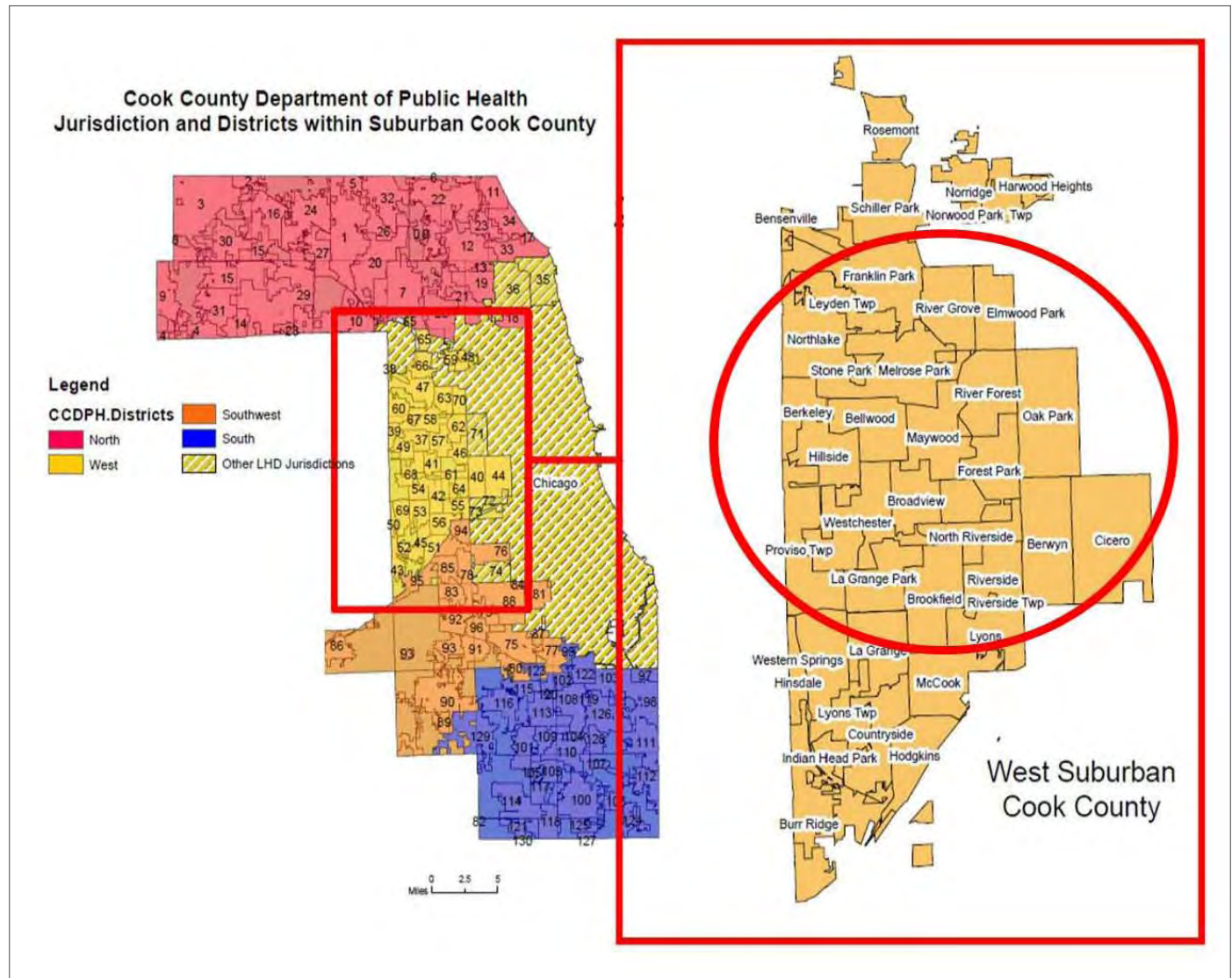
In summary, risk factors for chronic disease – such as hypertension, obesity and high cholesterol – surfaced as themes across all data collection. Access to care, including dental and mental health, also were cited as major health issues. Health insurance, jobs and economic stability, access to healthy food and the need for safe places were identified as barriers to health. Primary cross-cutting issues for teens included teen pregnancy, substance abuse and barriers to school success. These results are consistent with findings in the LUHS Community Health Profile, the Cook County We-Plan and the Oak Park IPLAN. As LUHS moves into the action-planning and implementation to address CHNA priorities, further data collection is recommended in all five sub-regions. Gathering further community input will help LUHS to better understand community-specific needs, barriers and assets in order to effectively address these specific priority issues and improve community health across the LUHS service area.

Demographics of West Cook County			
		2010	2000
Gender	Men	48.9%	48.8%
	Women	51.1%	51.3%
Age	0-17	26.1%	26.6%
	18-24	9.2%	9.3%
	25-49	34.3%	36.9%
	50-64	18.1%	13.7%
	65-84	10.2%	11.8%
	85+	2.1%	1.7%
Race/ Ethnicity	White	45.3%	56.1%
	African American	12.9%	12.0%
	Hispanic	38.7%	28.3%
	Other	3.1%	3.6%

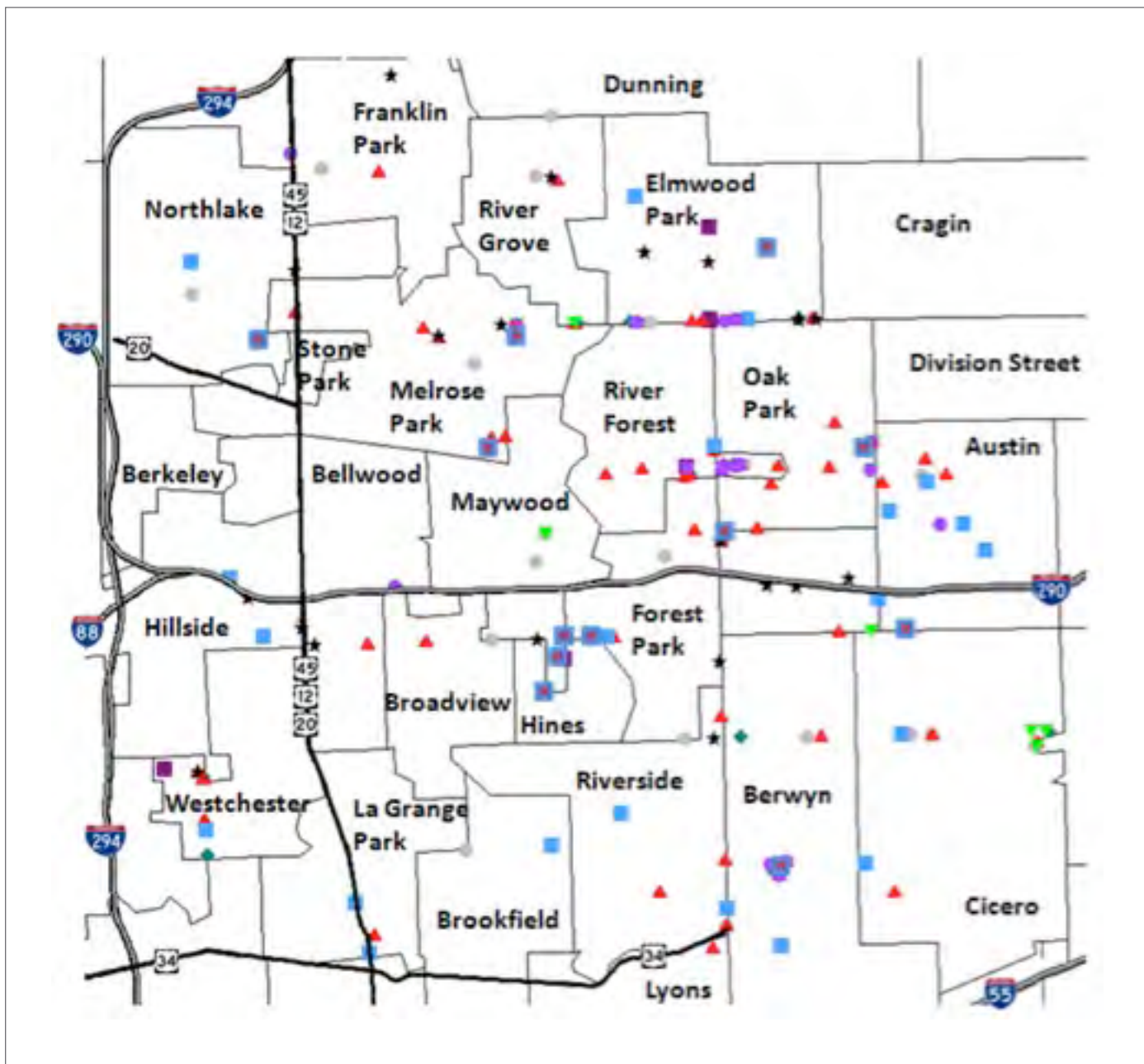
Source: US Census

LUHS CHNA Service Area

The LUHS CHNA Service Area covers the municipalities of Bellwood, Berkeley, Berwyn, Broadview, Brookfield, Cicero, Elmwood Park, Forest Park, Franklin Park, Hillside, La Grange Park, Lyons, Maywood, Melrose Park, Northlake, North Riverside, Oak Park, River Forest, River Grove, Riverside, Stone Park, and Westchester, as well as the Austin neighborhood of Chicago.



Resources in the LUHS Service Area — Health Care Services

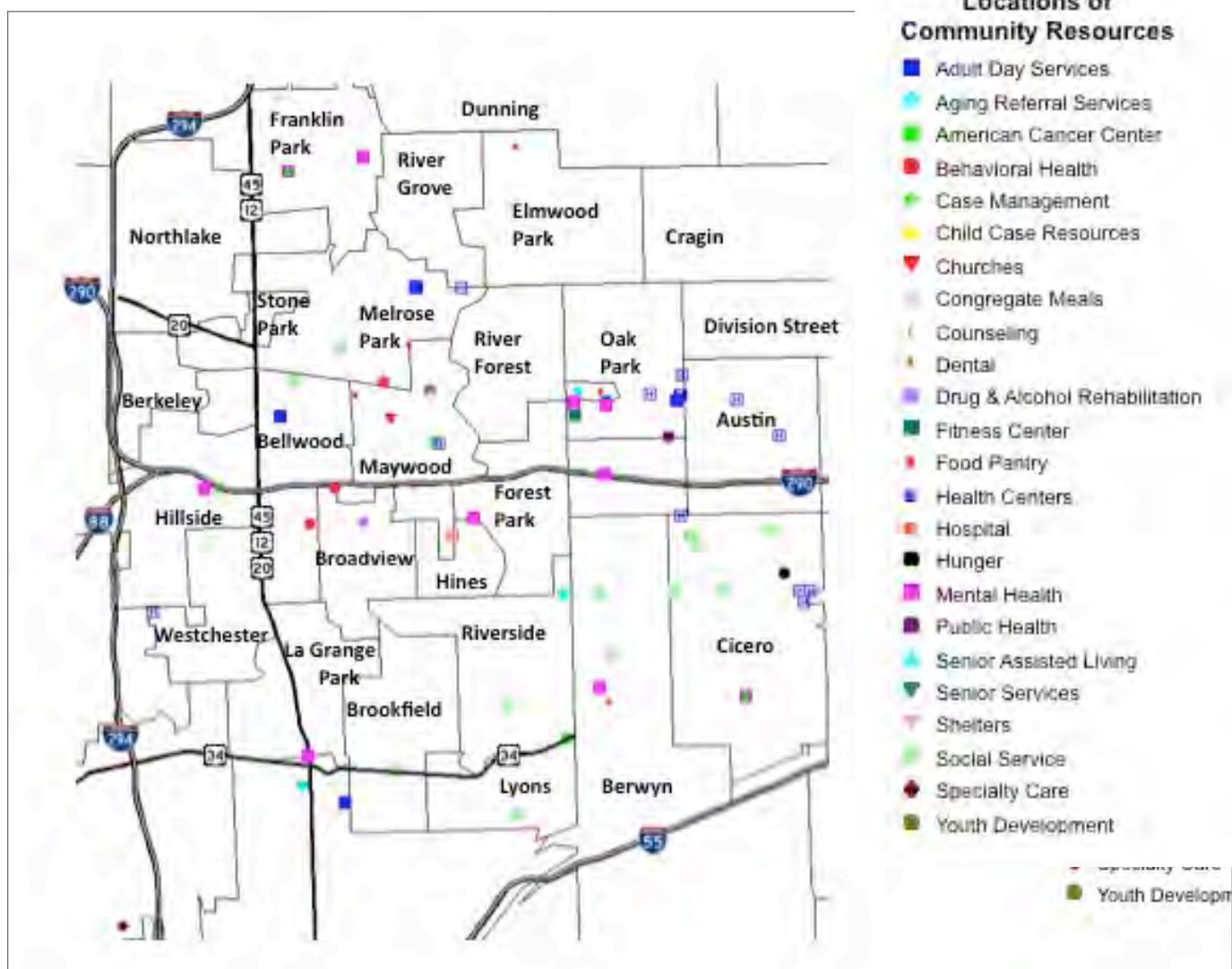


See Appendix for detailed list of service providers

- Lundin et al.

-  Hospitals
-  Physician Office Based Surgery
-  Community Health Center
-  Home Health
-  Nursing Home
-  Medical Group Practice
-  Freestanding Outpatient ASC
-  Freestanding Ambulatory Center
-  Diagnostic Testing Center

Resources in the LUHS Service Area — Social and Community Services



See Appendix for detailed list of service providers

Community Survey

Community Survey: Method

LUHS, Illinois Public Health Institute (IPHI), and the CHNA Steering Committee collaborated to develop a 38-question survey for community residents about health care, health issues and quality of life. The survey was made available in both English and Spanish. The LUHS Department of Planning and the CHNA Steering Committee worked to identify community sites that were willing to field surveys with a priority target population of uninsured and under-insured residents. A total of 429 community residents were surveyed at ten different sites over a three-week period in April 2012. The survey sites were: West Cook YMCA, Corazon/Cicero Youth Task Force, PCC Community Wellness Center, Infant Welfare-Oak Park, West Suburban PADS Support Center, Catholic Charities, Aging Care Connections, Procure Resurrection Behavioral Health Center, Gottlieb Adult Day Care and Proviso Pantry. Community residents filled out a paper survey in either English or Spanish on site, and the responses were entered into Survey Monkey by the LUHS Department of Planning.

In addition to basic analysis of each question in the Community Survey data, IPHI performed more in-depth analysis of open-ended responses and also looked at cross-tabs related to insurance status and race/ethnicity on all questions. Data was downloaded into Excel to examine trends by insurance status and race/ethnicity. Respondents who selected more than one insurance type or did not list an insurance type were excluded from the insurance status analysis, resulting in analysis of 406 respondents by insurance status. For analysis by race/ethnicity, respondents who did not indicate a race/ethnicity were excluded, and Asian (n = 5), Native Americans (n = 0) and other (n = 10) were excluded, resulting in analysis of 378 respondents by race/ethnicity.

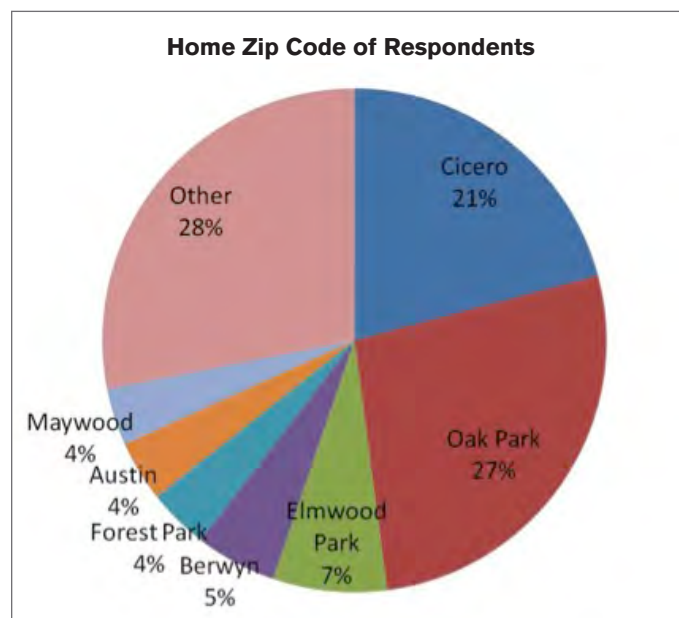
NOTE: It was the intention of this survey to oversample the priority target population of uninsured and under-insured residents. Given time and resources available, the best methodology available was to leverage relationships with other community organizations to gather a convenience sample of respondents representing the target populations. This approach does result in a sample of respondents that are already connected to community-based services. As a result, this convenience sample would be expected to have fewer challenges accessing services than the broader population of underinsured residents.

See full survey in Appendix.

Community Survey: Demographics of Respondents

Survey Respondent			Census 2010	
Gender	Men	32%	48.9%	
	Women	68%	51.1%	
Age	18-24	13.20%	9.2%	18-24
	25-34	23.90%	34.3%	25-49
	35-44	13.70%		
	45-54	16%		
	55-64	11.20%	18.1%	50-64
	65-74	10.40%	10.2%	65-84
	75+	11.70%	2.1%	85+
Race/ Ethnicity	White	36.50%	45.3%	
	African American	25.90%	12.9%	
	Hispanic	30.70%	38.7%	
	Other	6.9%	3.1%	

Comparing the community respondents to the actual demographics based on the 2010 Census, 68% of survey respondents were women—this is typical for surveys. The age distribution of the survey respondents is a good representation of the underlying population. The survey reached a diverse group of participants - whites and Hispanics were slightly oversampled and African-Americans were under sampled.



Most community respondents live in Oak Park or Cicero. All cities that are home to at least 4% of respondents are included on the chart above. The “other” category represents all zip codes that were home to less than 4% of respondents.

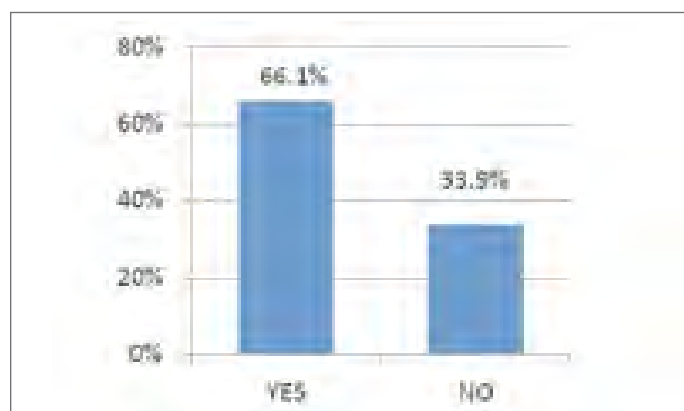
One area that is particularly under-represented in this survey is the northwest part of the service area (Melrose Park, Franklin Park, Stone Park, Northlake). Given the population growth in that area and the high levels of poverty in those cities, future data collection efforts should include that area as a priority.

Q1: What kind of health insurance do you have?



424 answered — 5 no response

Q2: Do you have insurance for prescription drugs?

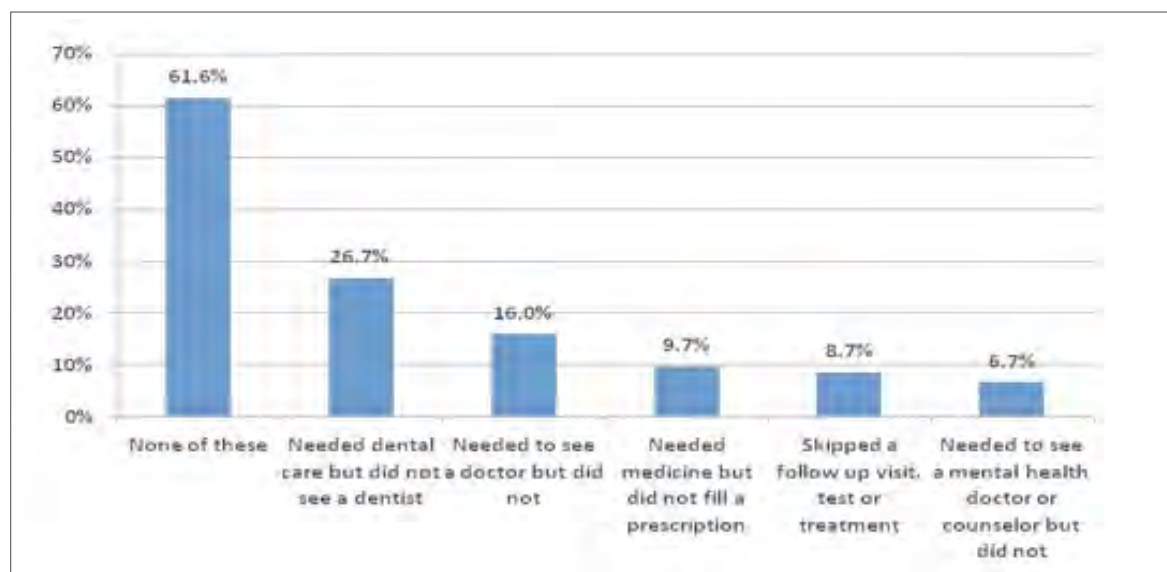


Overall, 44% of the community respondents are uninsured or underinsured, while 25% have Medicare coverage. Approximately 28% of the community respondents have insurance through their job, school, spouse or privately.

A third of the community respondents report not having insurance for prescription drugs.

389 answered — 40 no response

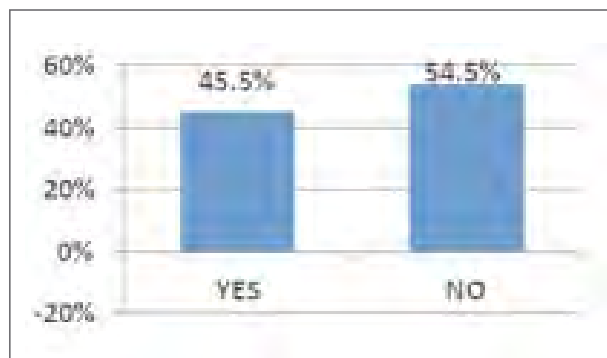
Q3: In the past 12 months, have any of the following happened because of cost?



401 answered — 28 no response

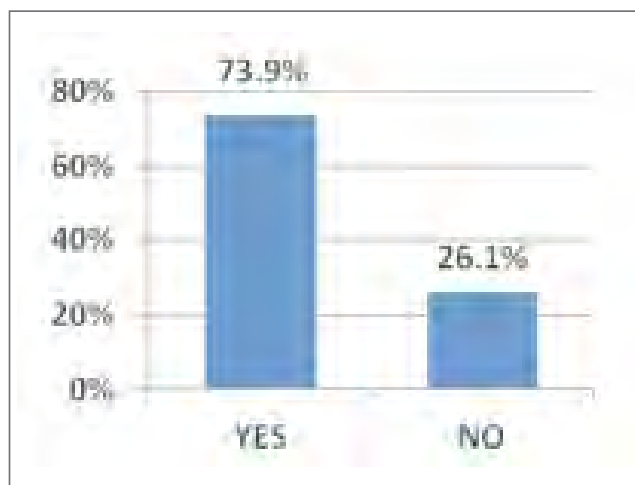
Over a quarter of community respondents (26.7%) report having problems accessing needed dental care because of cost. Substantial numbers of respondents (16%) also reported forgoing a needed doctor's visit because of cost.

Q4: Do you have children living with you under the age of 18?

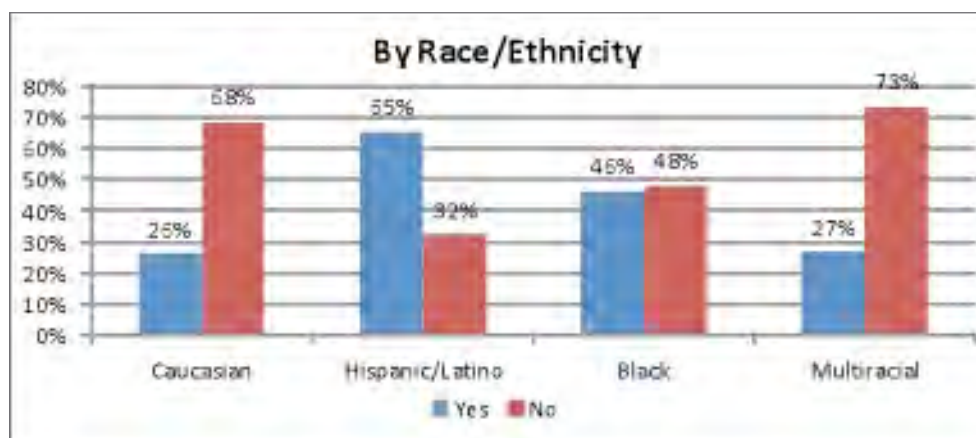
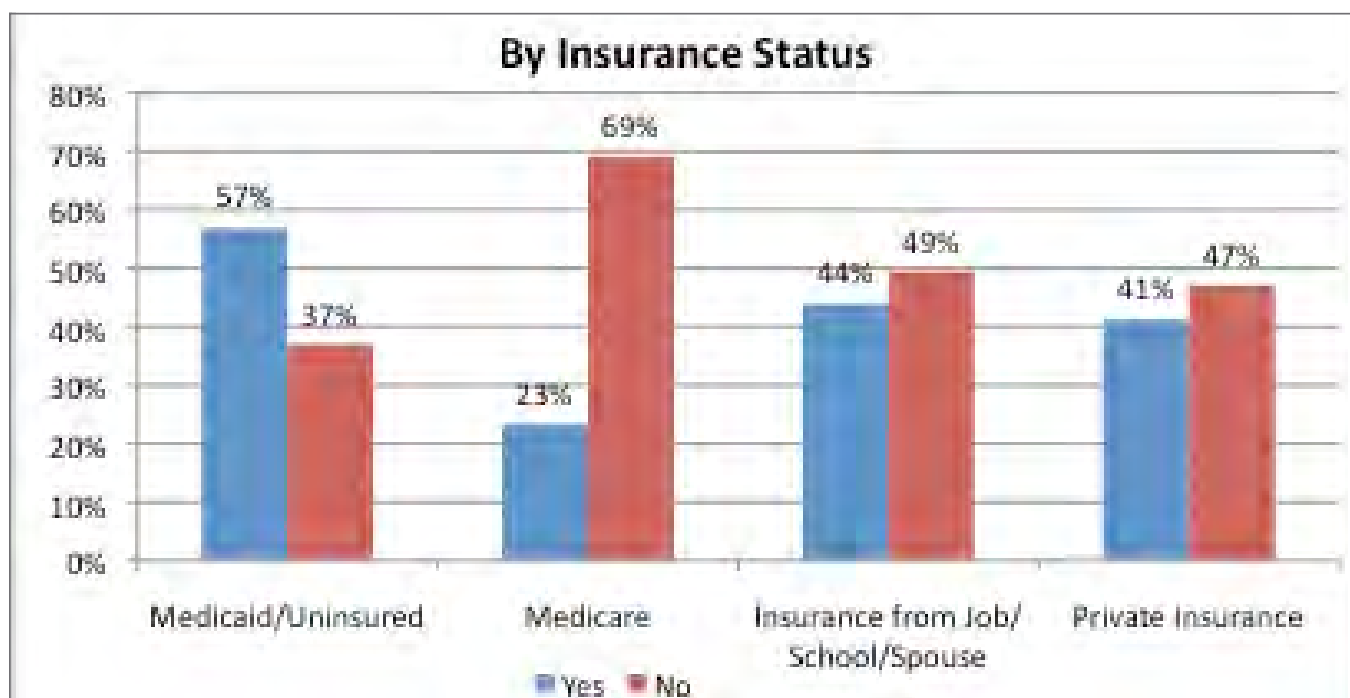


400 answered — 29 no response

Q5: If you do have children under 18, do they receive annual medical checkups?



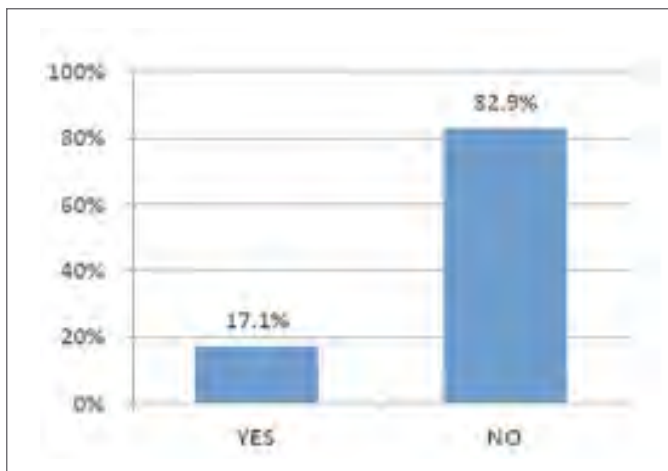
222 answered — 207 no response



Forty-five percent of the community respondents have children living at home. Most of the Medicaid/uninsured residents have children at home, as do about 40% of those with insurance. In contrast, only 23% of Medicare recipients have children at home. Most Hispanic participants and about half of African American participants reported having children at home, while the majority of white and multiracial participants did not report having children.

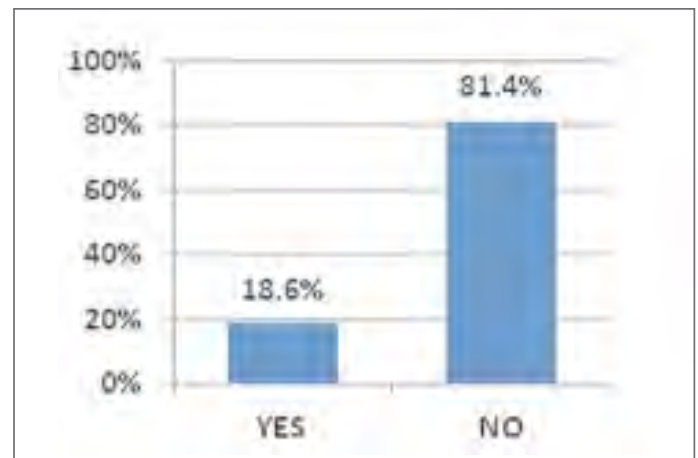
Q6: Do you have trouble filling out medical or insurance forms and other paper work?

398 answered — 31 no response

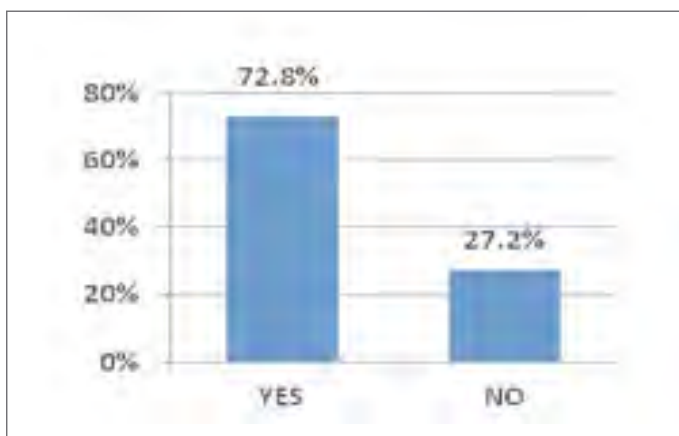


Q8: Are you or any immediate family member having trouble getting a family doctor or healthcare services?

354 answered — 75 no response

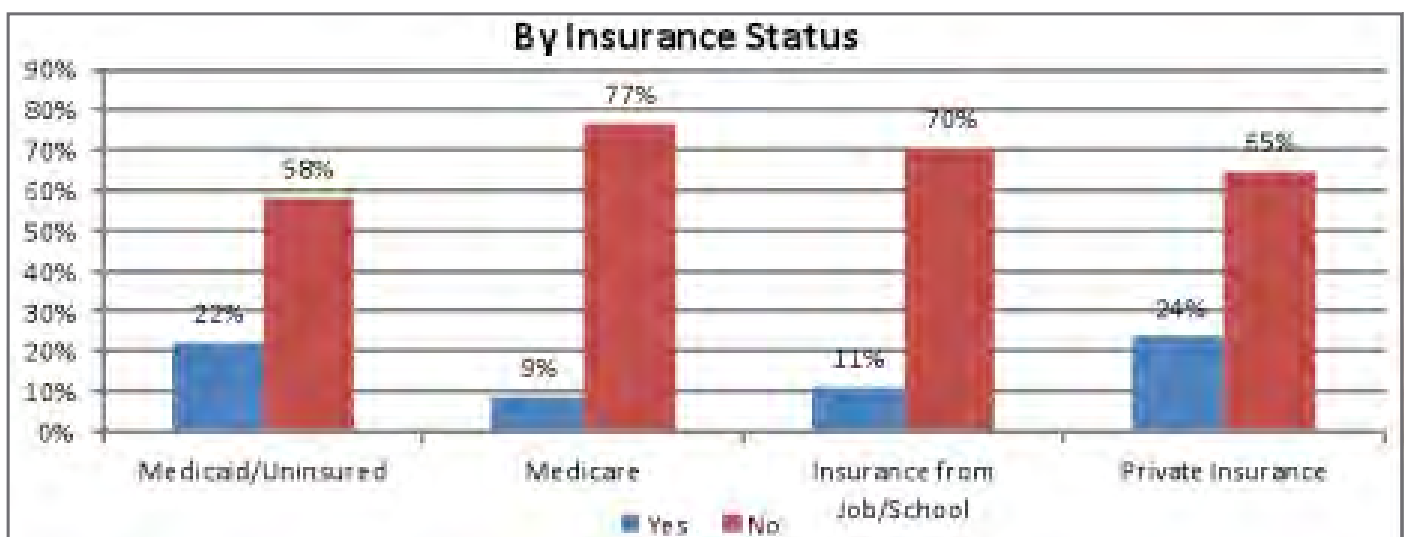


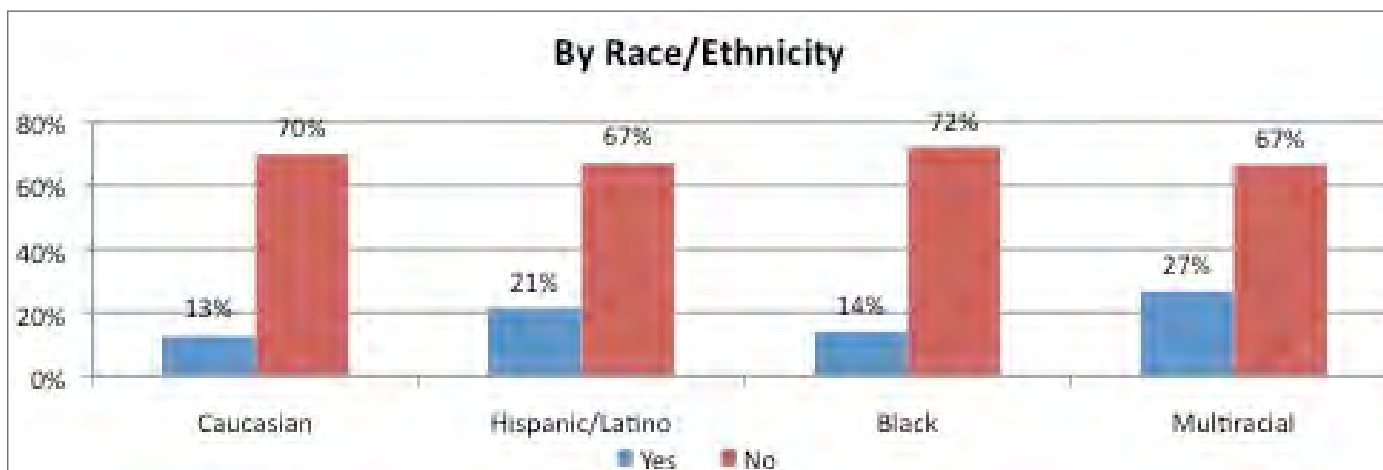
Q7: Does your doctor or nurse clearly explain your health care condition in a way you can understand?



Of those respondents with children, the majority report that their children receive annual care, while 26% report that their children do not receive annual care. Seventeen percent of community respondents report having problems with filling out medical or insurance paperwork. Most resident respondents report no problem in communicating with their doctor though 27% of respondents felt that their doctor or nurse did not clearly explain their health care condition in a way that they could understand.

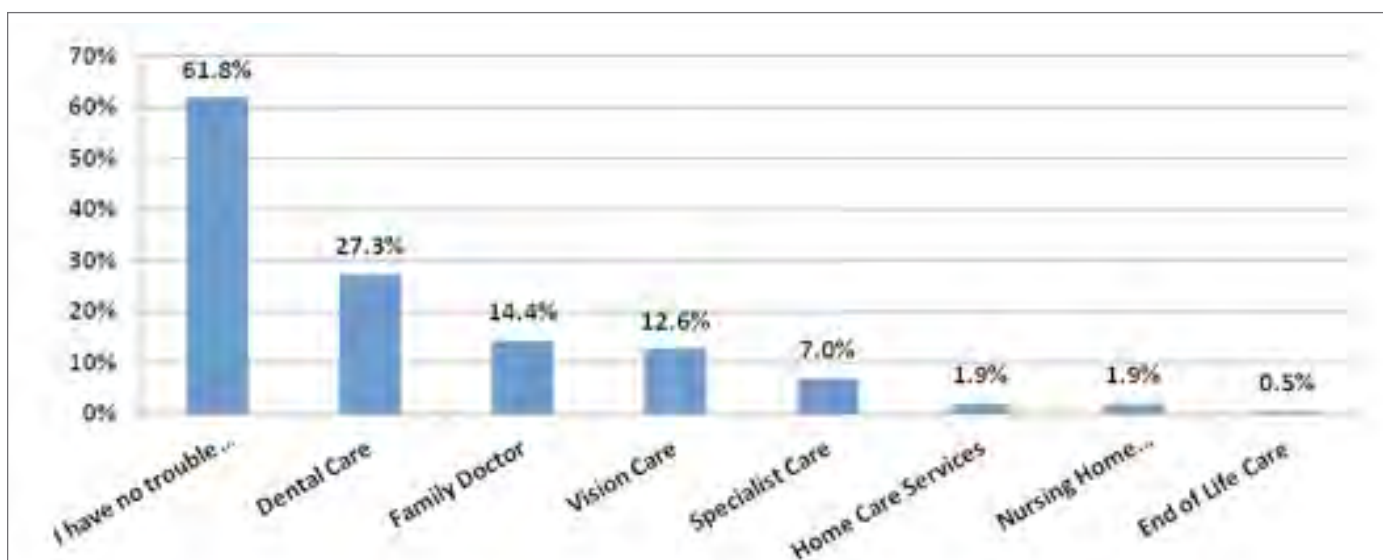
398 answered — 31 no response





Overall, most community respondents reported that they did not have trouble getting a family doctor or accessing healthcare services regardless of insurance status. However, the highest rates of those reporting that they do have trouble getting a family doctor or accessing healthcare services were reported by those on Medicaid/uninsured and those with private insurance. Multi-racial and Hispanic residents reported the most difficulty in accessing care.

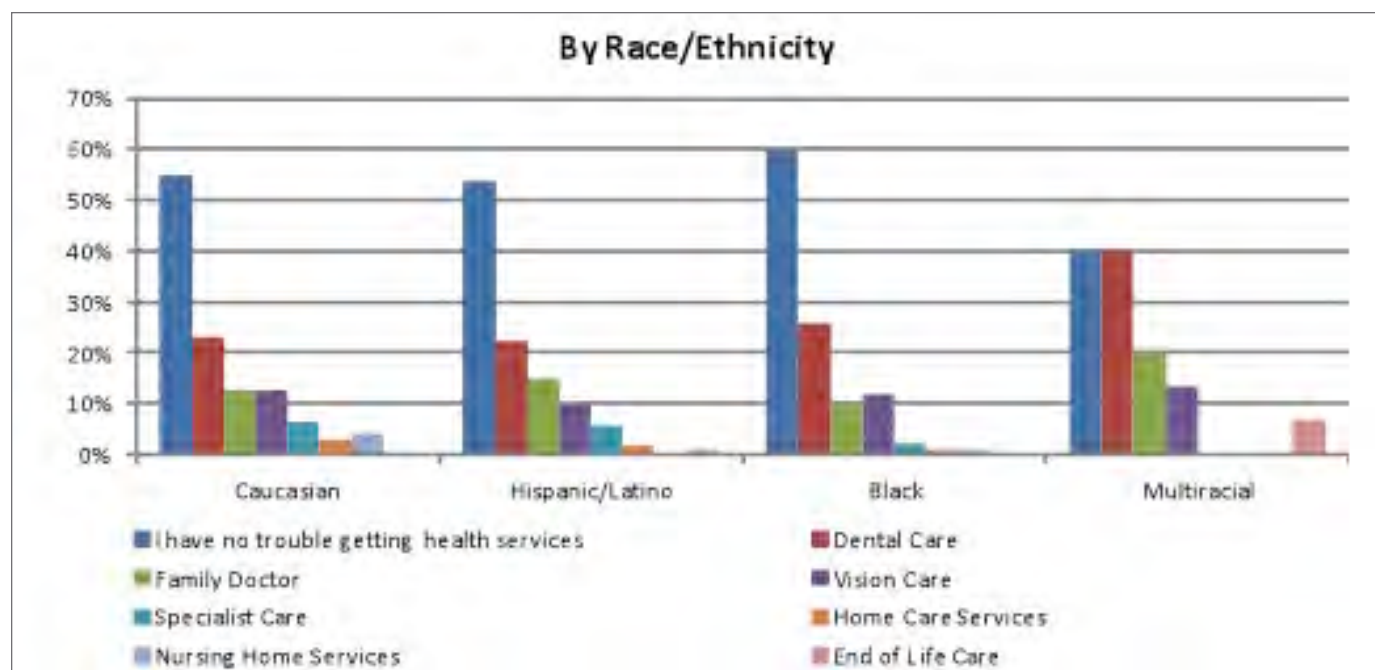
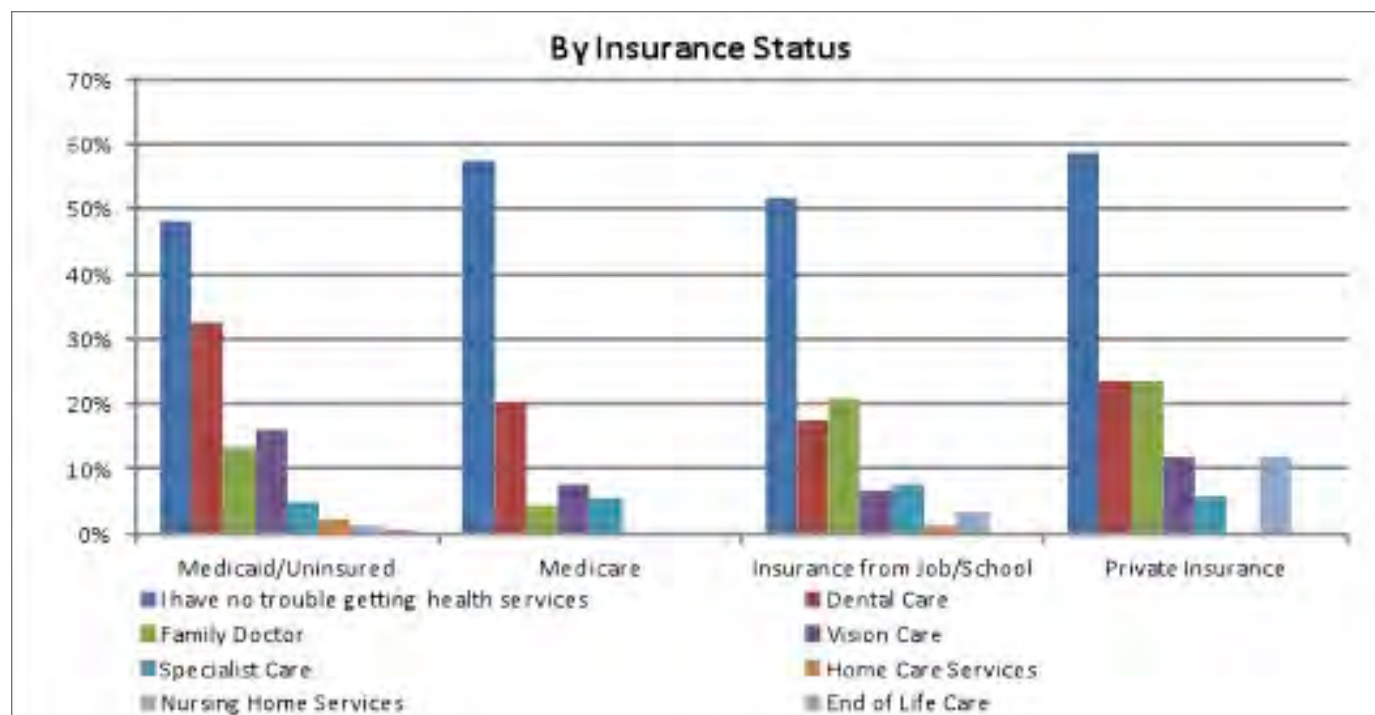
Q9: Have you or any immediate family member had trouble getting any of the following services in the past 12 months?



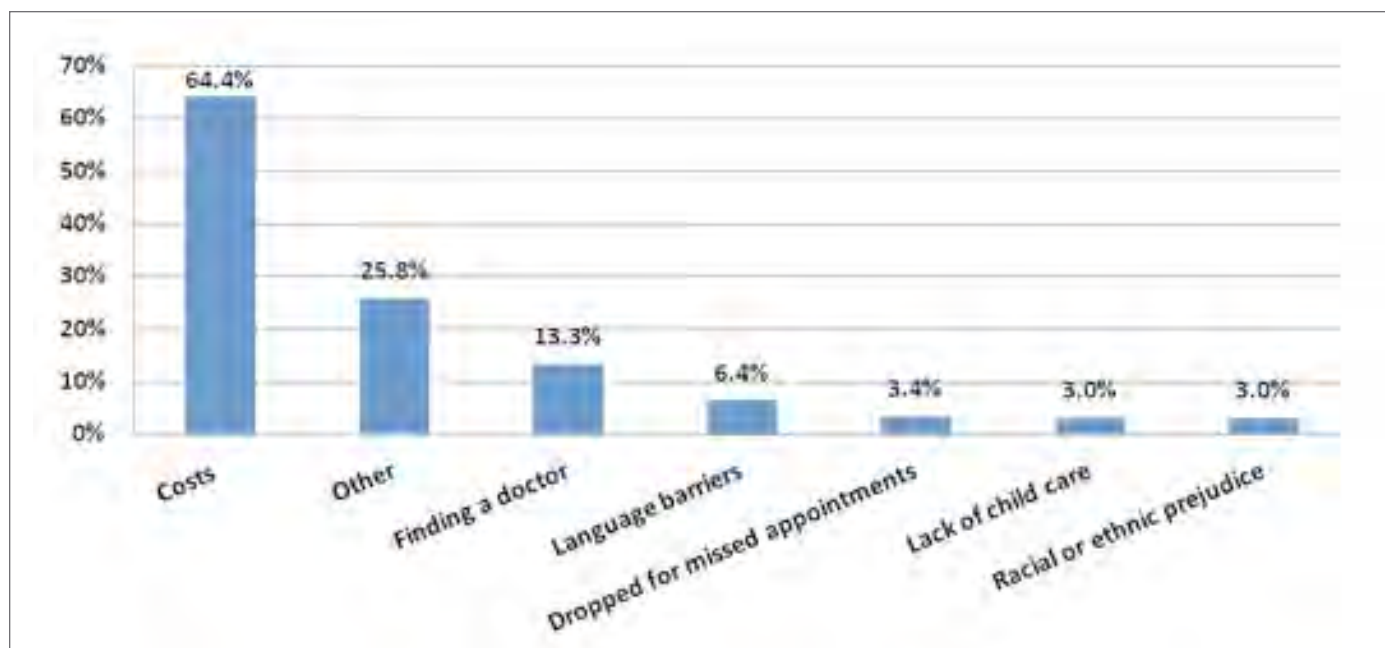
375 answered — 55 no response

Over 27% of community respondents report having difficulty accessing dental care, and 14% have difficulty accessing a family doctor. These rates were highest for those on Medicaid/Uninsured and lowest for those on Medicare. All racial and ethnic groups reported the same level of issues in accessing services.

Q9: Have you or any immediate family member had trouble getting any of the following services in the past 12 months?

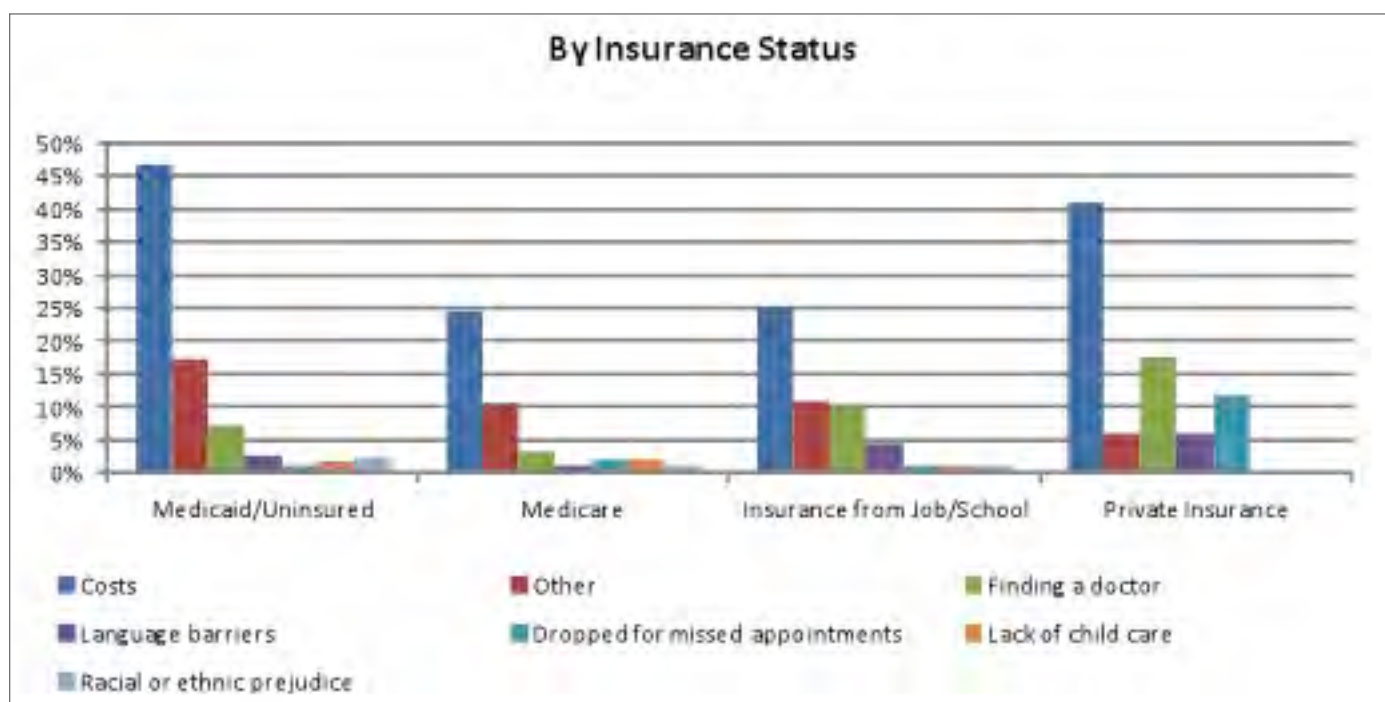


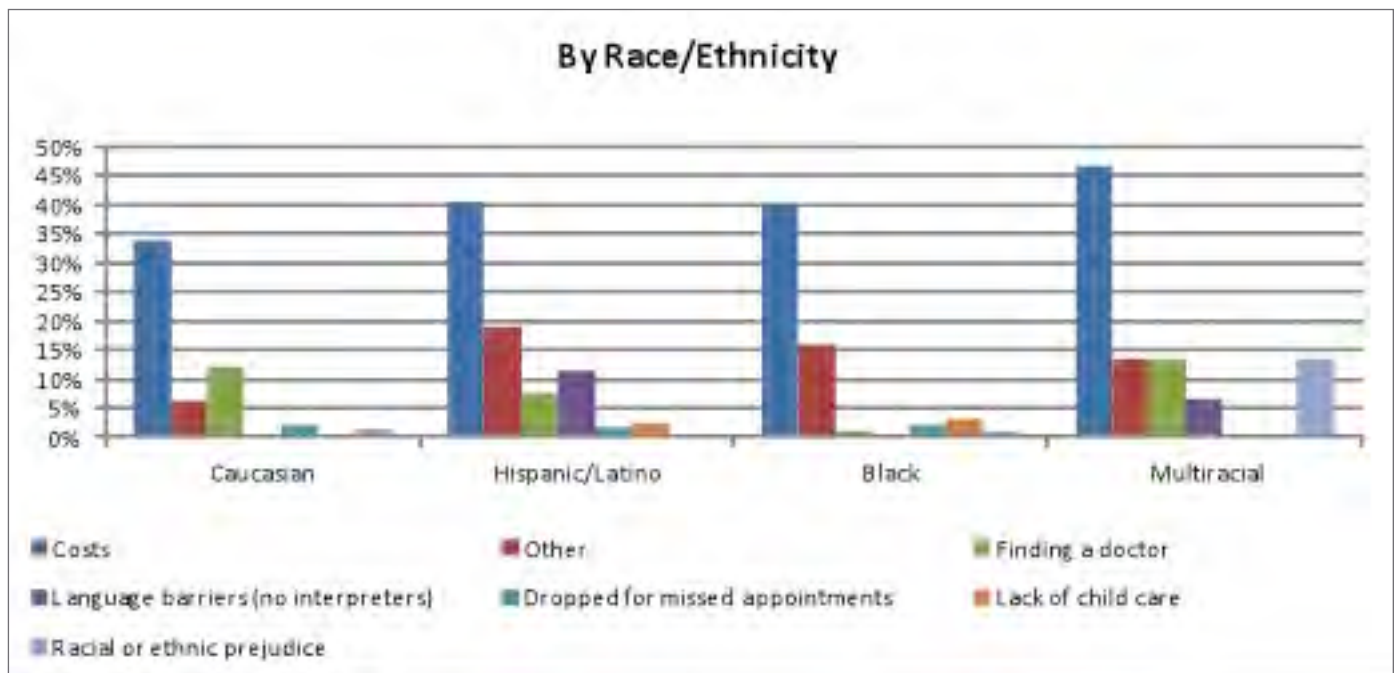
Q10: If you are having trouble getting healthcare services, what are the biggest problems you are having?



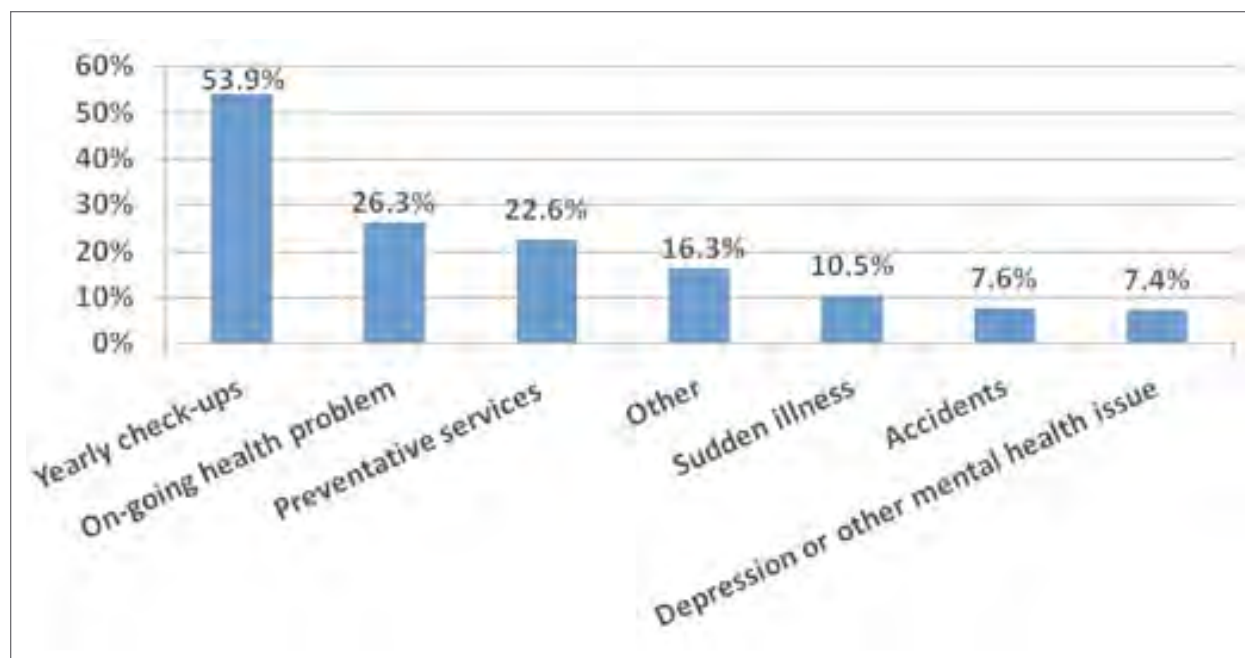
233 answered — 196 no response

The number one barrier to care was cost, cited by over 64% of those community respondents who reported trouble accessing services, followed by “other” and finding a doctor. Despite an option of other and requesting that respondents specify if they selected other, only five respondents entered a comment and three cited no problems. Therefore, we are unable to be certain what the specific issues were, if any, for those selecting “other.” The multiracial group reported higher rates of racial/ethnic prejudice than the other groups. The Hispanic group was most likely to report language barriers impacting their ability to get healthcare services.





Q11:For which of the following reasons have you seen a doctor in the last 12 months?

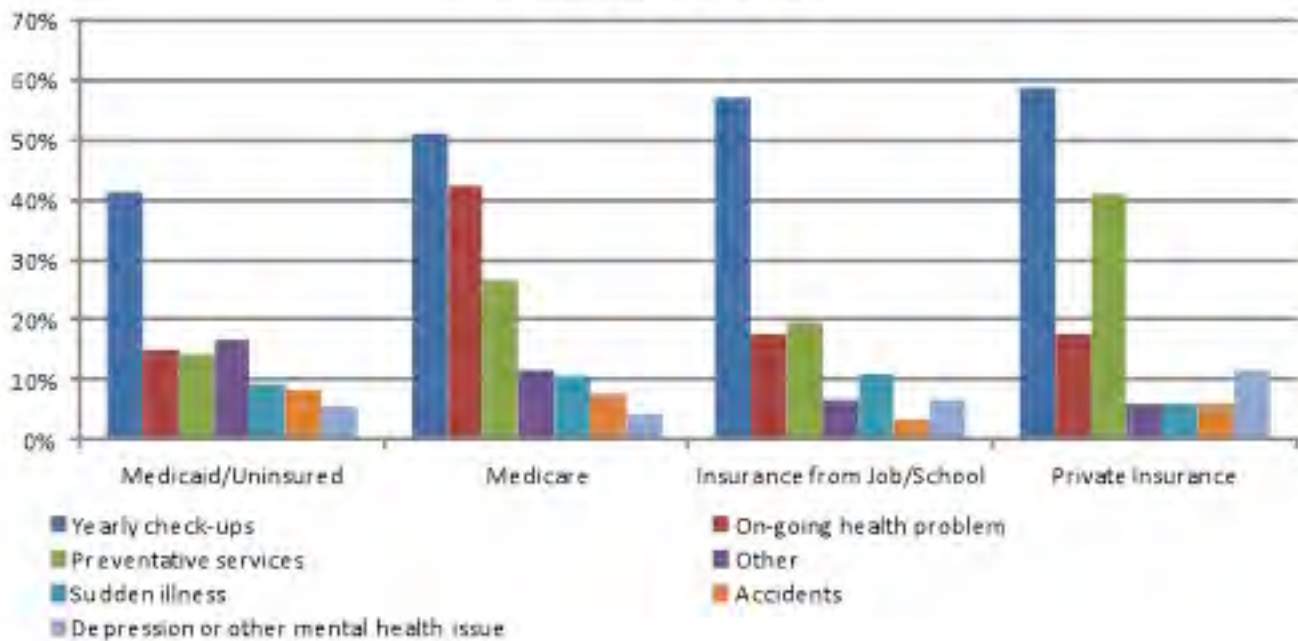


380 answered — 49 no response

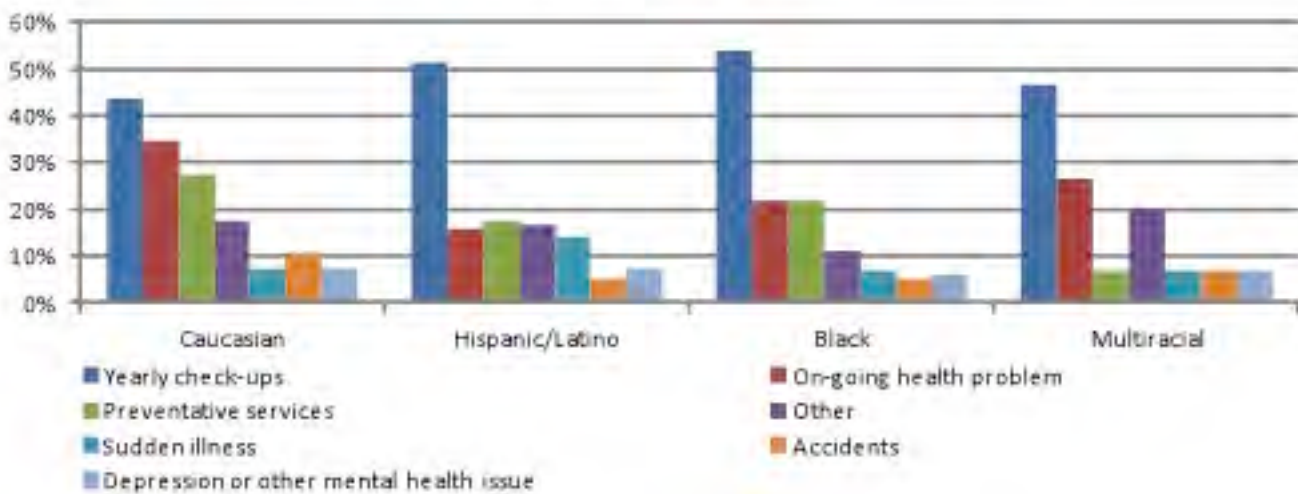
The most common reason for seeing a doctor was yearly check-up, reported by over half the residents, followed by on-going health problems and preventative services. Only 7% had sought care for mental health problems. The majority of respondents who selected “other” indicated pregnancy or post-partum care.

The rate for yearly check-ups was highest in the privately insured and lowest in the Medicaid/uninsured. Care of on-going health problems was most common of the Medicare population. The privately insured and Medicare groups were most likely to use preventative services. The privately insured were also the most likely to seek mental health care.

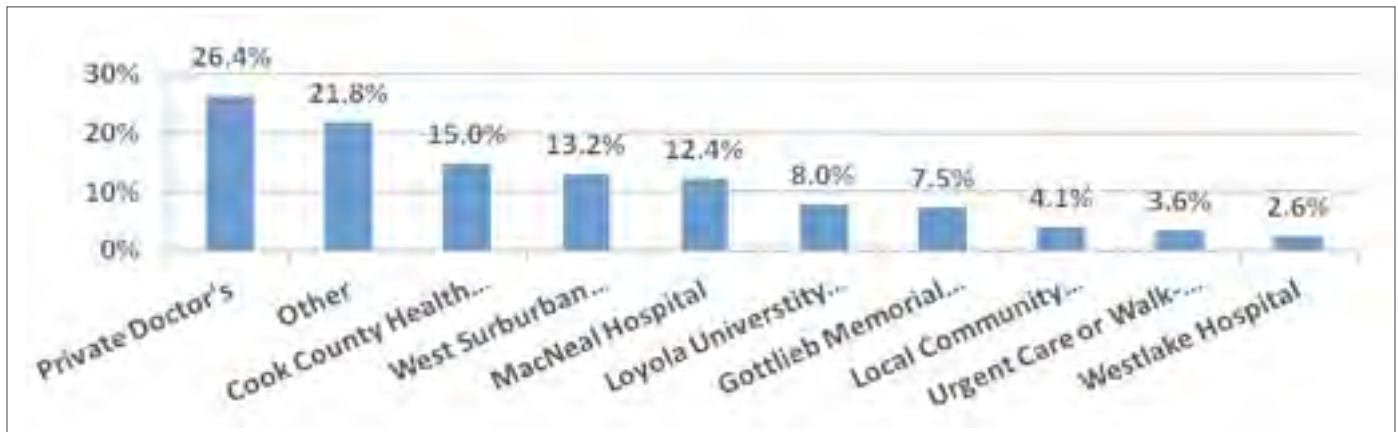
By Insurance Status



By Race/Ethnicity



Q12: Where do members of your immediate family usually go when you have a medical health problem?

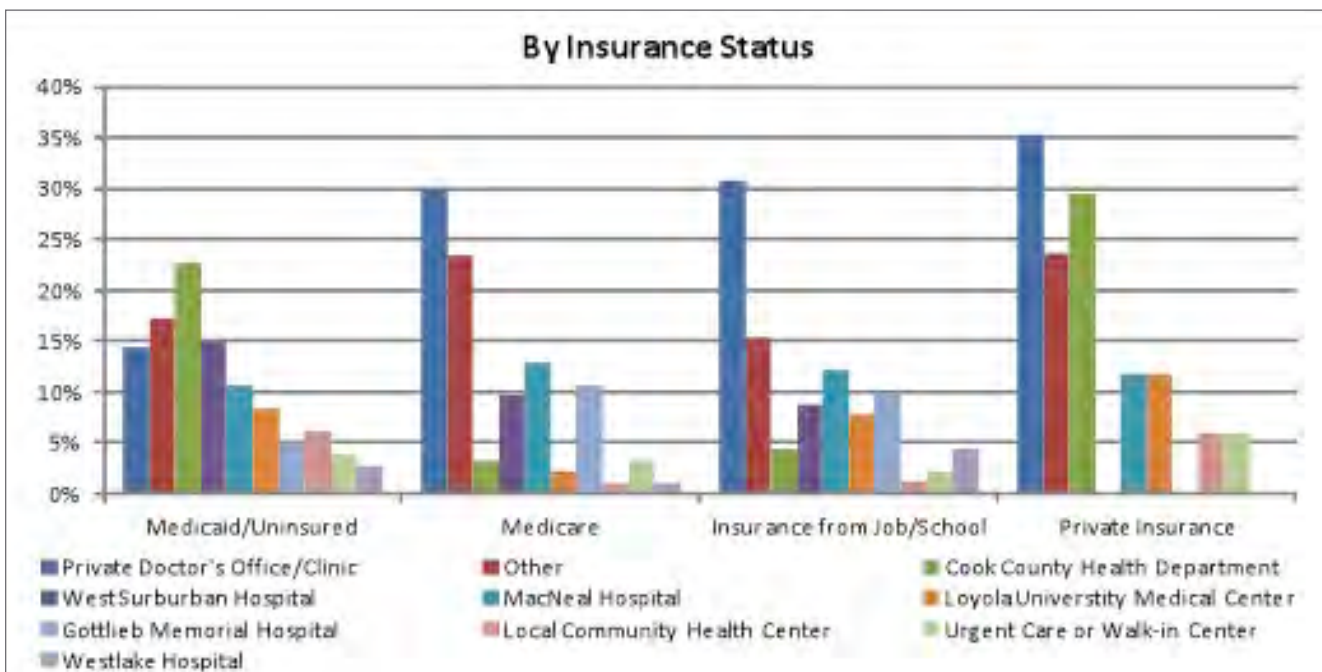


386 answered — 43 no response

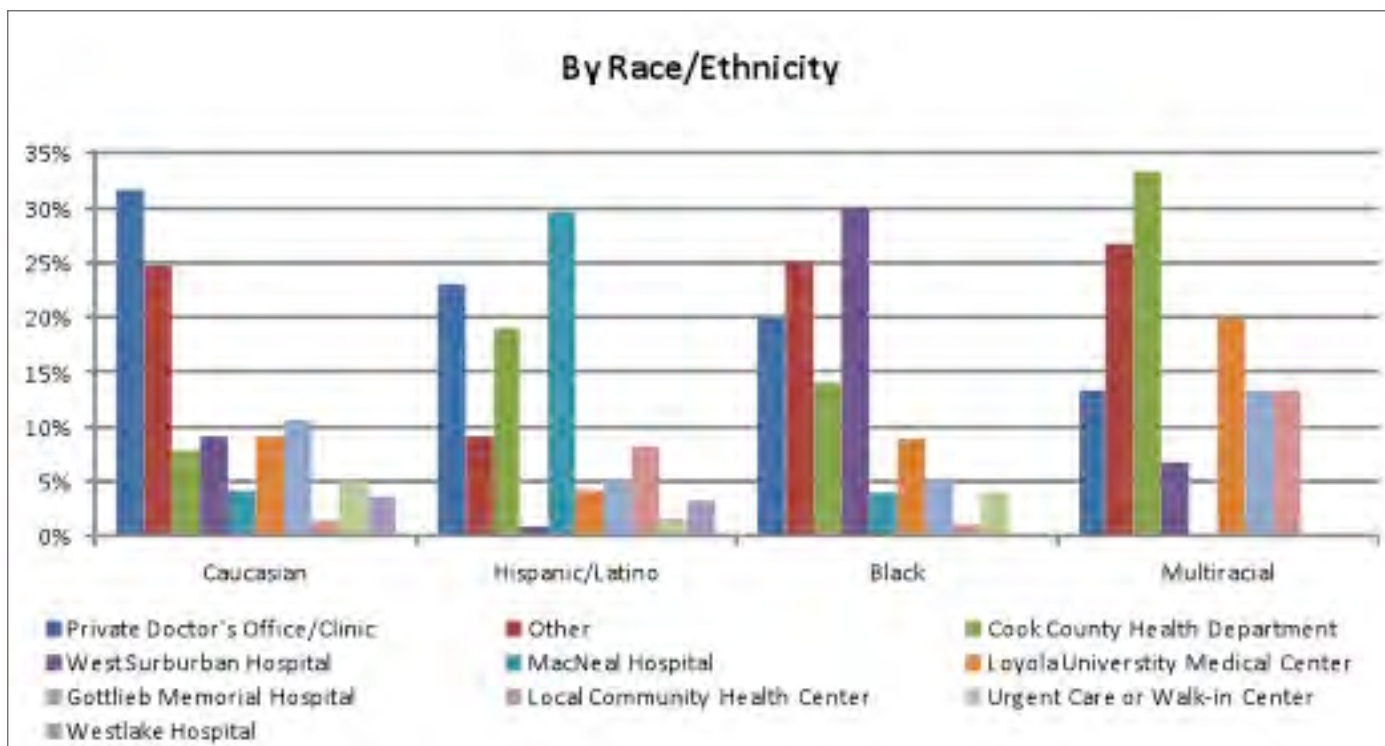
Eight percent of the community respondents reported that their immediate family goes to Loyola University Medical Center for medical health problems. An additional 7.5% of respondents indicated they go to Gottlieb Memorial Hospital. Private doctor's offices were reported as the most common place that community respondent's immediate family members go when they have a medical health problem, followed by other and Cook County Health Department.

For those insured by Medicare and those with insurance from a job or private insurance, private doctor's offices were the most common place to seek care. For the Medicaid/uninsured group, Cook County was the most common place to seek care, followed by other and West Suburban Hospital. Among respondents to this survey, the privately insured had the highest rates of attending Loyola, while those on Medicare had the lowest.

There were strong racial/ethnic differences in where residents sought care. Whites were most likely to go to private offices or other. Hispanics were more likely to go to MacNeal Hospital, private offices or Cook County Health Department. On the other hand, African American were more likely to seek care at West Suburban Hospital, other or private offices. The multiracial group was more likely to go to Cook County Health Department of other. The multi-racial group was



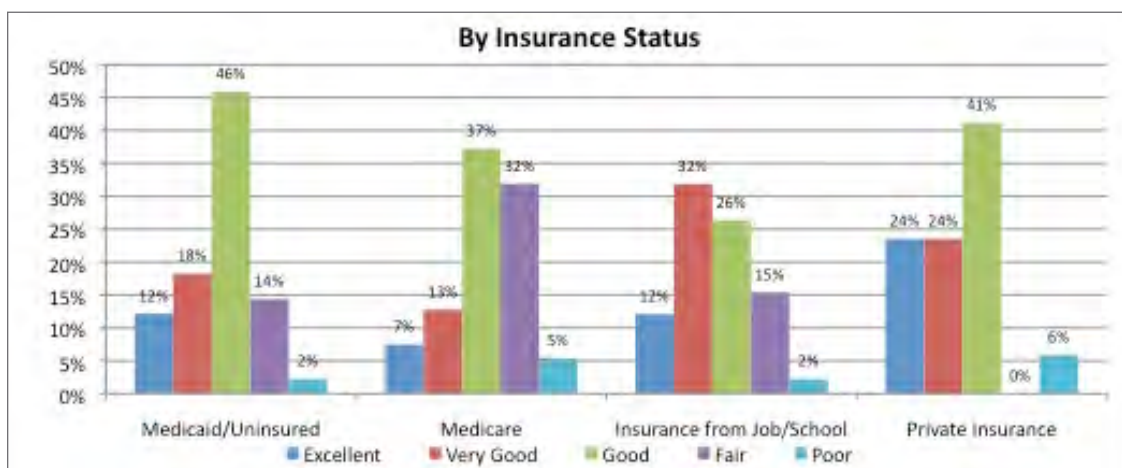
also the most likely to go to Loyola, followed by whites and blacks.

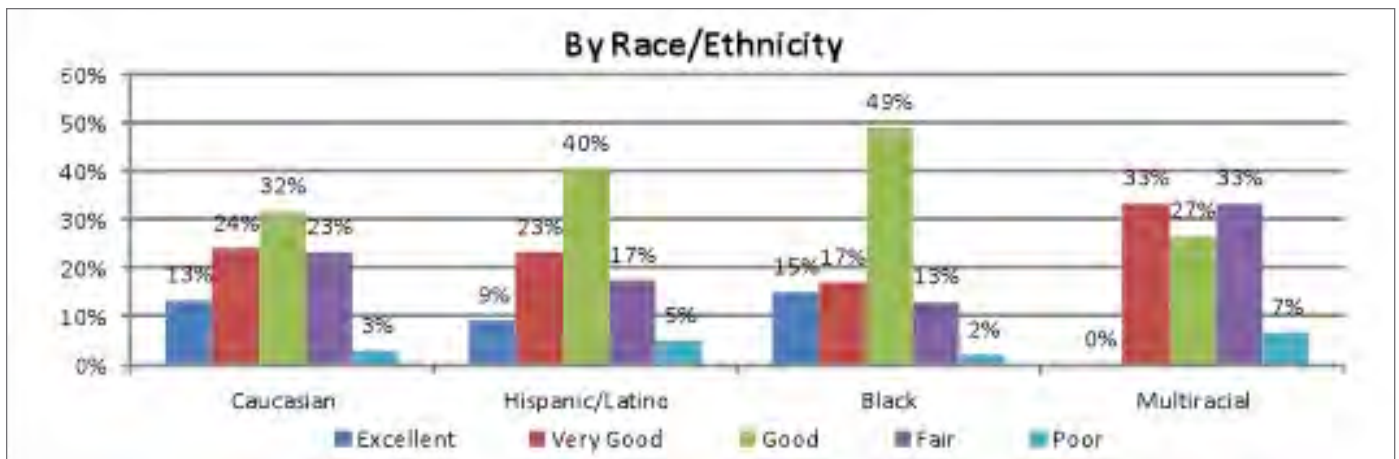


Q13: In general, how would you say your health is?



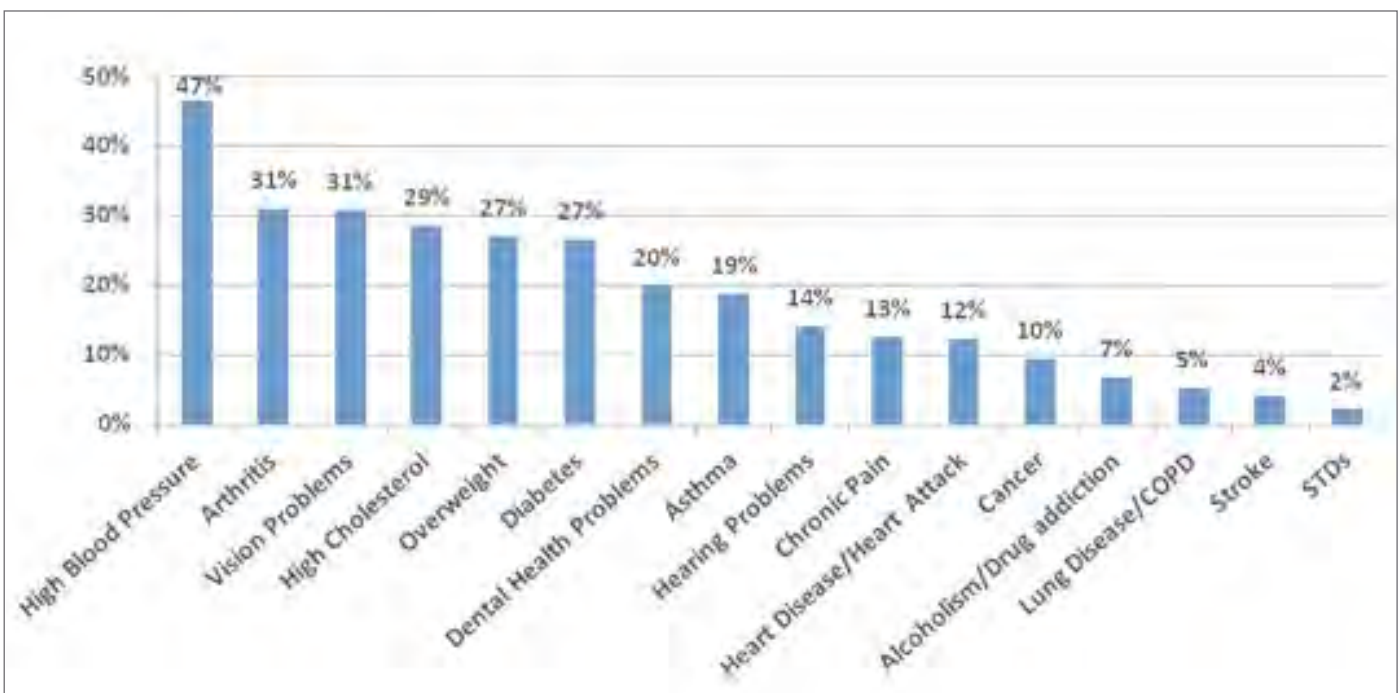
397 answered — 32 no response





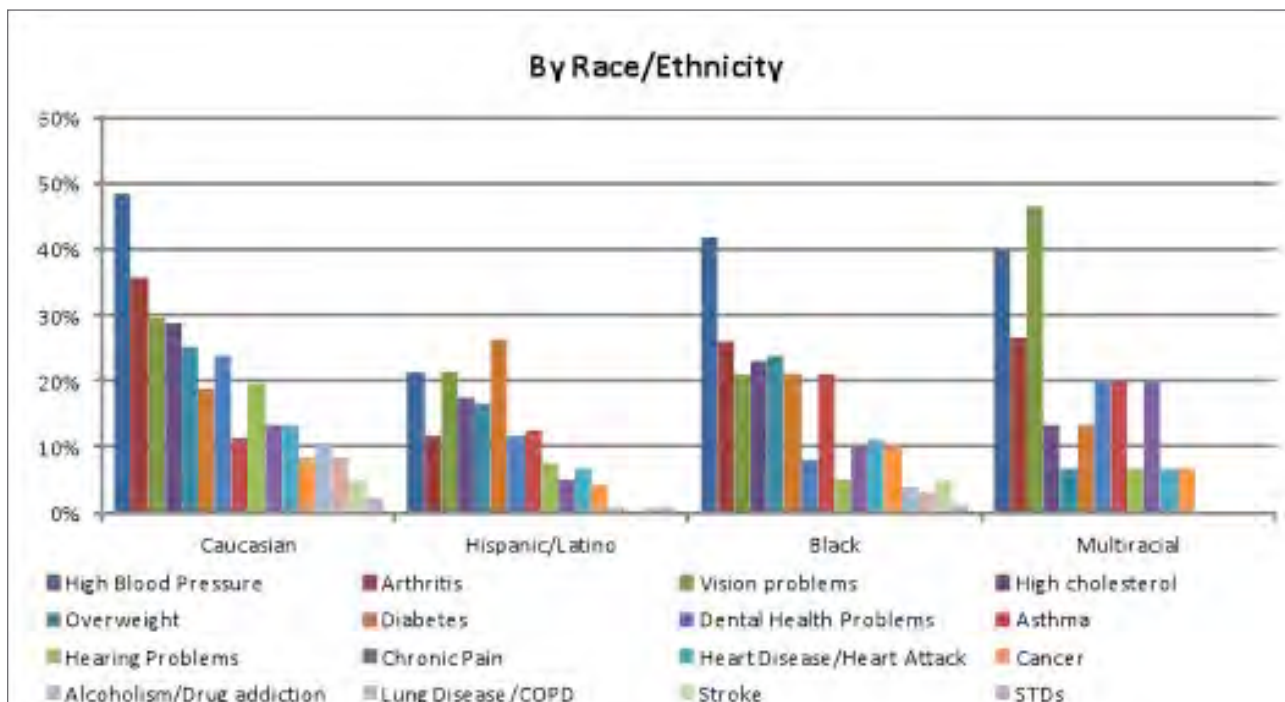
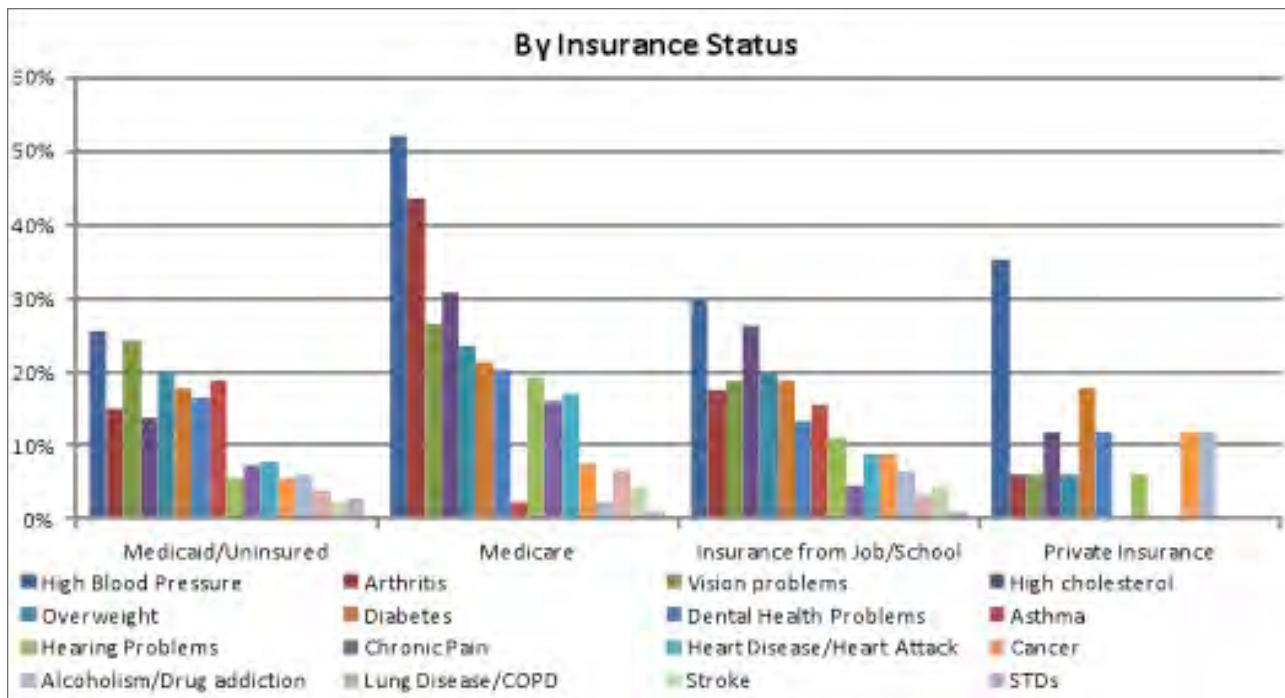
Most community respondents, 42%, reported good health, with 35% reporting excellent/very good health and only 23% reporting fair/poor health. Among those with insurance, most rated their health as very good. Fair or poor health was reported by 37% of Medicare recipients and only 6% of the privately insured. Thirty-seven percent of white reported excellent/very good care, compared to 32% of Hispanics and African Americans and 33% of the multi-racial group. Fair/poor health was reported by 26% of whites, 22% of Hispanics, 15% of African Americans and 40% of the multi-racial group.

Q14: Have you or any member of your immediate family ever been told by a doctor or other health professional that you have any of the following?

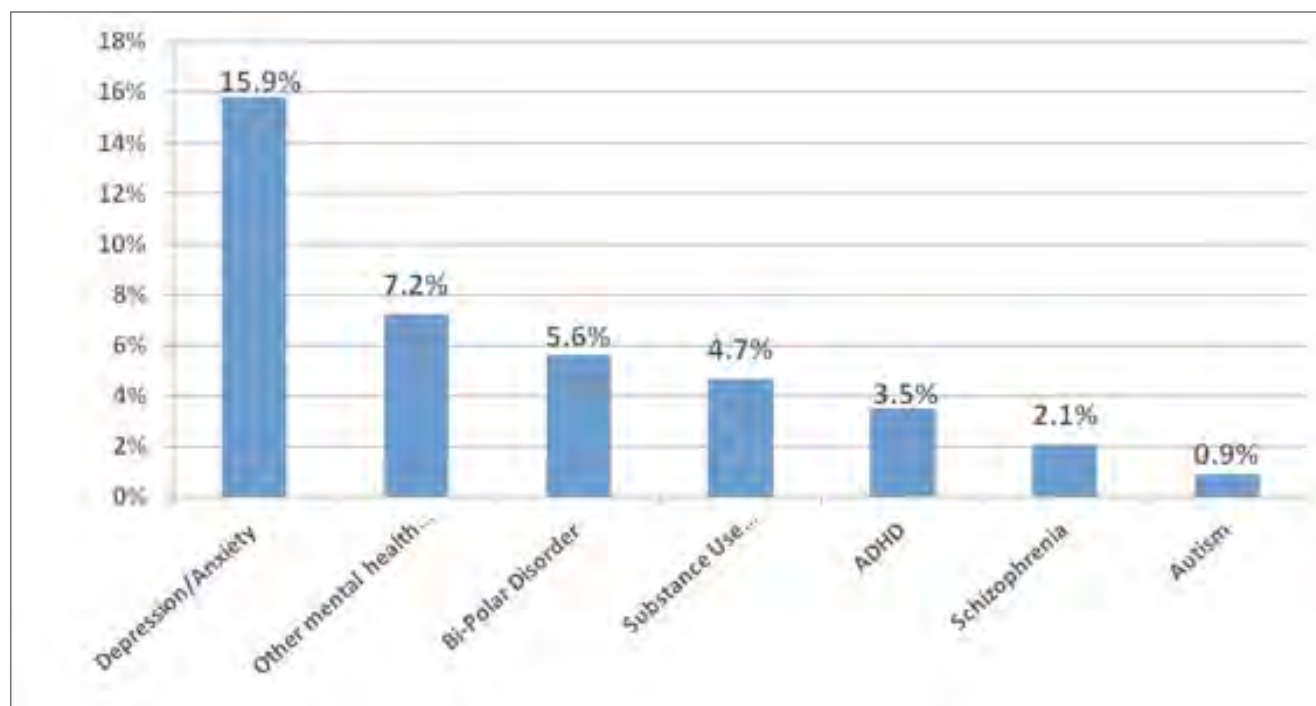


325 answered — 104 no response

The most commonly reported health diagnosis for community respondents and/or their family members was high blood pressure, followed by arthritis, vision problems, high cholesterol, obesity and diabetes—all indicated by over 25% of the community respondents. High blood pressure (52%) was reported the most among those on Medicare. Arthritis, high cholesterol and vision problems were also common for those on Medicare, while vision, obesity and asthma were common for those on Medicaid/uninsured. Diabetes was also frequently reported by all insurance groups. High blood pressure was the most commonly reported health diagnosis for White and African Americans, while vision problems were most common for the multiracial group and cancer was the most common for the Hispanic population. Arthritis, obesity and diabetes were also commonly reported by all groups; asthma was often reported by the African Americans and multi-racial groups.



Q15: Have you or any member of your immediate family ever been told by a doctor or other health professional that you have any of the following?

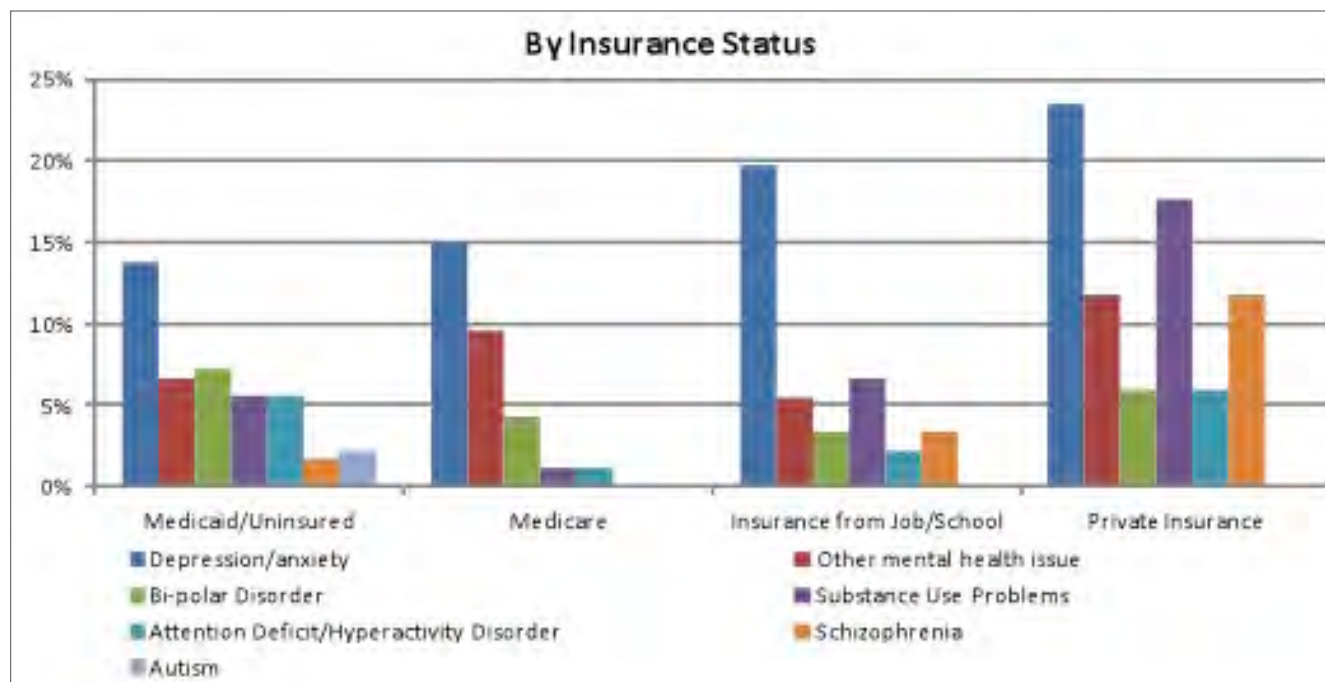


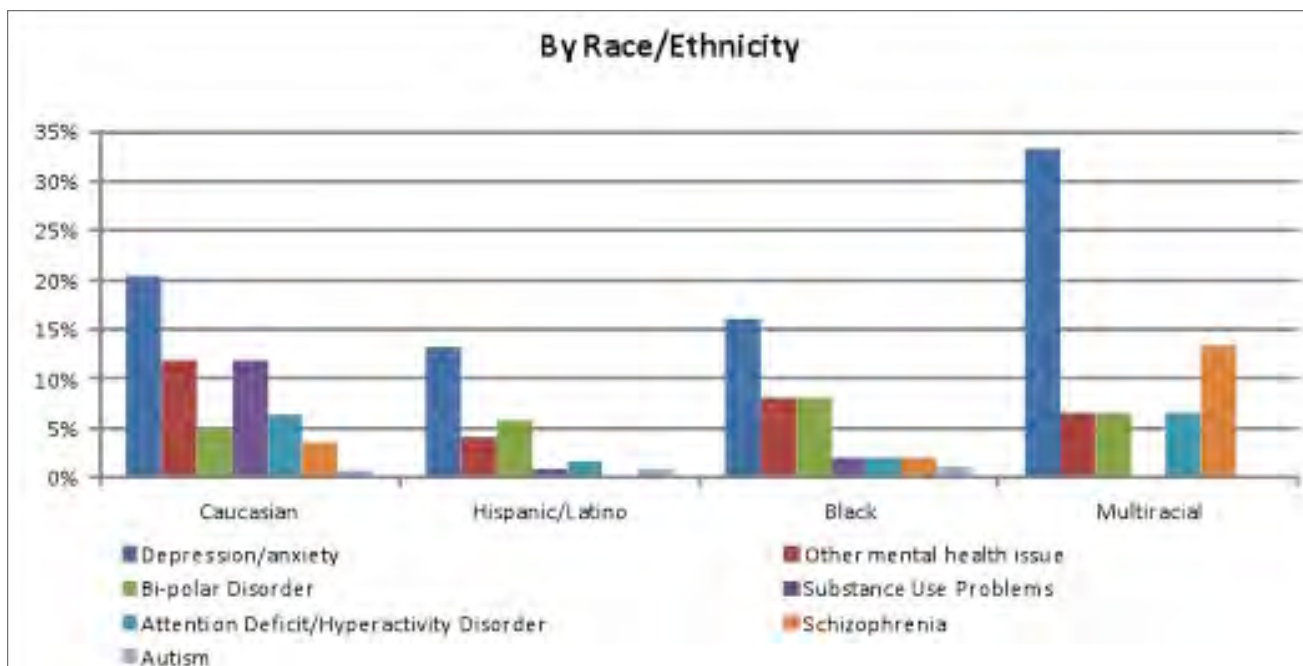
105 answered — 324 no response

* percentages for this question calculated with a denominator of 429

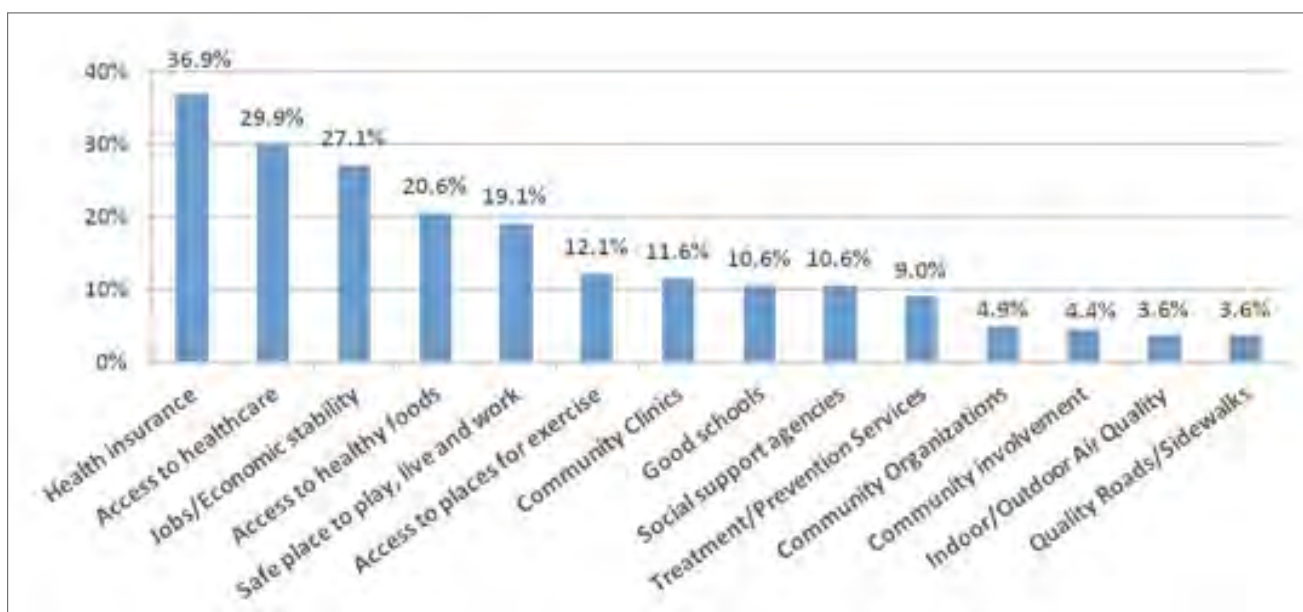
Overall, 15.9% of all community respondents reported that they or a family member had been told by a doctor or other healthcare provider that they had depression/anxiety, while 5.6% reported bipolar disorder and 4.7% reported that they or a family member had been told by a doctor or other healthcare provider that they had a substance abuse problem.

Diagnosed depression/anxiety was reported most among those with private insurance and those with insurance through their job or school. Substance abuse problems were most reported in the White population, while schizophrenia was most often reported in the multiracial population. The Hispanic and African American groups had the lowest rates of diagnosed mental health issues.





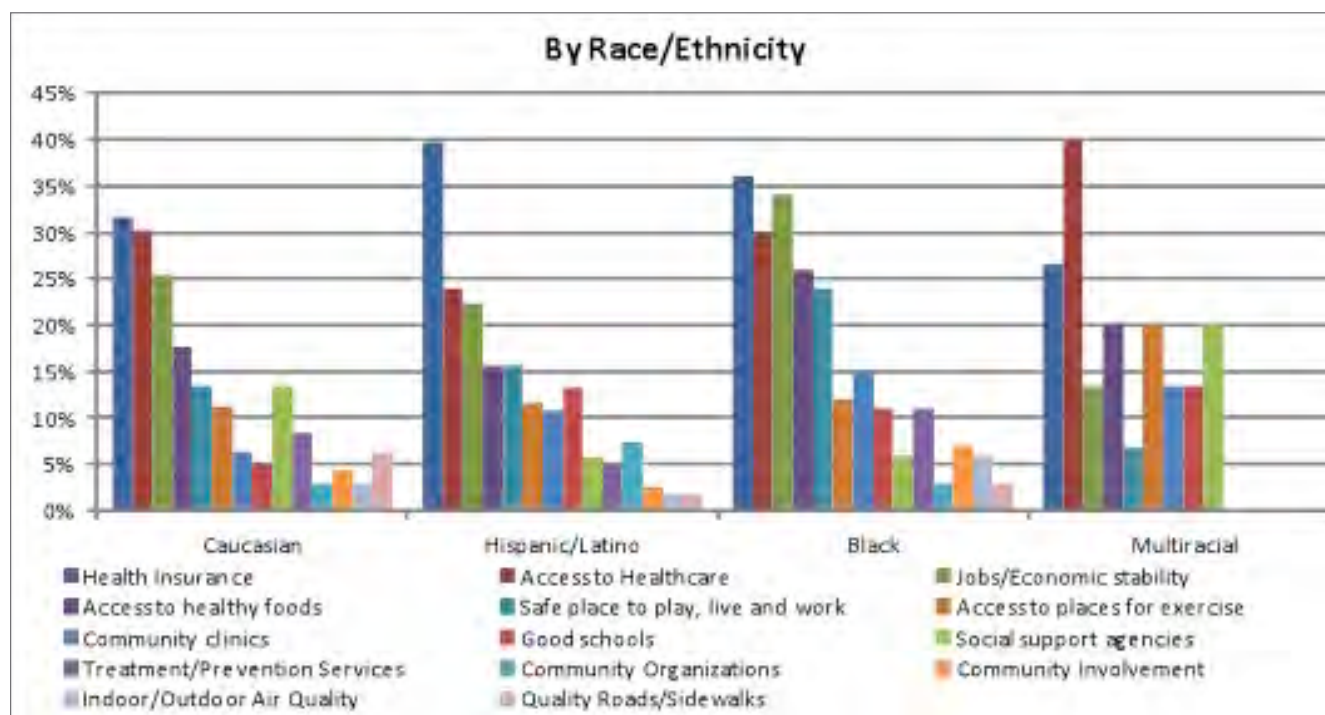
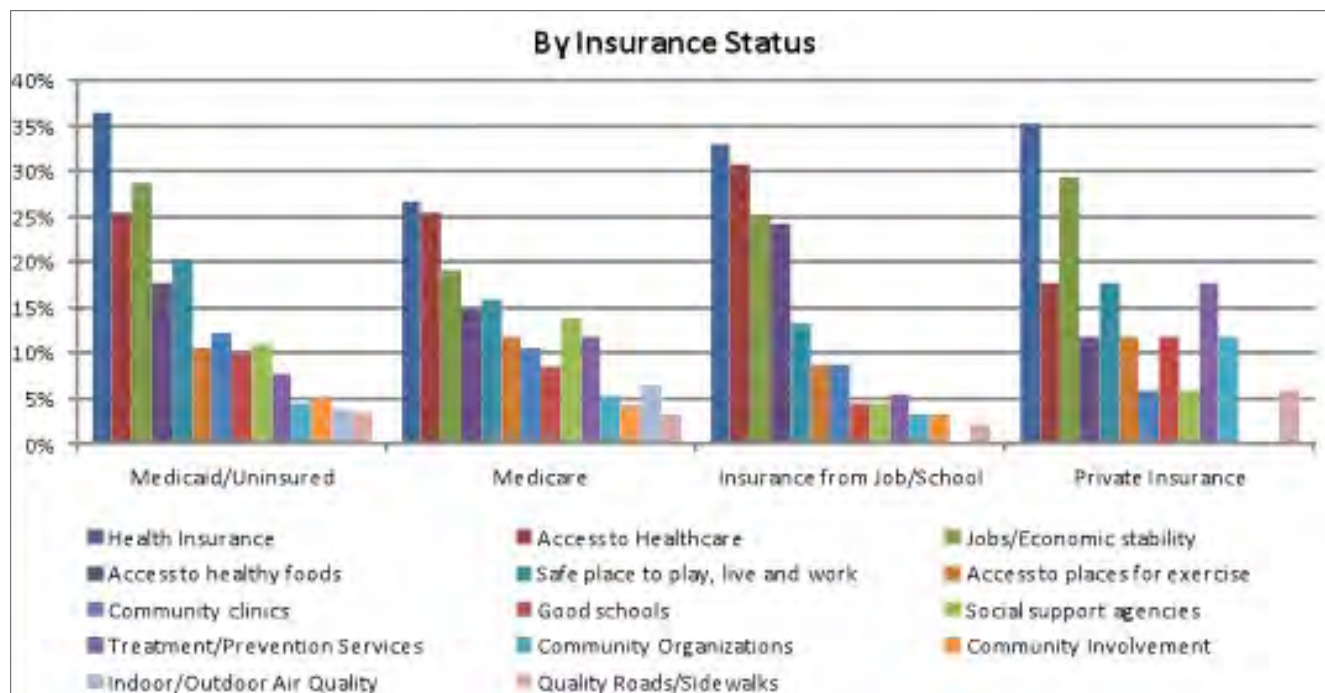
Q16: Please choose only TWO areas you think are the most important to making the residents of your community healthier?



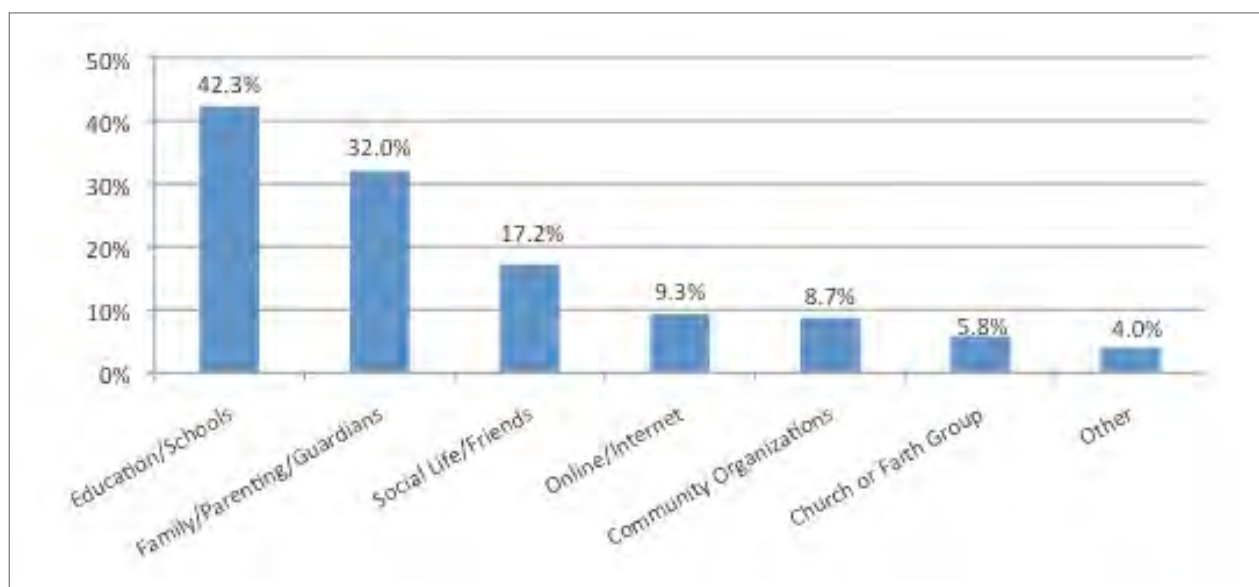
388 answered — 41 no response

When community respondents were asked to choose two areas they thought were most important to making community residents healthier, health insurance, access to healthcare and jobs were the top areas identified (all over 25%), followed by access to healthy foods and a safe place to play, live and work at around 20% each.

Insurance, access to healthcare and jobs were consistently identified as the most important issues, across insurance status and race/ethnicity categories. Health insurance received particularly high numbers of votes among Medicaid and Uninsured, private insurance, Hispanic and African American respondents. Both “access to healthy foods” and “safe places to live, work and play” fell within the top two most important issues for health for a quarter of African American respondents; this is a substantially higher percentage than the other race/ethnic groups. Respondents with insurance from their job or school also identified “access to healthy foods” as an important issue.

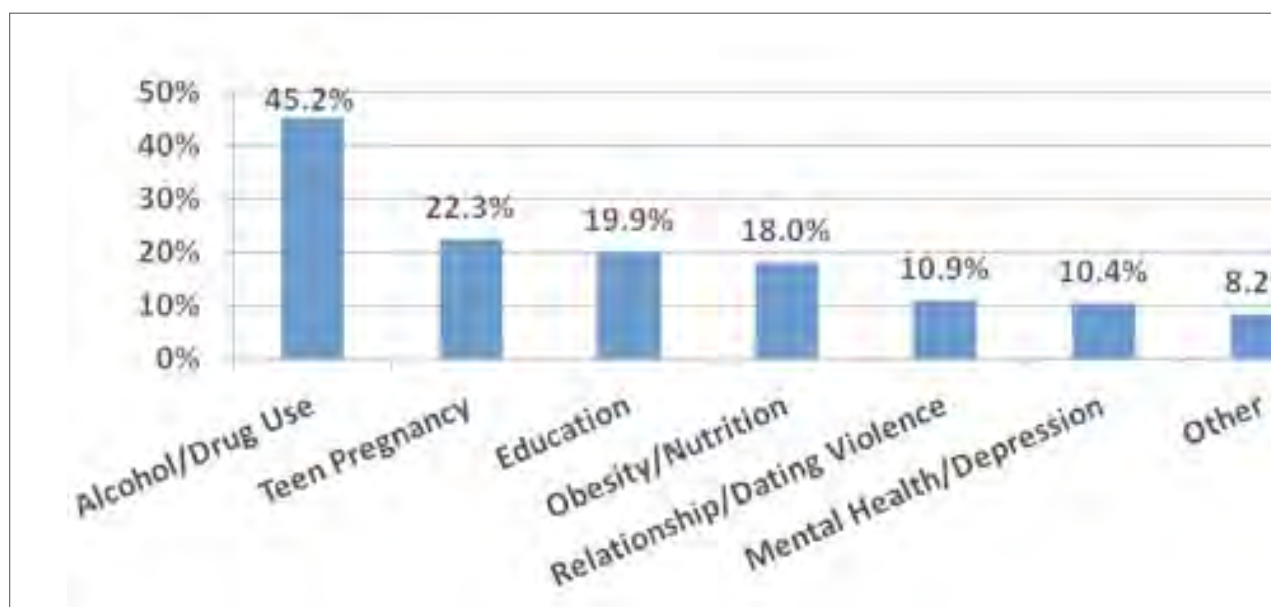


Q17: Where do you feel teenagers receive the most health services or information from in your community?



378 answered — 51 no response

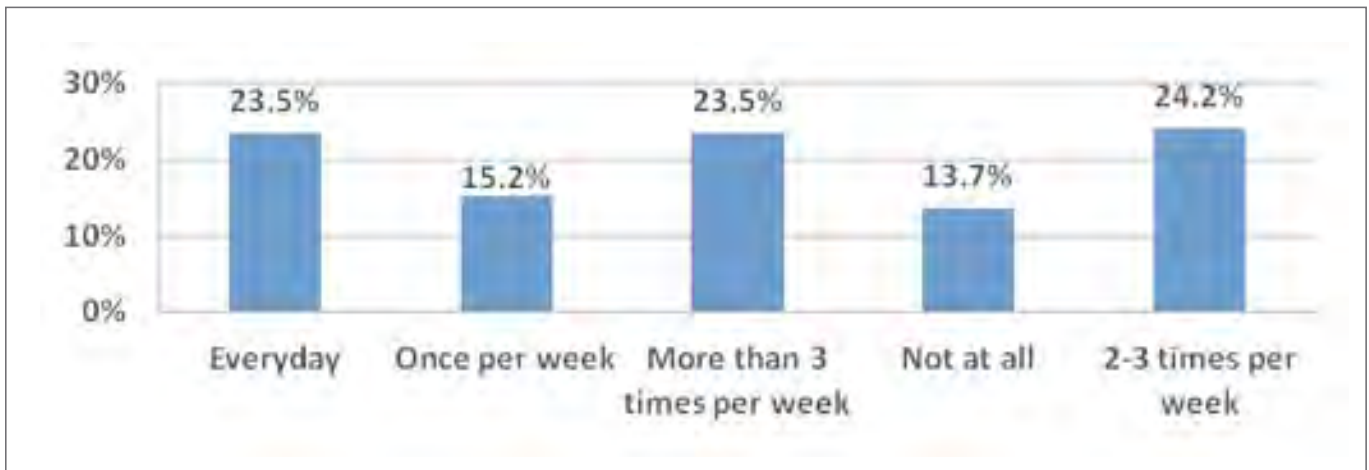
Q18: Please select the biggest issue or problem you see teenagers having in your community.



367 answered — 62 no response

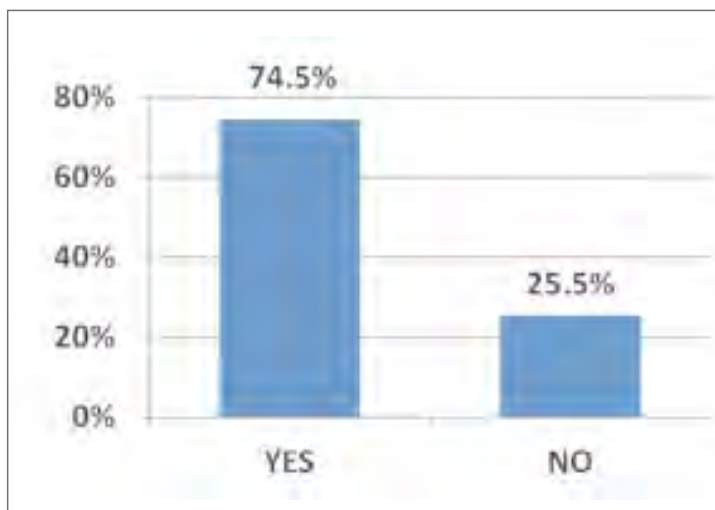
Resident respondents believe teenagers get health services and information from their schools and family primarily, followed by friends. Only 9% thought teens went online for health services or information and only 6% from churches. Respondents reported seeing teenagers in their community having the biggest problems with alcohol and drug abuse (45%), followed by teen pregnancy, education and obesity/nutrition.

Q19: How often do you do physical activities?



388 answered — 41 no response

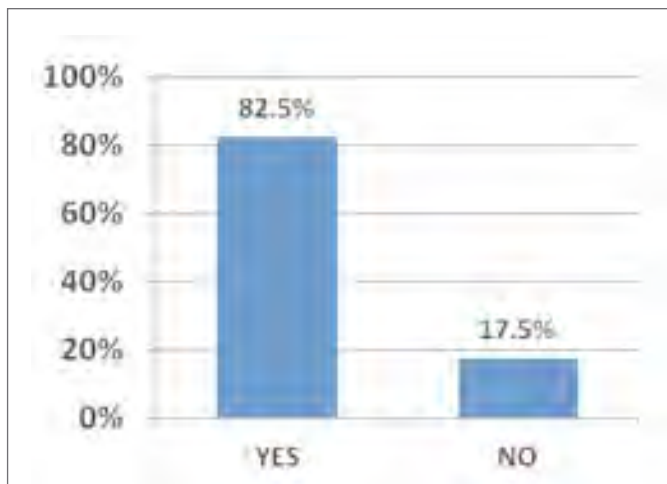
Q20: Do you eat fresh or frozen fruits and vegetables DAILY?



About a quarter of the community respondents reports daily exercise, half report two or more times a week and a quarter report once or less per week. The majority of respondents, seventy-five percent, report eating daily fresh or frozen fruit and vegetable consumption

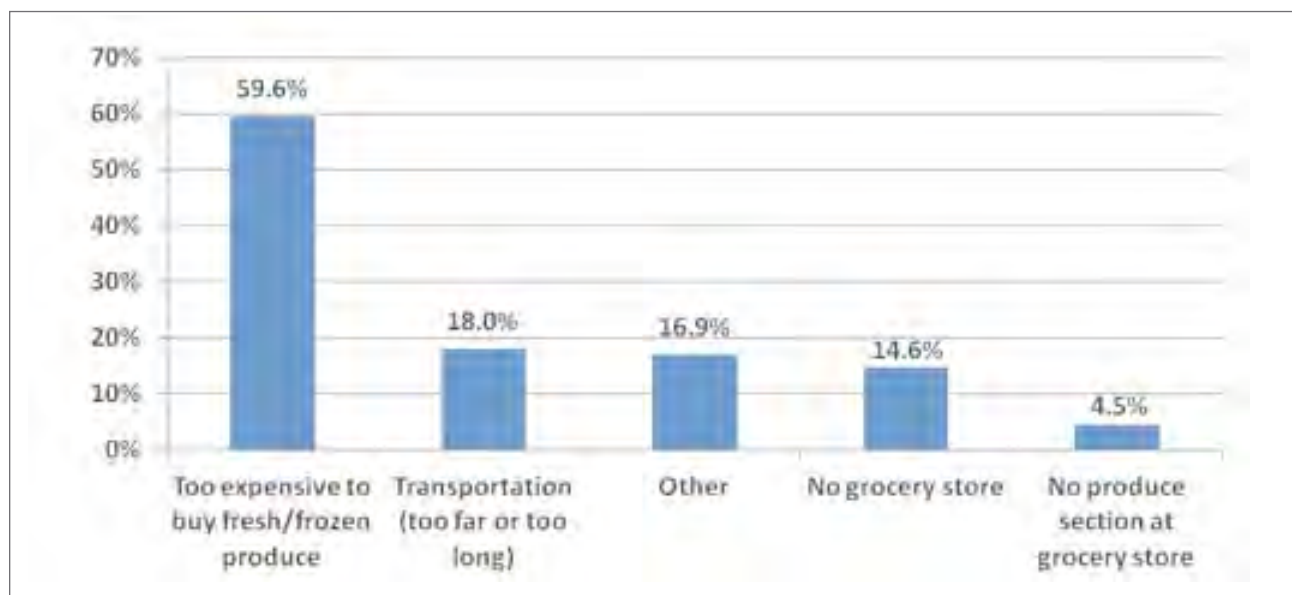
381 answered — 48 no response

Q21: Do you have a good source of quality, affordable fruits and vegetables in your neighborhood?



377 answered — 52 no response

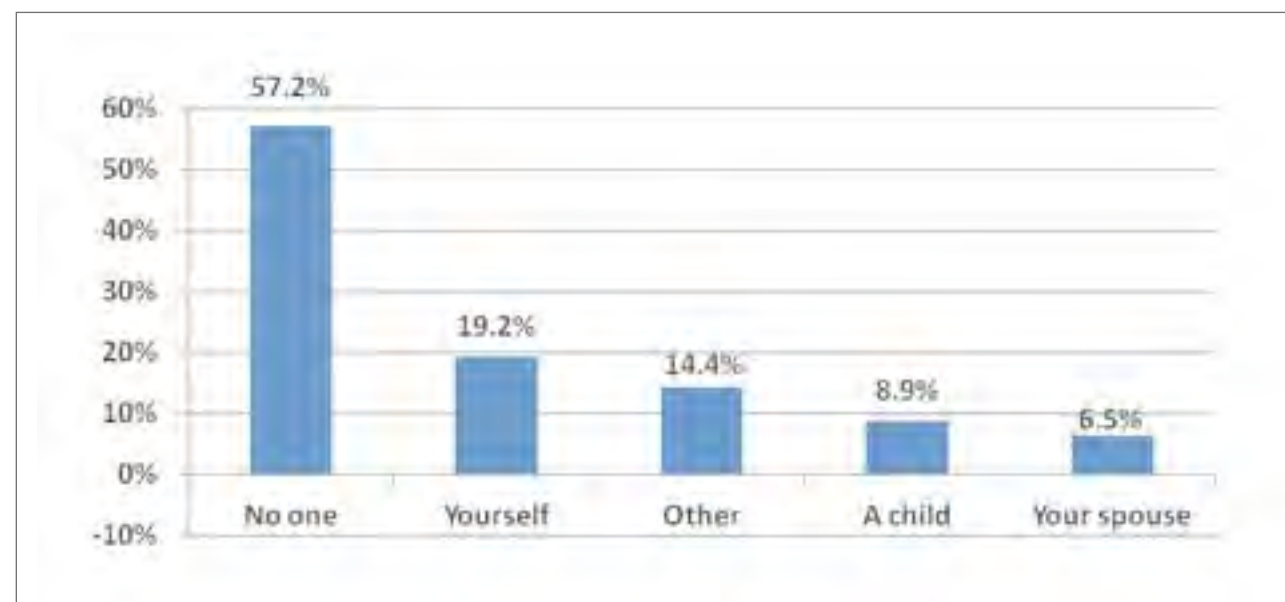
Q22: If you answered “NO” to question 21, please check the following boxes for reasons why:



89 answered — 340 no response

Most respondents report having a good source of quality and affordable fruits and vegetables, with 18% of respondents reporting that they did not have access. Those who reported not having a good source of quality and affordable fruits and vegetables, selected cost as the main barrier by 60% of respondents. Transportation was selected by 18% as the next biggest barrier.

Q23: Do you consider any member of your immediate family seriously overweight?



369 answered — 60 no response

Q24: How would you rate the overall quality of life in your community?



394 answered — 35 no response

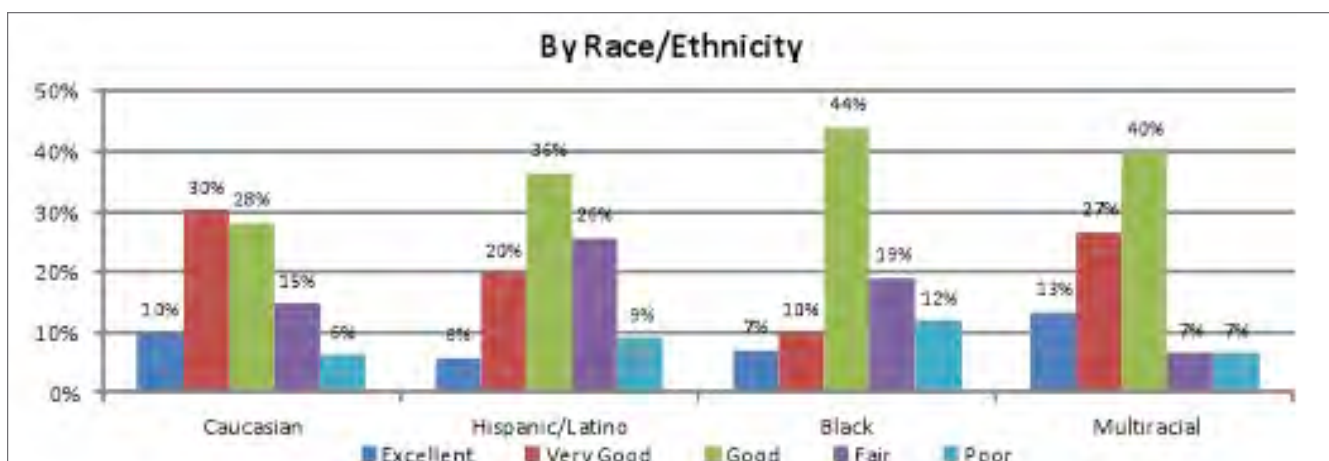
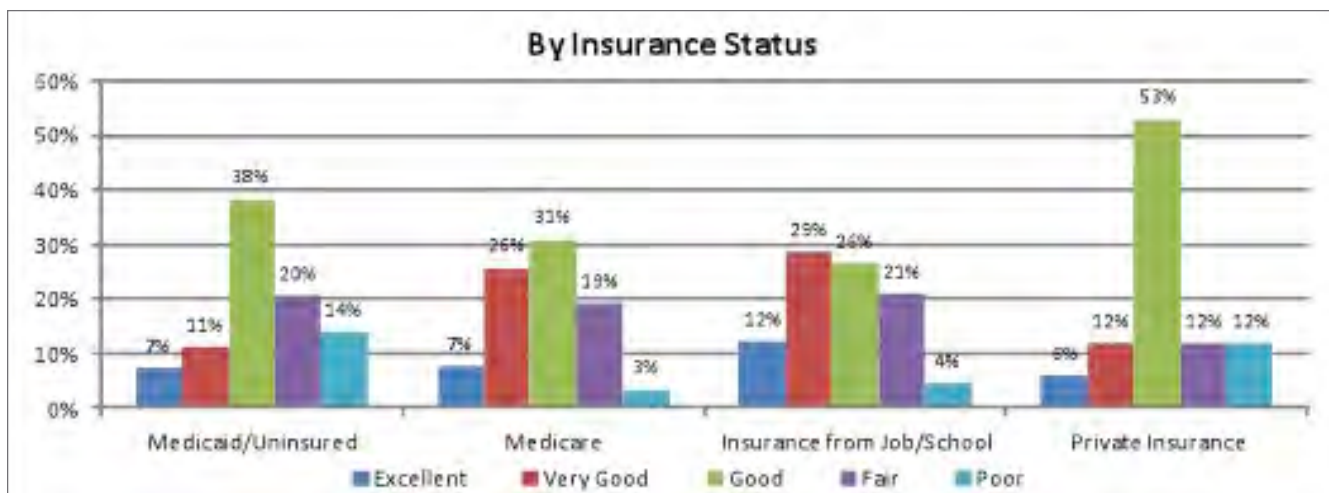
More than half of the community respondents report that no one in their family is seriously overweight. Nineteen percent report themselves as overweight and 9% identify their child as overweight.

Forty percent of the population rate the quality of life in their community as good, with 36% describing it as excellent/very good and only 24% as fair/poor.

Q25: How do you rate the quality of healthcare systems in your community?

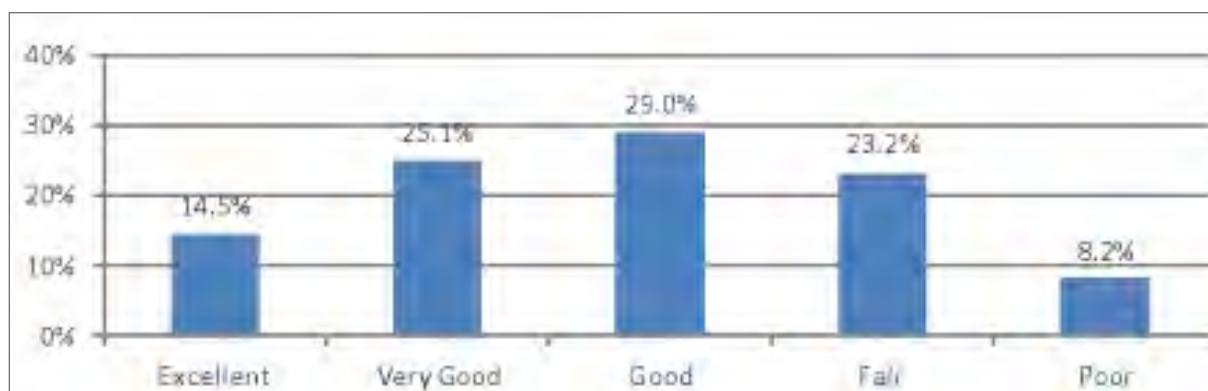


387 answered — 42 no response



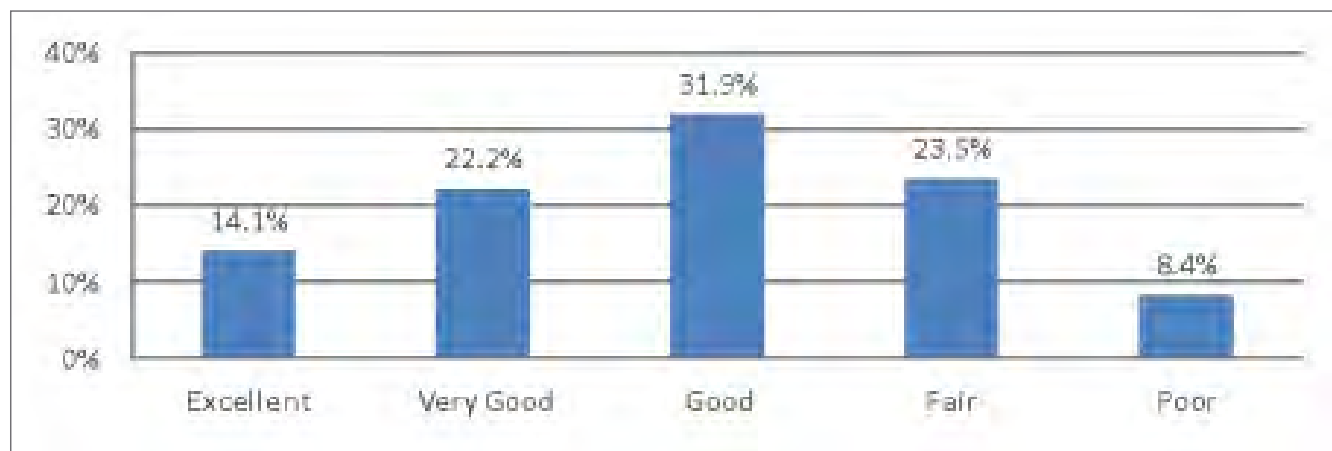
Thirty-nine percent of overall community respondents report the quality of the healthcare systems in their community as good, with 31% reporting them as excellent/very good and 30% as fair/poor. Those with job/spousal insurance rated it very good. Thirty-two percent of those on Medicare reported it excellent/very good, compared with 18% of those on Medicaid/uninsured or privately insured. Thirty-four percent of those on Medicaid/uninsured reported it fair/poor, compared with 22% of those on Medicare and 25% of those with job/spousal insurance. Whites rated their healthcare systems most often as very good. Hispanics were the most likely to rate healthcare as fair/poor.

Q26: How do you rate your community as a place to raise your children?



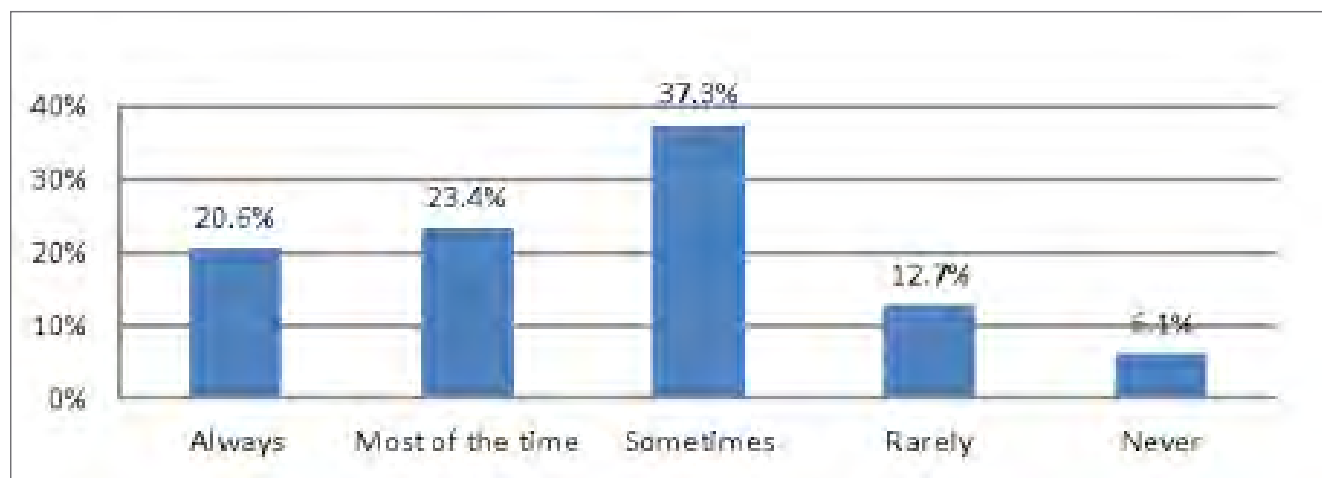
379 answered — 50 no response

Q27: How would you rate your community as a safe place to live?



383 answered — 46 no response

Q28: I have enough money to pay for things I really need, such as food, clothing, housing, and medicine.

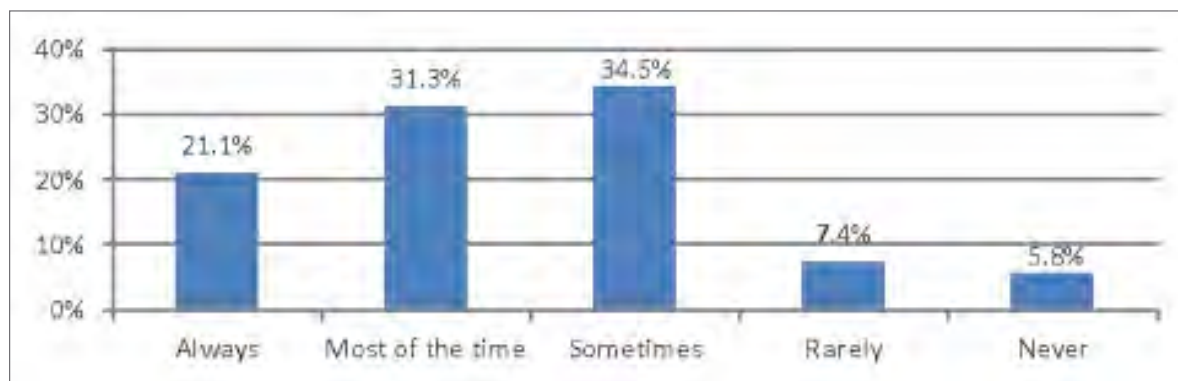


394 answered — 35 no response

Twenty-nine percent report their community as a good place to raise children, with 40% reporting it excellent/very good. However, 31% report it as a fair/poor place to raise children. Similarly, 32% rate their community as a safe place to live, with 36% rating it excellent/very good but 32% rating it fair/poor.

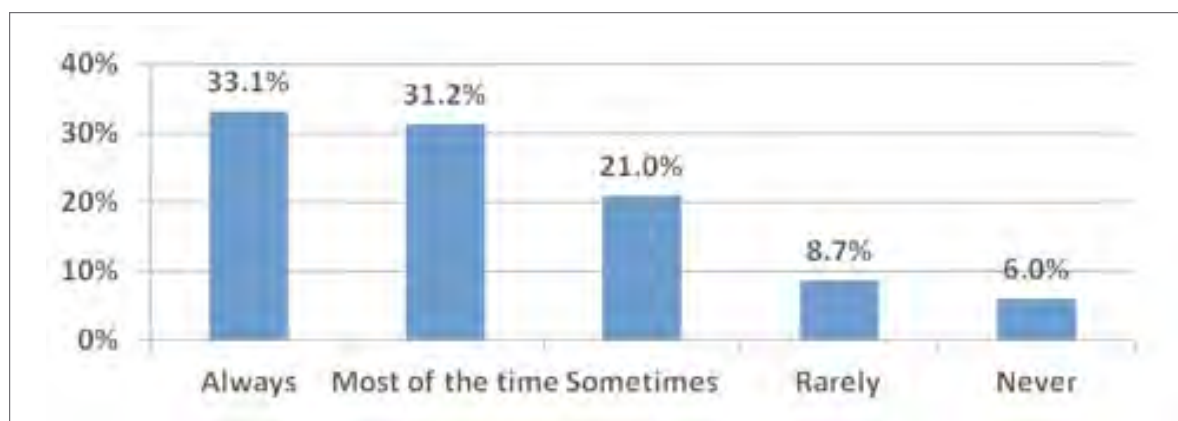
Forty-four percent of residents report having enough money to pay for things they need all or more of the time, while 19% say they rarely or never have enough money.

Q29: I have a sense of responsibility to help improve the health of my community.



380 answered — 49 no response

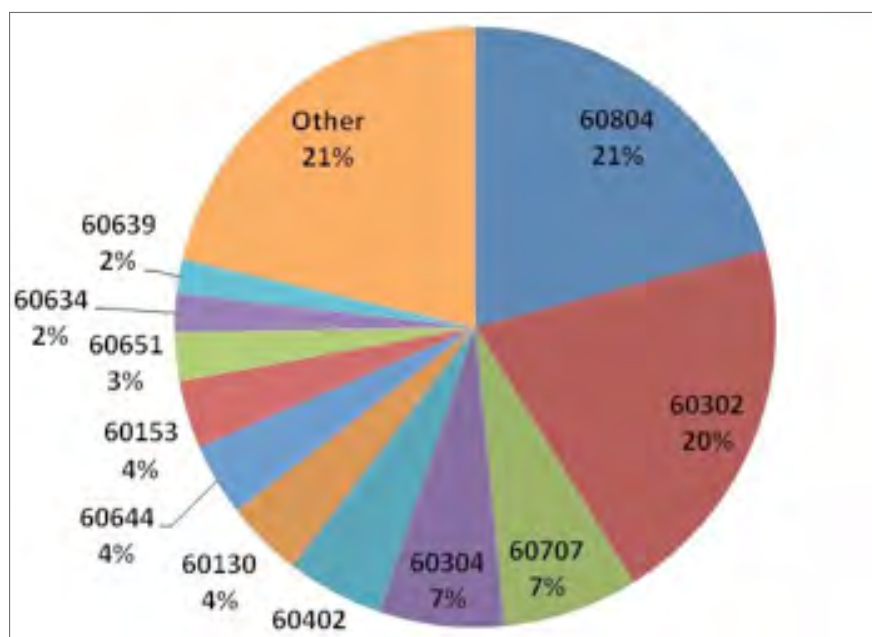
Q30: In the past year, I was able to get the health services I needed.



381 answered — 48 no response

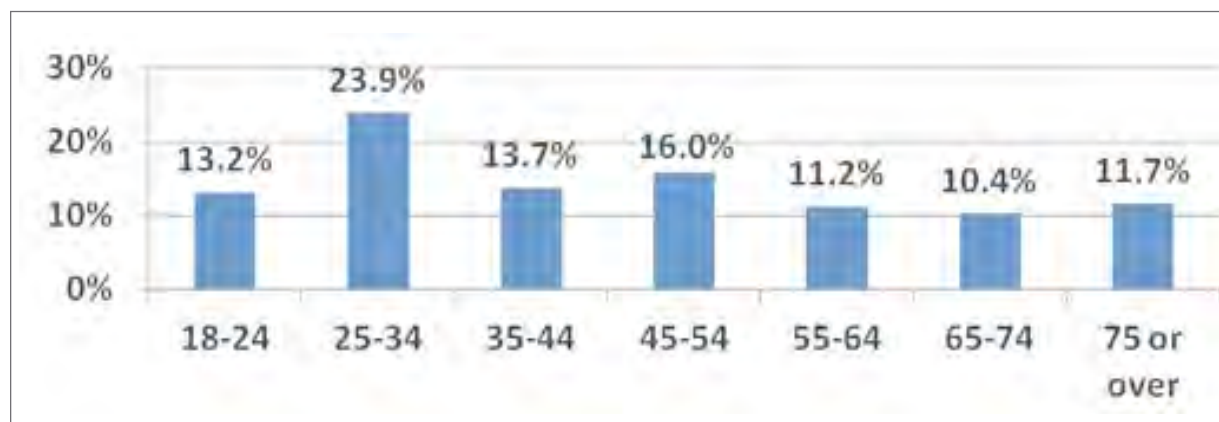
More than half of community respondents felt a responsibility for the health of their community all or most of the time, with 35% responding sometimes and only 13% rarely or never feeling responsible. Similar to questions 3 and 9, 64% of respondents reported they could get health services all or most of the time; 16% reported they rarely or never were able to get services.

Q31: What is your zip code?



384 answered — 45 no response

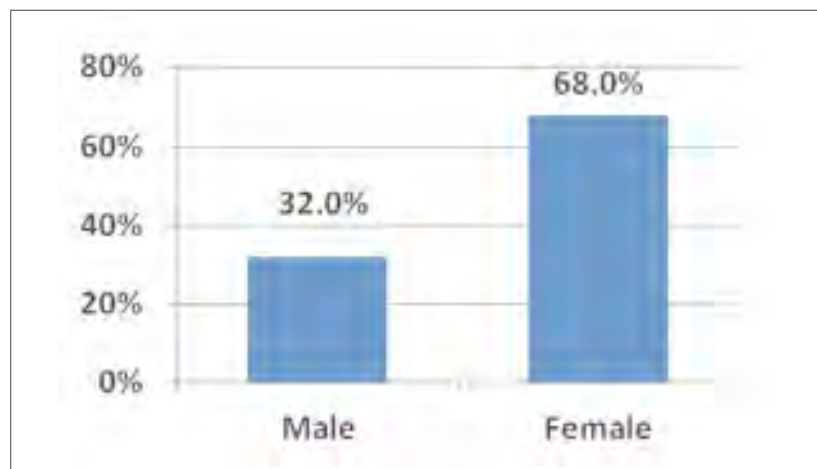
Q32: What is your age?



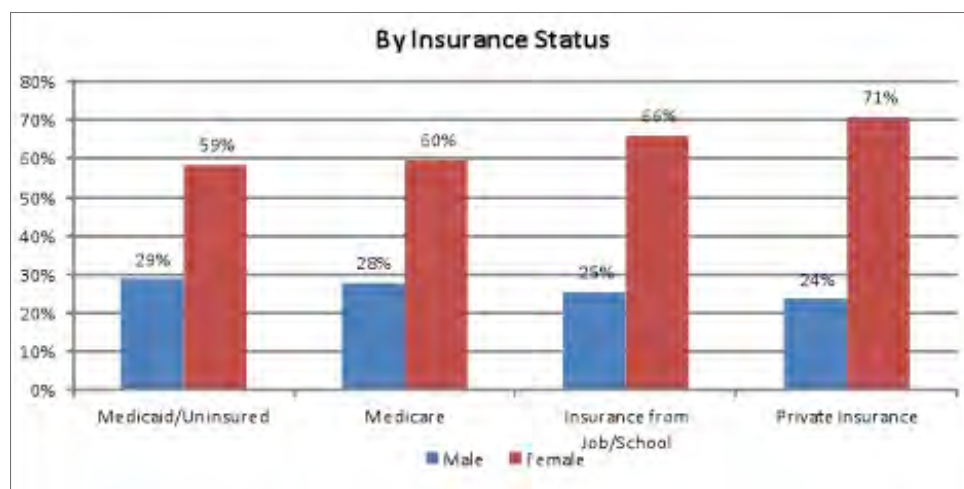
394 answered — 45 no response

About a fifth of the respondents were each from 60804 and 60302. The rest were from over 50 other zip codes in the LUHS area. The median age group for respondents was 35-44. The largest age group was 25 – 34, which is rare for a community survey.

Q 33: What is your gender?

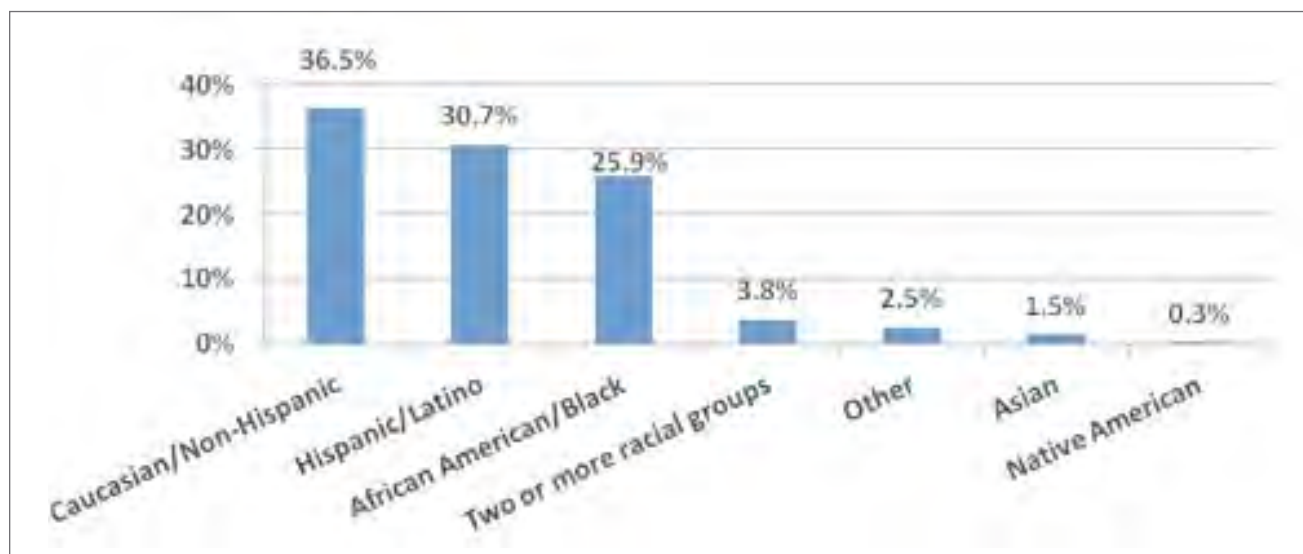


381 answered — 48 no response

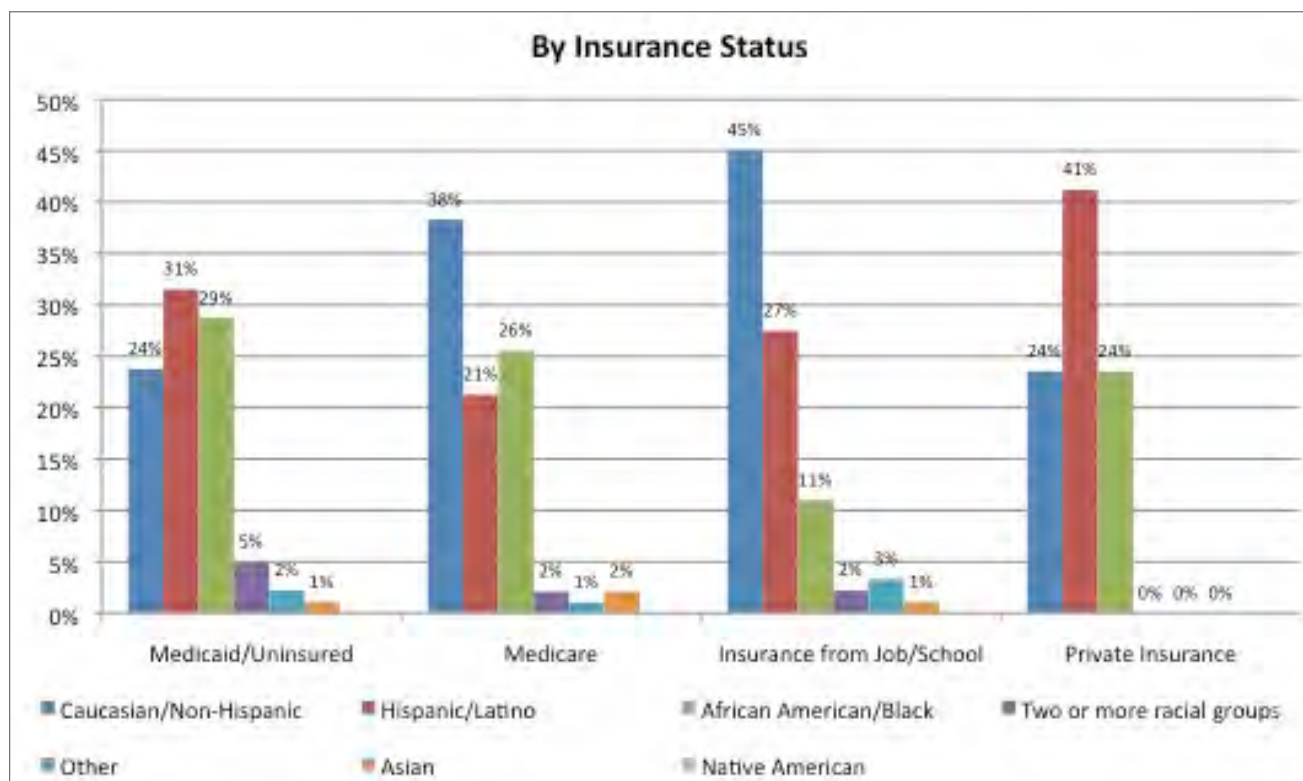


The majority of respondents, 68%, were female.

Q34: What is your race/ethnicity?

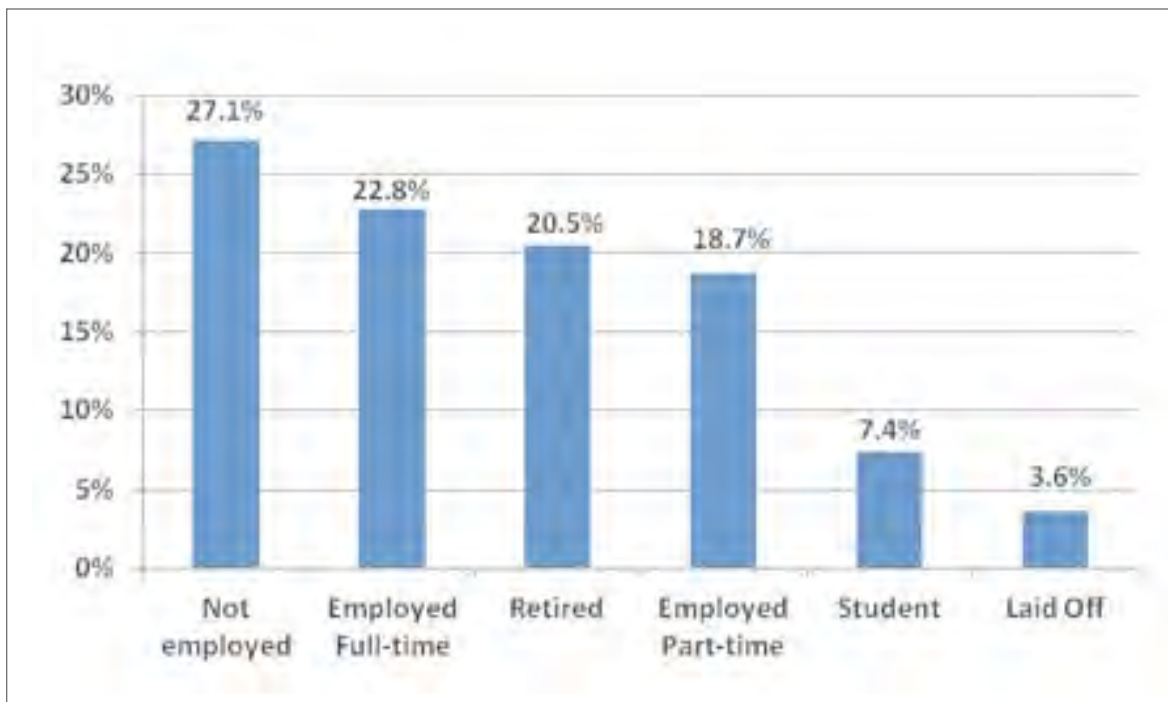


394 answered — 35 no response



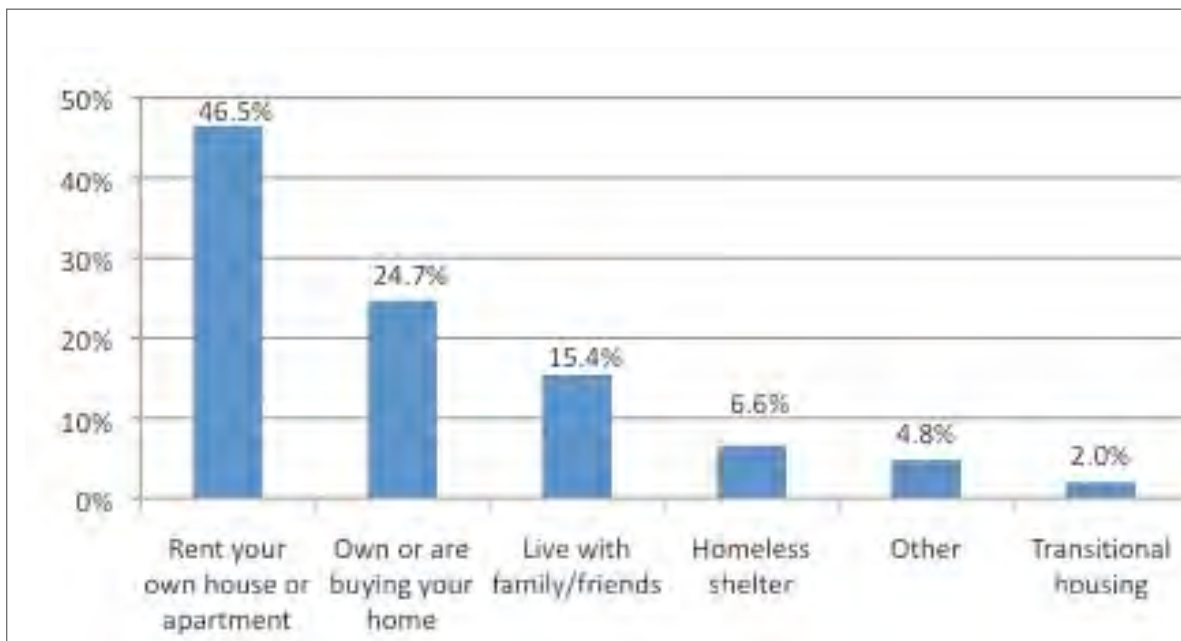
Of the total community respondents, thirty-seven percent were non-Hispanic white, 31% were Hispanic/Latino and 26% were African American. Caucasians were the largest portion of the Medicare and insured groups, while Hispanics were the largest portion of the Medicaid/Uninsured and privately insured groups.

Q35: What is your current employment status?



391 answered — 38 no response

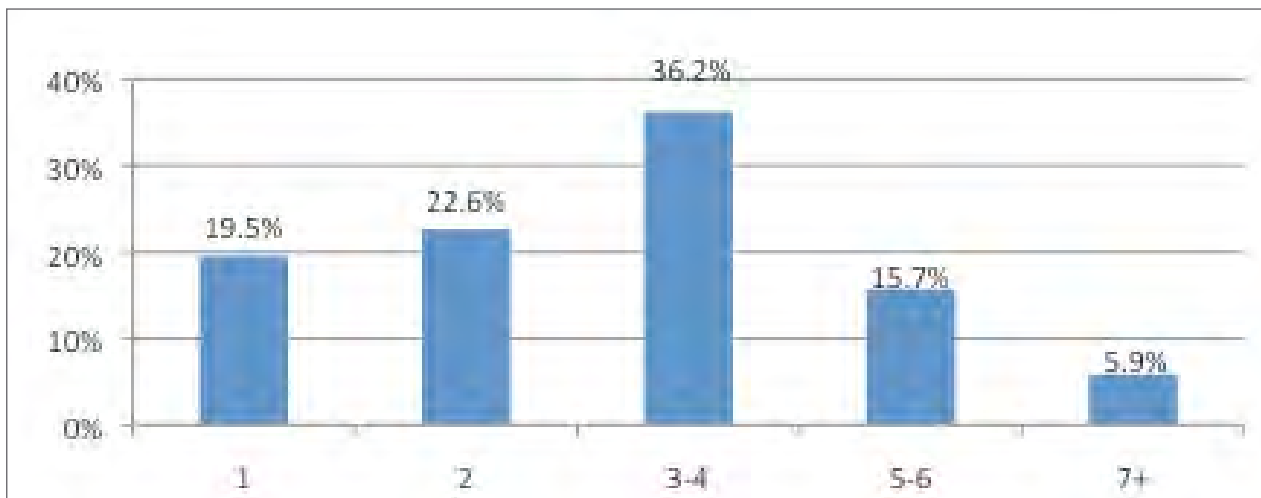
Q36: What is your current housing status?



396 answered — 33 no response

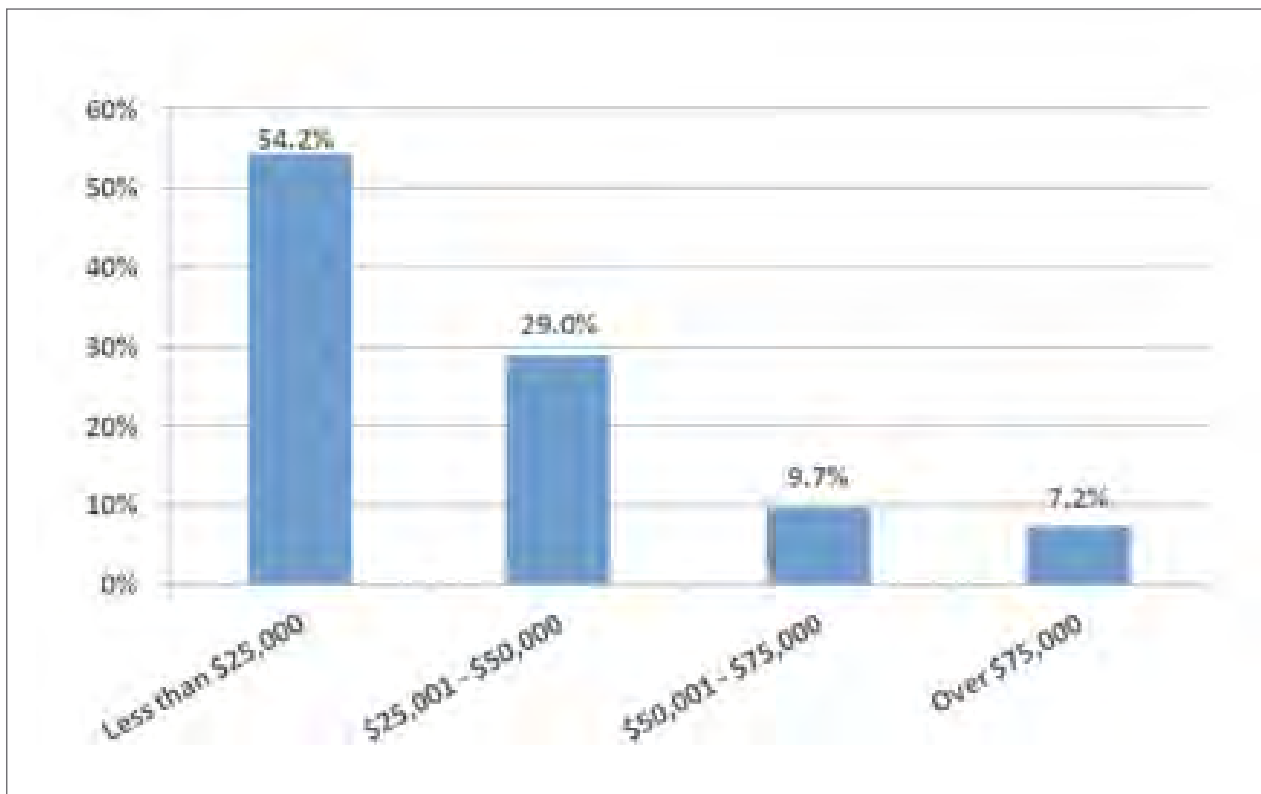
About 31% of community respondents were unemployed or laid-off and an additional 20.5% were retired. Only twenty-three percent of respondents were working full-time and 19% part-time, with 7% in school. Most respondents reported renting their housing, with 24.7% owning. Seven percent reported being homeless.

Q 37: Including yourself, how many people live in your household?



389 answered — 40 no response

Q38: What is your average household income?

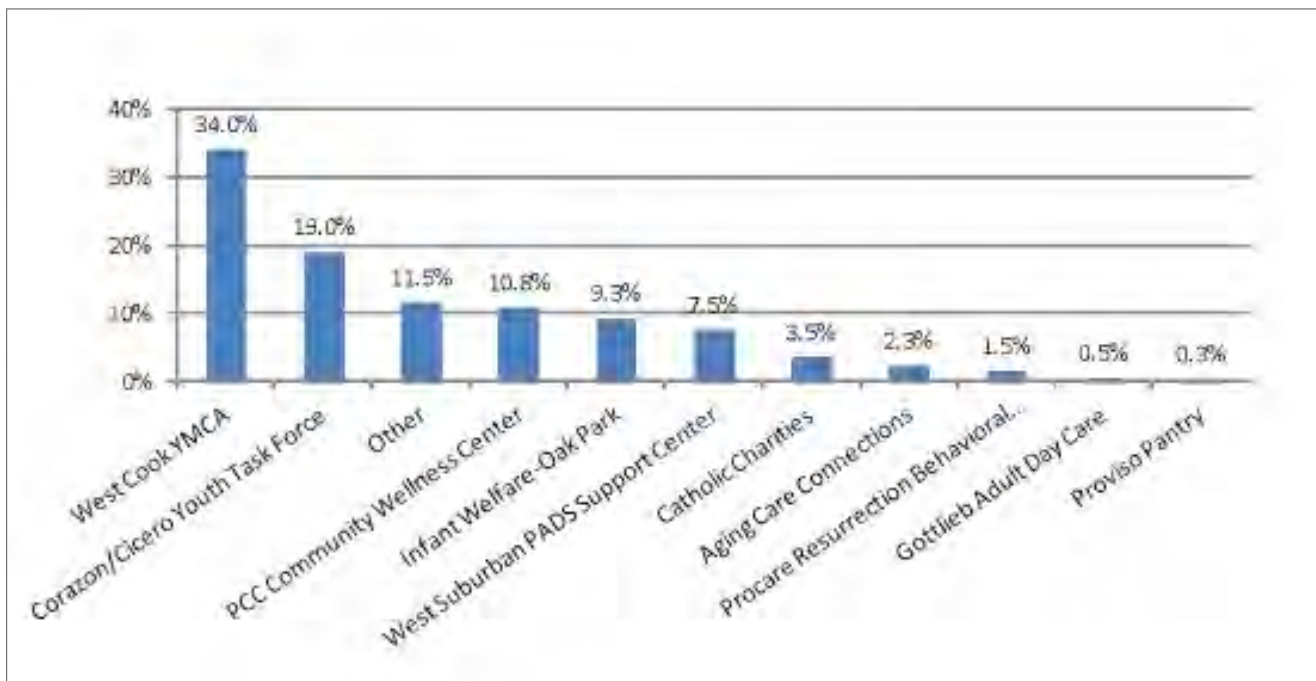


373 answered — 56 no response

Most residents reported 3 – 4 people in their household. Twenty-one percent reported five or more members, while 19.5% reported living alone.

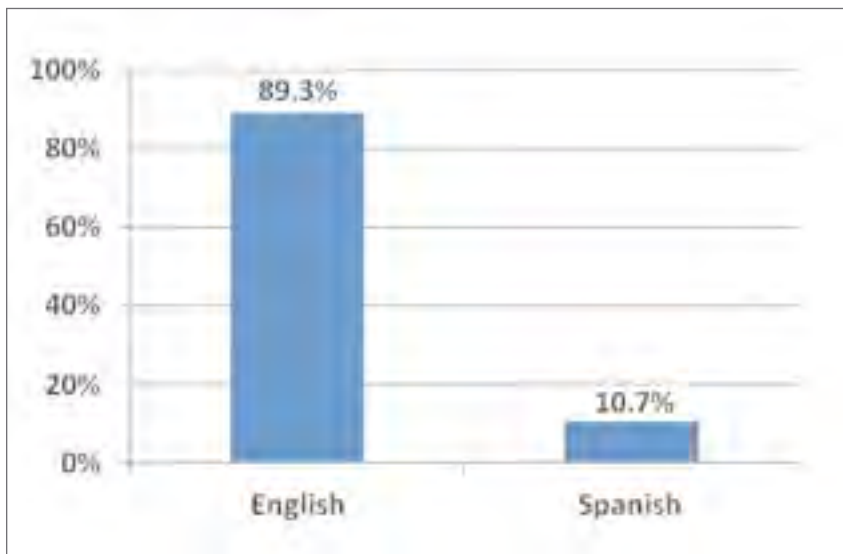
The majority of community respondents have an average household income of less than \$25,000 while seventeen percent reported a household income of more than \$50,000.

Q39: Please indicate the survey collection site:



400 answered — 29 no response

Q40: What was your survey language?



412 answered — 17 no response

Over half of the surveys were completed at either the West Cook YMCA or the Corazon/Cicero Youth Task Force. Most participants took the survey in English, with 10.7% taking the Spanish version.

Provider and Faith Leader Survey *

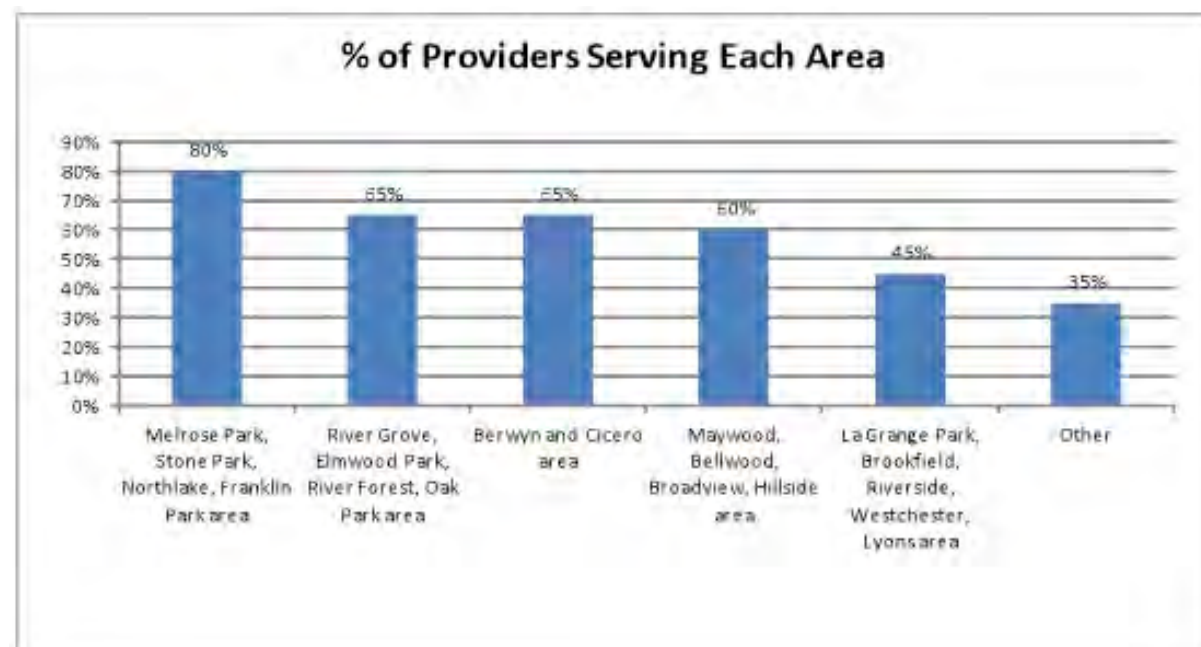
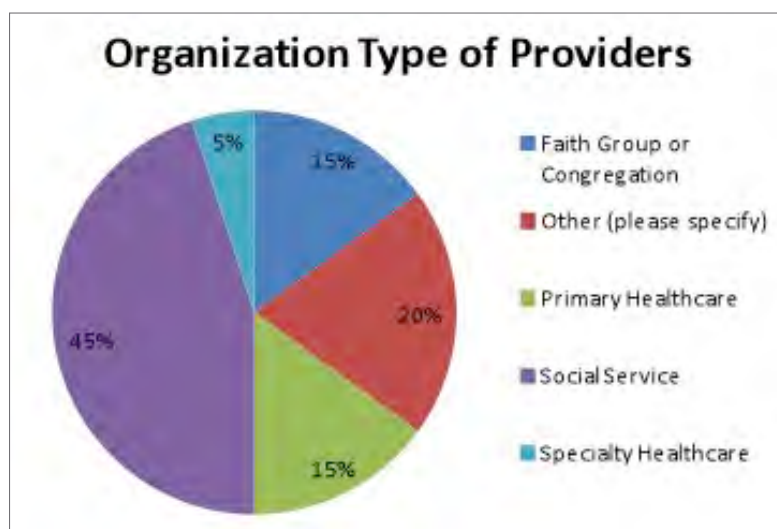
* Referred to as the shorthand “Provider Survey” throughout the report

Provider Survey: Method

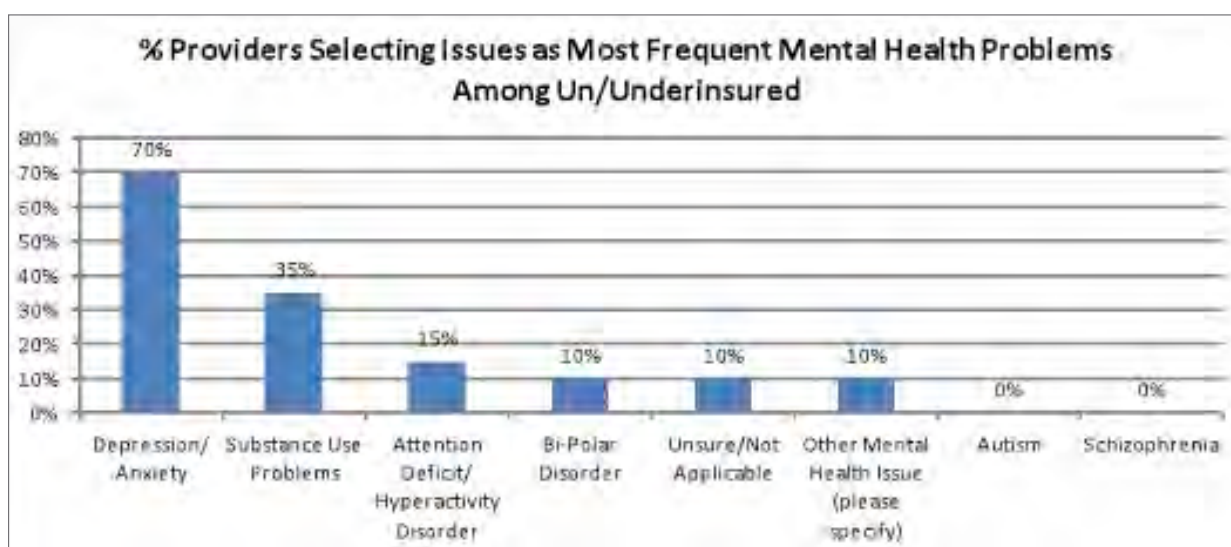
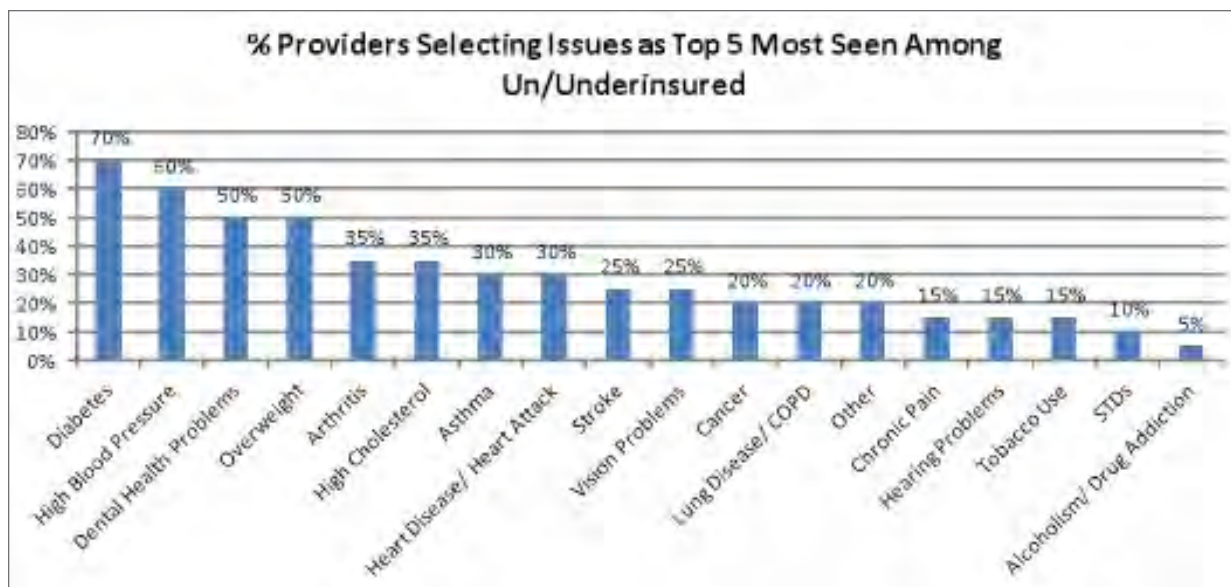
LUHS, IPHI, and the CHNA Steering Committee developed a nine-question survey for providers – health care, social service, and community based organizations – on health issues, quality of life and partnerships between LUHS and other community health organizations. LUHS and IPHI identified health care providers, social service providers and community based organizations serving residents in the CHNA area through consult with the CHNA Steering Committee and online research. The LUHS Department of Planning sent an electronic letter, with a link to the online survey, to approximately 100 organizations across the CHNA area. A total of 20 providers responded to the survey. Providers came from a range of organizations, including school-based, faith-based, social service and primary care. In addition to basic analysis of the provider survey data, IPHI performed more in-depth analysis of open-ended responses.

Provider Survey: Results

See full survey in Appendix.

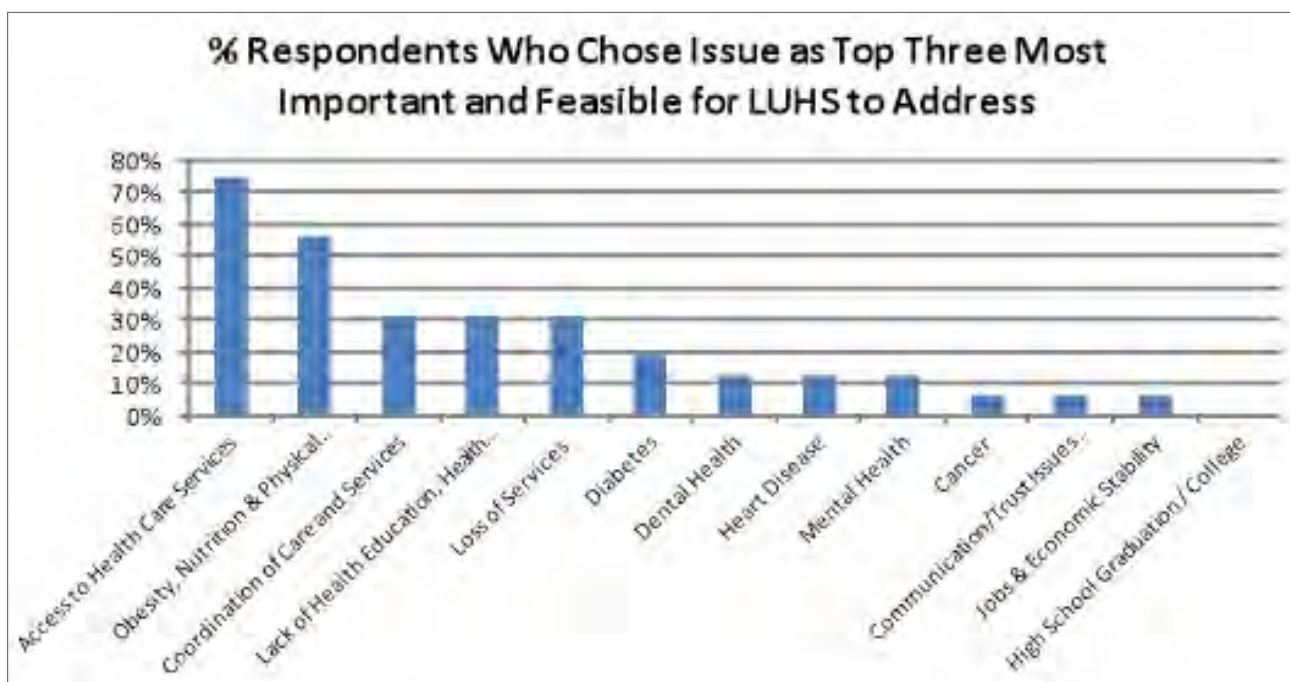
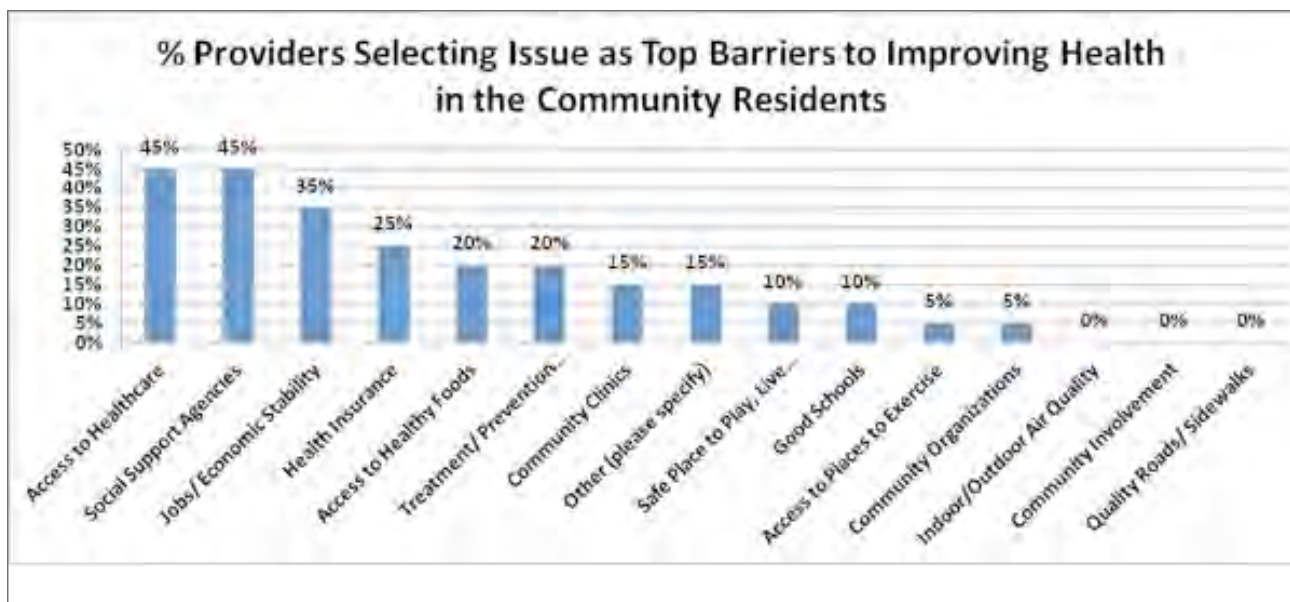


Twenty providers completed this survey, most from social service organizations. Providers could select multiple locations where they provided services. Most reported serving in the Melrose Park/Stone Park/Northlake/ Franklin Park area; less than half worked in LaGrange Park/Brookfield/Riverside/Westchester/Lyons.



Over half of providers identified diabetes, high blood pressure, dental health and overweight as the most common health issues seen in the un/underinsured. Arthritis, high cholesterol, asthma and heart disease were also commonly seen.

Depression/anxiety was the most common mental health problem seen in the un/underinsured, followed by substance use.



Providers identified access to care, social support agencies and jobs as the top barriers to improving health in community residents. Health insurance, access to food and preventative services were also commonly reported.

When asked what issues are most important and feasible for LUHS to address, respondents identified access to care and obesity/nutrition/exercise as the top two concerns. Lack of health education, loss of services and coordinating services were also identified as important and feasible for LUHS to address.

In comments, providers highlighted affordable care and prescriptions, transportation and health information as key barriers. Healthy eating, awareness and connection to resources, access to timely care and dental care were also important. Other themes were preventative care, language and cultural barriers, coordination among existing services, violence, substance abuse and mental health needs.

Samples quotes from providers:

“Transportation to medical facilities, doctor appointments, etc. Lack of role models specific to their community, ethnicity and culture. Dysfunctional families- dysfunction in nutrition, education, work, substance use, abuse and early sexual debut tremendous amount of children in the DCFS system. Lack of mental health services for children devaluation of education violence in the community – especially after dark”

“Lack of funds to obtain health care, lack of knowledge on how to achieve a healthy lifestyle- access to dental care for adults is a huge problem, childhood obesity is a major concern.”

“Sustained government funding for low-income health needs; prioritizing healthy lifestyles; coordinating services for people with multiple issues (such as physical and mental health needs); reducing stigmas; increasing access to services (getting to the services, being able to pay for the services, having culturally “

“Lack of jobs and/or the payment of a living wage; inclusion of insurance as a benefit for health, dental and vision; wellness and prevention screenings with education; violence and substance abuse. These elements are exacerbated by gangs that create an unsafe community but offer an alternative or sense of inclusion to what is lacking in a healthy community environment.”

“There is a huge need for dental services for low-income, uninsured people. Transportation to places of health care can be a big issue in the suburbs. We provide primary health care services, but if people need a specialist they must go to Stroger hospital and the wait for an appointment can be long.”

“By addressing obesity we have the ability to impact diabetes and heart disease and this affects the largest number of people. By addressing access to health care particularly preventive care we have the ability to reduce costs of treating and managing chronic disease at the front end rather than at the back end in ER. Addressing jobs and economic stability is a major need for West Cook. Loyola as one of the largest employers in the area can play a role in partnering with other agencies, e.g. as a developer, sponsor, other. This would build partnerships and opportunities to

address trust, communication and a foundation for future efforts in partnership.”

The most important barrier was affordable treatment. Health information, elder care and dental care were also common topics. Samples quotes from providers:

“Not enough places to go and be educated free. Making treatment and education convenient and free.”

“Provide care at reasonable cost as some don’t have health insurance. Make that information readily available in communities.”

“Because government funding probably won’t improve, the coordination of what we already have is the most important. Increasing efficiencies in knowing who does what and where to send people the first time will make health services most cost-effective and user-friendly.”

“Eliminate the poverty that leads to criminal behavior, use of substances (i.e., tobacco, alcohol, drugs), lack of jobs, lack of income so that a sense of well-being can be restored with what persons in need can count on, and offer a safety net of support during difficult times to help those persons make do and get by.”

Ways to address these barriers included community partnerships, health education, coordination between hospitals and community primary care providers, increased health care funding, dental programs, and working with legislators. Community organizations suggested ways they could be involved including hosting and marketing events for LUHS, better coordinating care with LUHS, expanding services and connecting partners in the community. For example:

“The School Based Health Center at Proviso East High School is already a partner... I would welcome the opportunity to expand our services to include psychiatric care (again) on a routine basis. I would welcome the opportunity to expand our primary care services to the community, including the children of the teen parents, and all families in the community.”

“Better coordination of care between LUHS and our agency for clients that use LUHS emergency room for their health care needs. West Suburban PADS clients have used LUHS emergency room for care, but there is no follow-up care with a LUHS doctor for either primary or specialty care with our agency. West Suburban PADS has a formal relationship with Access Community Health Network for West Suburban PADS clients to access primary medical care. Unfortunately, getting appointments (up to 3 months wait) at Access can indirectly force clients to use local hospital emergency rooms when pain becomes unmanageable. Patients will continue to be inclined to use emergency

rooms for their care if no routine care exists from LUHS doctors (or other hospitals).”

“We are willing able to assist with planning programs in our community – Aging Care Connections has an active community Aging Well group that would be able to assist. We are interested in offering social workers in primary care physicians office to address options for care and benefit assistance for frail older adults and their caregivers.”

Focus Groups

Focus Groups: Method

Two focus groups were held with LUHS physicians. One focus group was made up of six doctors from Loyola University Medical Center (LUMC) in Maywood, and the other had participation from six doctors from Gottlieb Memorial Hospital (GMH) in Melrose Park. The focus groups were conducted by Laurie Call from IPHI and followed a semi-structured format, using the same six questions in each focus group. Three focus groups, or community conversations, were also conducted by the United Way of DuPage/West Cook County and United Way of Metro Chicago. Community conversations were held with community leaders in Melrose Park, parents and youth in Cicero. The data was collected for United Way Worldwide and The White House with a focus on disconnected and out of school youth and overall community improvement. The results of the United Way community conversations will be utilized during the action-planning phase of this CHNA process.

Focus Groups: Results

The focus groups identified several health issues among the uninsured/underserved populations. These included:

- Obesity
- Asthma
- Mental Health
- Substance Abuse
- Diabetes
- Hypertension
- Women’s Health, Teen Pregnancies and Teen Prenatal Care
- Dementia
- Stroke
- Cancer

Also identified were more general concerns about violence in the community, accessibility issues for the elder population, unemployment/uninsured/transient populations, and newer immigrant populations, both in terms of language/cultural barriers and a lack of understanding their specific needs. Many participants also mentioned difficulty in finding specialists who will treat uninsured/underinsured and struggles with seeing patients consistently for long-term problems.

The groups clearly identified four key areas to improving health in these communities:

- **Improving clinic hours & accessibility**
 - Provide longer hours so working families can access care and reduce ER burden
 - Provide childcare during screenings
 - Make it easier to walk to hospital
 - Offer ways for doctors who want to volunteer but not at their private practice
- **Increasing mental health services**
 - Enhance resources for psych services at hospital
 - Increase substance abuse care
- **Addressing obesity**
 - Improve food options and education
 - Make neighborhoods more walkable
 - Provide safe spaces and activities for youth
- **Community relationships**
 - Suggest involving community members on LUHS committees and look to strengthen relationships in other ways
 - Suggest partnering more with community doctors and community health centers
 - Offer more health education, especially for parents on child medical care

Other ideas shared during the physician focus groups were a need for increased gang/violence prevention (Cease-fire was mentioned specifically), improving outpatient social work and ambulatory care planning, as well as better engagement with parents and teacher.

Focus groups conducted at the United Way indicate that community members are aware of many of these issues, particularly teen pregnancy, gang involvement and staying in school. This suggests that schools may be an important and willing partner to address community health concerns.

Several strengths were also identified within the community:

- Churches
- Resident clinic serving the homeless population
- School-based clinics, with potential to expand such programs
- Maywood Fine Arts
- Maywood Health Initiative
- Farmers Market

National Research Corporation (NRC) Survey

NRC Survey: Method

The National Research Corporation (NRC) prepared a 2010/11 Consumer Health Report for Loyola University Health System (LUHS), based on the zip codes contained within the Community Health Needs Assessment (CHNA) service area.

The NRC Consumer Health Report is conducted annually across communities in over 200 of the nation's largest metropolitan statistical areas (MSAs). The LOYOLA-CHNA 2011 market sample for 2010/11 was comprised of 497 households. The standard error range for a sample of 497 households is $\pm 4.4\%$ at the 95% confidence level.

NRC uses an online survey which respondents receive through internet invitations. Questions are designed to provide a view of health need, health status, behaviors and perceptions of residents.

To ensure proper sample representation, NRC weights the data according to a number of demographic variables: Age of head of household; area population; race; household income; presence of children; marital status.

NRC electronically codes and tabulates the data for the specified market area and provides the Consumer Health Report.

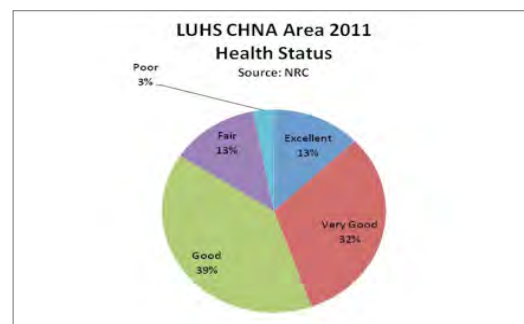
NRC Survey: Summary

Income Demographics

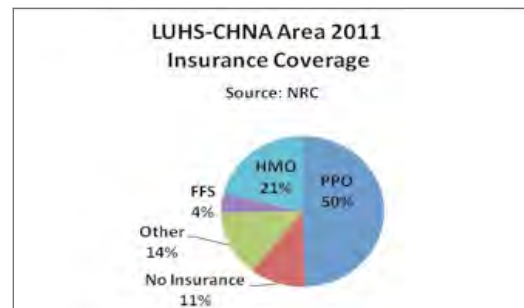
NRC is methodical about surveying a representative sample of the population, which means that the populations of particular interest for the CHNA—underinsured and underserved—are not very well-represented in the survey. Fifty-one percent of the NRC sample reported a household income greater than \$50,000, while only 22% of the NRC sample reported a household income less than \$25,000.

Overall Health Status

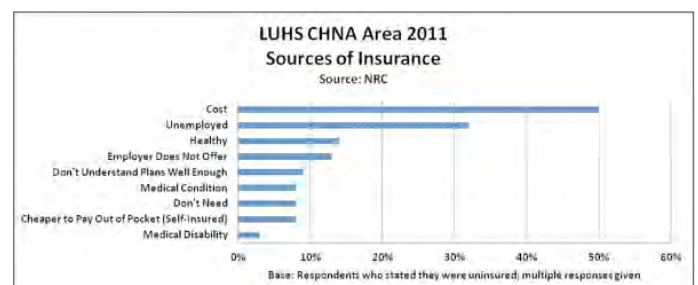
Overall health status among respondents was “good” (40%) or “excellent/very good” (45%). This was slightly worse than survey responses in Chicago and Illinois overall.



Insurance



The primary reason for being uninsured was cost (50%), followed by unemployment (32%) and lack of employer coverage (13%).



NRC Survey: Summary

Health Systems Providing Care to Those Unable to Pay

Stroger Hospital was the most common response from respondents when asked to think of the hospital/facility that provides care for those unable to pay; LUMC was the second most frequent answer.



Health Status

40% of respondents reported high blood pressure, compared to 37% for Illinois respondents overall. 21% reported diabetes, compared to 17% for Illinois respondents overall. 17% reported weight problems, compared to 15% for Illinois. Depression/anxiety was reported by 16% of respondents, compared to 19% for Illinois.

Trust in Providers

Trust in hospitals was the same among respondents in the Loyola area, compared to Chicago and Illinois. Trust in Doctors and Nurses was slightly higher.

LUHS CHNA Area 2011
Source: NRC

Level of Trust and Confidence - "Very High"

Market/Trust In	LUHS CHNA 2011 Market	Chicago CBSA	Illinois	National
Hospitals	22%	21%	21%	19%
Doctors	31%	26%	26%	25%
Nurses	30%	27%	27%	26%
Health Plans	14%	10%	10%	10%
Pharmacists	0%	0%	0%	0%

Appendices

Service Provider Listing

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Diagnostic & Testing Center	Advantage MRI - Oak Park	6525 North Ave	Oak Park	IL	60302
Diagnostic & Testing Center	Berwyn Magnetic Resonance Center	3345 Oak Park Ave	Berwyn	IL	60402
Diagnostic & Testing Center	Community Imaging	2615 W Harrison St	Bellwood	IL	60104
Diagnostic & Testing Center	Hawthorne MRI	4701 W Cermak St	Cicero	IL	60804
Diagnostic & Testing Center	Midwest Open MRI	7810 W North Ave	Elmwood Park	IL	60707
Diagnostic & Testing Center	Midwest Open MRI	8319 W North Ave	Melrose Park	IL	60160
Diagnostic & Testing Center	Molecular Imaging of Suburban Chicago	2434 Wolf Rd	Westchester	IL	60154
Diagnostic & Testing Center	Oak Park Imaging Services	610 S Maple Ave	Oak Park	IL	60304
Diagnostic & Testing Center	Orthopedic Specialists - MRI	675 W North Ave	Melrose Park	IL	60160
Diagnostic & Testing Center	RES - Health Advanced Imaging Center	420 William St	River Forest	IL	60305
Diagnostic & Testing Center	West Brook Open MRI	3067 Wolf Rd	Westchester	IL	60154
Diagnostic & Testing Center	West Suburban Radiology and Ultrasound	3304 Grove Ave	Berwyn	IL	60402
Diagnostic & Testing Center	Westbrook Open MRI	3067 S Wolf Rd	Westchester	IL	60154
Diagnostic & Testing Center	Western Open MRI	7049 W Cermak Rd	Berwyn	IL	60402

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Freestanding Ambulatory Center	Advanced Occupational Medical Specialists	2615 Harrison St	Bellwood	IL	60104
Freestanding Ambulatory Center	Advocate Fifth Center - North Riverside	7615 W Cermak Rd	North Riverside	IL	60546
Freestanding Ambulatory Center	Advocate Fifth Center - Schaumburg	6434 W North Ave	Chicago	IL	60707
Freestanding Ambulatory Center	Alma Family Health Center	318 Madison St	Maywood	IL	60153
Freestanding Ambulatory Center	Boise Medical Clinic	5120 W Jackson Blvd	Chicago	IL	60644
Freestanding Ambulatory Center	Brook Park Medical & Emergency Center	3101 Maple Ave	Brookfield	IL	60613
Freestanding Ambulatory Center	Concentra Medical Centers	10137 W Grand Ave	Franklin Park	IL	60131
Freestanding Ambulatory Center	Dr Linares Office	6645 Cermak Rd	Berwyn	IL	60402
Freestanding Ambulatory Center	F G M Pediatric Center	3245 Grove Ave	Berwyn	IL	60402
Freestanding Ambulatory Center	Family Health Services	6613 W Cortezan Pl	Chicago	IL	60644
Freestanding Ambulatory Center	Family Practice Center	7411 Lake St	River Forest	IL	60305
Freestanding Ambulatory Center	Fifth Avenue Family Health Center	1411 S 5th Ave	Maywood	IL	60153
Freestanding Ambulatory Center	Garcia Medical Center	5741 W Cermak Rd	Cicero	IL	60804
Freestanding Ambulatory Center	Loyola Center for Health	1211 W Roosevelt Rd	Maywood	IL	60153
Freestanding Ambulatory Center	Loyola Outpatient Center	2160 S 1st Ave	Maywood	IL	60153
Freestanding Ambulatory Center	MacNeal Family Practice Center - Berwyn	3231 Euclid Ave	Berwyn	IL	60402
Freestanding Ambulatory Center	MacNeal Occupational Health Care - Cicero	5601 W Cermak Rd	Cicero	IL	60804
Freestanding Ambulatory Center	Melrose Park Clinic	1252 Winston Plz	Melrose Park	IL	60160
Freestanding Ambulatory Center	Occupational Health Northlake Center	406 N Wolf Rd	Northlake	IL	60164
Freestanding Ambulatory Center	Pediatric Associates	947 S Mannheim Rd	Westchester	IL	60154
Freestanding Ambulatory Center	River Forest Pediatrics	1100 Lk St	Oak Park	IL	60301
Freestanding Ambulatory Center	River Grove Clinic	8383 W Belmont Ave	River Grove	IL	60171
Freestanding Ambulatory Center	River Grove Med Arts	8488 W Grand Ave	River Grove	IL	60171
Freestanding Ambulatory Center	Riverside Medical Center Internal Medicine	3722 Harlem Ave	Riverside	IL	60546
Freestanding Ambulatory Center	Riverside Medical Center Pediatrics	3722 Harlem Ave	Riverside	IL	60546
Freestanding Ambulatory Center	Sinai Medical Group at Hawthorne	2307 S Cicero Ave	Cicero	IL	60804
Freestanding Ambulatory Center	Suburban Cook County TB Clinic	7656 Jackson Blvd	Forest Park	IL	60130
Freestanding Ambulatory Center	West Suburban Fam Practice	7632 W North Ave	Elmwood Park	IL	60707

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Freestanding Outpatient Surgery Center	Advanced Ambulatory Surgical Center	2333 N Harlem Ave	Chicago	IL	60707
Freestanding Outpatient Surgery Center	Childrens Memorial Specialty Pediatric	2391 Enterprise Dr	Westchester	IL	60154
Freestanding Outpatient Surgery Center	Elmwood Park Same Day Surgery	1814 N Harlem Ave	Elmwood Park	IL	60707
Freestanding Outpatient Surgery Center	Loyola Ambulatory Surgery Center	2160 S 1st Ave	Maywood	IL	60153
Freestanding Outpatient Surgery Center	Novamed Eye Surgery Center of River Forest	7427 Lake St	River Forest	IL	60305
Freestanding Outpatient Surgery Center	Oak Park Eye Center	7638 W North Ave	Oak Park	IL	60302

Service Provider Listing

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Home Health	Addus Healthcare	10330 W Roosevelt Rd	Westchester	IL	60154
Home Health	All Wellness Home Health Care	3541 Rose St	Franklin Park	IL	60131
Home Health	Allbest Home Hlth Care Of Chicago	1100 W Lake St	Oak Park	IL	60301
Home Health	Amedisys Home Health	610 South Maple Ave	Oak Park	IL	60304
Home Health	Ardent Home Health Care	6124 S 61st St	Oak Park	IL	60304
Home Health	DMJ Home Health Services	910 S Grove Ave	Oak Park	IL	60304
Home Health	Edward Hines Jr V A Hospital Home H	5th Ave & Roosevelt Rd	Hines	IL	60141
Home Health	ELC Health Care	6555 W North Ave	Oak Park	IL	60302
Home Health	Esperanza Home Health Care	2130 N 77th Ave	Elmwood Park	IL	60707
Home Health	Gensiva Health Services	1011 Lake St	Oak Park	IL	60301
Home Health	Girdling Home Health	7222 W Cermak Rd	North Riverside	IL	60546
Home Health	Golden Haven Care	6525 North Ave	Oak Park	IL	60302
Home Health	Gottlieb Memorial Hospital Home Hea	905 W North Ave	Melrose Park	IL	60160
Home Health	Heartland Home Health and Hospice	4415 Harrison St	Hillside	IL	60162
Home Health	Loyola University for Homecare and	2 Westbrook Corporate Ctr	Westchester	IL	60154
Home Health	Maxim Healthcare Services	1049 Lake St	Oak Park	IL	60301
Home Health	MedCare Home Health Agency	1107 S Mannheim Rd	Westchester	IL	60154
Home Health	New Haven Home Health Care	6429 W North Ave	Oak Park	IL	60302
Home Health	Nightingale Of Oak Park	210 W Harrison St	Oak Park	IL	60304
Home Health	Professional Home Healthcare	2725 Thatcher Ave	River Grove	IL	60171
Home Health	Someone Who Cares Home Health	1405 S Harlem Ave	Berwyn	IL	60402
Home Health	Spring Meadows Home Health	1835 Broadway St	Melrose Park	IL	60160
Home Health	Sunshine Home Care	2040 N Harlem Ave	Elmwood Park	IL	60707
Home Health	Ultra Care Home Infusion Pharmacy a	2100 N Mannheim Rd	Northlake	IL	60164

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Medical Group Practice	Ad-Park Pediatric Associates	610 S Maple	Oak Park	IL	60304
Medical Group Practice	Advocate Health Center - Oak Park C	6434 W North Ave	Chicago	IL	60707
Medical Group Practice	Advocate Occupational Health - Melr	1993 N Mannheim	Melrose Park	IL	60160
Medical Group Practice	Advocate Professional Group	6434 W North Ave	Chicago	IL	60707
Medical Group Practice	Anchor Medical	610 S Maple Ave	Oak Park	IL	60304
Medical Group Practice	APAC Centers for Pain Management	2434 S Wolf Rd	Westchester	IL	60154
Medical Group Practice	Associates in Head & Neck Surgery	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Austin Family Health Care Center	335 N Mason Ave	Chicago	IL	60644
Medical Group Practice	B H S Digestive Disease	3722 Harlem Ave	Riverside	IL	60546
Medical Group Practice	Baluchi Medical Group	517 N Harlem Ave	Oak Park	IL	60302
Medical Group Practice	Berwyn Medical Center	6425 W Cermak Rd	Berwyn	IL	60402
Medical Group Practice	Calvin T Meineke MD	1100 Lake St	Oak Park	IL	60301
Medical Group Practice	Center for Breast Care	420 William St	River Forest	IL	60305
Medical Group Practice	Center for Rehabilitation	3 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Center for Sleep Disorders	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Center for Womens Health	420 William St	River Forest	IL	60305
Medical Group Practice	Clinic Medical Familiar	2120 W North Ave	Melrose Park	IL	60160
Medical Group Practice	Consultants in Cardiovascular Medic	675 W North Ave	Melrose Park	IL	60160
Medical Group Practice	Doctors Muehrcke Weinstein And Verc	7420 Central Ave	River Forest	IL	60305
Medical Group Practice	Dr Deans Office	7420 Central Ave	River Forest	IL	60305
Medical Group Practice	Dr Meineke	1100 Lake St	Oak Park	IL	60302
Medical Group Practice	Dr Saxons Office	7420 Central Ave	River Forest	IL	60305
Medical Group Practice	Dr Sidney Weissman	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Drs Muehrcke Weinstein & Vercelli	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Drs Morns & Balter	855 Madison St	Oak Park	IL	60302
Medical Group Practice	Drs Obeso Fisher & Ibrahim	1100 Lake St	Oak Park	IL	60301
Medical Group Practice	Elmhurst Clinic River Forest	7777 Lake St	River Forest	IL	60305
Medical Group Practice	Elmwood Park Medical Assoc	7734 W North Ave	Elmwood Park	IL	60707

Service Provider Listing

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Medical Group Practice	Euclid Medical Center	3231 Euclid Ave	Berwyn	IL	60402
Medical Group Practice	Family Hlth Care At LaGrange Park	321 N LaGrange Rd	La Grange	IL	60526
Medical Group Practice	Family Medical Center of Westchester	2434 Wolf Rd	Westchester	IL	60154
Medical Group Practice	Family Physicians Forest Park	7339 Madison St	Forest Park	IL	60130
Medical Group Practice	Gottlieb CHS Ob/Gyn #819	675 W North Ave	Meirose Park	IL	60160
Medical Group Practice	Gottlieb Community Health Services	675 W North Ave	Meirose Park	IL	60160
Medical Group Practice	Heart Care Centers of Illinois	3231 Euclid Ave	Berwyn	IL	60402
Medical Group Practice	Holy Cross Family Medical Center	2260 S Cicero Ave	Cicero	IL	60804
Medical Group Practice	Intermed Limited	404 Sherwood Rd	La Grange Park	IL	60526
Medical Group Practice	K Girl MD	7234 W North Ave	Elmwood Park	IL	60707
Medical Group Practice	Lake Street Primary Care	1011 W Lake St	Oak Park	IL	60302
Medical Group Practice	Lakeshore Gastroenterology & Liver	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Lorreta Family Care Center	501 N Central Ave	Chicago	IL	60644
Medical Group Practice	Loyola Family Health Center At N Ri	1950 Harlem Ave	Riverside	IL	60546
Medical Group Practice	Loyola Senior Hlth Center at Forest	8100 Roosevelt Rd	Forest Park	IL	60130
Medical Group Practice	MacNeal Family Hlth Network	6300 W Roosevelt Rd	Oak Park	IL	60304
Medical Group Practice	MacNeal Medical Center	5601 W Cermak Rd	Cicero	IL	60804
Medical Group Practice	MacNeal Travel Clinic	3231 Euclid Ave	Berwyn	IL	60402
Medical Group Practice	Meirose Park Family Health Center	6321 W North Ave	Meirose Park	IL	60160
Medical Group Practice	Midwest Associates in Neurology	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Midwest Orthopaedics at Rush	2450 S Wolf Rd	Westchester	IL	60104
Medical Group Practice	Midwest Orthopaedics at Rush	610 S Maple Ave	Oak Park	IL	60304
Medical Group Practice	Narendra D Dabhadre MD	9722 Grand Ave	Franklin Park	IL	60131
Medical Group Practice	NS Rao MD SC	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	O Donoghue & Millman MD	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Oak Park Medical Center	965 Lake St	Oak Park	IL	60301
Medical Group Practice	Oak Park Medical Center	1146 Westgate	Oak Park	IL	60301
Medical Group Practice	Oak Park Ob/Gynecology	1100 Lake St	Oak Park	IL	60301
Medical Group Practice	Oak Park Physicians Group	3223 Harlem Ave	Berwyn	IL	60402
Medical Group Practice	Oak Park River Forest Infant Welfar	320 Lake St	Oak Park	IL	60302
Medical Group Practice	Oak Park VA Clinic	149 S Oak Park Ave	Oak Park	IL	60302
Medical Group Practice	Partners in Womens Health	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Partners in Womens Health	7420 Central Ave	River Forest	IL	60305
Medical Group Practice	PCC Austin Family Health Center	5425 W Lake St	Chicago	IL	60644
Medical Group Practice	Pedios	269 Chicago Ave	Oak Park	IL	60302
Medical Group Practice	Personal Physicians	5909 W 35th St	Cicero	IL	60804
Medical Group Practice	Peter E Eupierre MD	1111 Superior St	Meirose Park	IL	60160
Medical Group Practice	Plastic & Reconstructive Surgery	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Primary Care Center at Oak Park	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Primary Care Center Elmwood Park	7734 W North Ave	Elmwood Park	IL	60707
Medical Group Practice	Primary Care of Meirose Park	111 W Superior	Meirose Park	IL	60160
Medical Group Practice	Resurrection Ambul Care	2200 W Roosevelt Rd	Broadview	IL	60155
Medical Group Practice	Resurrection Services 1111 Superior	1111 Superior St	Meirose Park	IL	60160
Medical Group Practice	Rheumatology L700	3 Erie Ct	Oak Park	IL	60302
Medical Group Practice	River Forest Medical Center	7319 W North Ave	River Forest	IL	60305
Medical Group Practice	River Grove Medical Associates	8330 W Grand Ave	River Grove	IL	60171
Medical Group Practice	Riverside Family Practice Assoc	105 E Burlington St	Riverside	IL	60546
Medical Group Practice	Samuel Yunez MD	1111 Superior St	Meirose Park	IL	60160
Medical Group Practice	Suburban Urologil Assoc	7310 39th St	Lyons	IL	60534
Medical Group Practice	Suburban Otolaryngology	3340 Oak Park Ave	Berwyn	IL	60402
Medical Group Practice	The Rehabilitation Institute of Chi	420 Thatcher Ave	River Forest	IL	60305
Medical Group Practice	Thoracic & Cardiovascular Surgeons	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	TLC Laser Eye Center	4 Westbrook Corporate Ctr	Westchester	IL	60154
Medical Group Practice	West Suburban Health Associates	3 Erie Ct	Oak Park	IL	60302
Medical Group Practice	West Suburban Urology	1 Erie Ct	Oak Park	IL	60302
Medical Group Practice	Westchester Medical Assoc	9902 W Roosevelt Rd	Westchester	IL	60154

Service Provider Listing

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Nursing Home	Alden Town Manor Nursing Center	6120 W Ogden Ave	Cicero	IL	60804
Nursing Home	Berkeley Nursing and Rehab Center	6909 W North Ave	Oak Park	IL	60302
Nursing Home	Berkshire Nursing & Rehab Center	8200 Roosevelt Rd	Forest Park	IL	60130
Nursing Home	British Home	8700 W 31st St	Brookfield	IL	60513
Nursing Home	Cedar Pointe	5825 W Cermak Rd	Cicero	IL	60804
Nursing Home	Central Plaza Residential Care Home	321 N Central Ave	Chicago	IL	60644
Nursing Home	Columbus Manor Residential Care Home	5107- 21 W Jackson Blvd	Chicago	IL	60644
Nursing Home	Columbus Park Nursing & Rehab Center	901 S Austin Blvd	Chicago	IL	60644
Nursing Home	Courtyard Health Center	3601 S Harlem Ave	Berwyn	IL	60402
Nursing Home	Elmwood Care	7733 W Grand Ave	Elmwood Park	IL	60707
Nursing Home	Grove of LaGrange Park	701 N La Grange Rd	La Grange Park	IL	60526
Nursing Home	Jackson Square Nursing Center	5130 W Jackson Blvd	Chicago	IL	60644
Nursing Home	Mayfield Care Center	5905 W Washington Blvd	Chicago	IL	60644
Nursing Home	Oak Park Health Care Center	625 N Harlem Ave	Oak Park	IL	60302
Nursing Home	Oakridge Convalescent Home	323 Oakridge Ave	Hillside	IL	60162
Nursing Home	Pershing Convalescent Home	3900 S Oak Park Ave	Berwyn	IL	60402
Nursing Home	Plymouth Place	315 N La Grange Rd	La Grange Park	IL	60526
Nursing Home	Renaissance at Hillside	4600 N Frontage Rd	Hillside	IL	60162
Nursing Home	Scottish Home	2800 Desplaines Ave	North Riverside	IL	60546
Nursing Home	Villa Scalabrini	480 N Wolf Rd	Northlake	IL	60164
Nursing Home	Westchester Health and Rehab	2901 S Wolf Rd	Westchester	IL	60154

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Physician Office Based Surgery	Academic & Clinical Assoc in Derm	7047 W North Ave	Oak Park	IL	60302
Physician Office Based Surgery	Drs Beamer Carlton & Van Reken	1011 Lake St	Oak Park	IL	60302
Physician Office Based Surgery	Drs Littman Manus & Bergstruesser	1100 Lake St	Oak Park	IL	60301
Physician Office Based Surgery	Family Medical Care	965 Lake St	Oak Park	IL	60301
Physician Office Based Surgery	Family Practice Of North Ave	7740 W North Ave	Elmwood	IL	60707
Physician Office Based Surgery	Great Lakes Orthopaedics	3340 Oak Park Ave	Berwyn	IL	60402
Physician Office Based Surgery	Internal Med Assoc	675 W North Ave	Melrose Park	IL	60160
Physician Office Based Surgery	Internal Medicine Center	7411 Lake St	River Forest	IL	60305
Physician Office Based Surgery	Loyola Center for Health - Oak Park	7005 North Ave	Oak Park	IL	60302
Physician Office Based Surgery	MacNeal Urology Clinic	3231 Euclid Ave	Berwyn	IL	60402
Physician Office Based Surgery	Madison Pine Medical-Dental	5470 W Madison St	Chicago	IL	60644
Physician Office Based Surgery	Mannheim	2930 N Mannheim	Franklin Park	IL	60131
Physician Office Based Surgery	Midwest Orthopaedics at Rush	2615 W Harrison	Bellwood	IL	60104
Physician Office Based Surgery	Midwest Urology Associates	675 W North Ave	Melrose Park	IL	60160
Physician Office Based Surgery	PCC Lake Street Family Health Center	14 West Lake St	Oak Park	IL	60302
Physician Office Based Surgery	Primary Care Associates	6840 Windsor Ave	Berwyn	IL	60402
Physician Office Based Surgery	Trinity Orthopedics	1 Erie Ct	Oak Park	IL	60302
Physician Office Based Surgery	West Suburban Medical Center Ambula	3 Erie Ct	Oak Park	IL	60302
Physician Office Based Surgery	Westgate Orthopedics	1125 Westgate St	Oak Park	IL	60301
Physician Office Based Surgery	Womens Health	675 W North Ave	Melrose Park	IL	60160

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Community Health Center	Access Community Health Network	7450 W. 63rd St.	Summit	IL	60501
Community Health Center	Access Community Health Network	318 W. Madison St.	Maywood	IL	60153
Community Health Center	Access Community Health Network	8321 W. North Ave.	Melrose Park	IL	60160
Community Health Center	Access Community Health Network	2307 S. Cicero Ave.	Cicero	IL	60804
Community Health Center	Allivio Medical Center	4842 W. Cermak Road	Cicero	IL	60804
Community Health Center	Five Square Health Center	4747 W. Cermak Road	Cicero	IL	60804
Community Health Center	PCC Community Wellness Center	14 W. Lake St.	Oak Park	IL	60302
Community Health Center	PCC Community Wellness Center	3 Erie Court	Oak Park	IL	60302
Community Health Center	PCC Community Wellness Center	1 Erie Ct	Oak Park	IL	60302
Community Health Center	PCC Community Wellness Center	6030 W. Roosevelt Road	Oak Park	IL	60304
Community Health Center	PCC Community Wellness Center	675 W. North Ave.	Melrose Park	IL	60160

Service Provider Listing

Facility Type	Facility Name	Address	City	State	USPS ZIP Code
Hospital-Acute	Gottlieb Memorial Hospital	701 W North Ave	Melrose Park	IL	60160
Hospital-Acute	Loyola University Hospital	2160 S 1st Ave	Maywood	IL	60153
Hospital-Acute	MacNeal Hospital	3249 S Oak Park Ave	Berwyn	IL	60402
Hospital-Acute	Rush Oak Park Hospital	520 S Maple Ave	Oak Park	IL	60304
Hospital-Acute	West Suburban Hospital Medical Cent	3 Erie Ct	Oak Park	IL	60302
Hospital-Acute	Westlake Hospital	1229 W Lake St	Melrose Park	IL	60160
Hospital-Childrens Specialty	Shriners Hospital for Children	2211 N Oak Park Ave	Chicago	IL	60707
Hospital-LTC	Kindred Hospital Chicago - Northlak	365 E North Ave	Northlake	IL	60164
Hospital-LTC	UHS Hartgrove Hospital	5730 W Roosevelt Rd	Chicago	IL	60644
Hospital-Mental Health	John J Madden Mental Health Center	1200 S 1st Ave	Hines	IL	60141
Hospital-Mental Health	Riverview Hospital	8311 W Roosevelt Rd	Forest Park	IL	60130
Hospital-Veterans	Edward Hines Jr VA Hospital	5th Ave and Roosevelt Rd	Hines	IL	60141

Source: Thomson Reuters



Loyola University Health Systems (LUHS) is looking at the health and wellness related needs of the community it serves to identify ways we can help improve overall health for people who live in the community. Please take a few minutes to complete this community survey to help us better understand the needs in the community. You will not be asked for your name. **The responses are confidential and will only be used by LUHS to understand what is needed to improve the health of our community.** If you have a question about the survey, please contact Armand Andreoni at LUHS at 708-216-4600.

Insurance and Cost

1. What kind of health insurance do you have?(check only one)

- | | | |
|--|--|--|
| <input type="checkbox"/> Insurance from job/school | <input type="checkbox"/> Insurance from spouse | <input type="checkbox"/> Medicaid/All Kids |
| <input type="checkbox"/> Medicare | <input type="checkbox"/> Medical Savings Account | <input type="checkbox"/> Private Insurance |
| <input type="checkbox"/> No Insurance | <input type="checkbox"/> Other: _____ | |

Please mark X for Yes (Y) or No (N) in the boxes provided.

- | | | |
|---|---|---|
| 2. Do you have insurance for prescription drugs?..... | Y | N |
| 3. In the past 12 months, have any of the following happened because of cost? (check all that apply) | | |
| <input type="checkbox"/> Needed to see a doctor but did not | | |
| <input type="checkbox"/> Needed to see a mental health doctor or counselor but did not | | |
| <input type="checkbox"/> Needed dental care but did not see a dentist | | |
| <input type="checkbox"/> Needed medicine but did not fill prescription(s) | | |
| <input type="checkbox"/> Skipped a follow up visit, test or treatment | | |
| <input type="checkbox"/> None of the above | | |

Access

Please mark X for Yes (Y) or No (N) in the boxes provided.

- | | | | |
|---|--|---|--------------------------------------|
| 4. Do you have children living with you under the age of 18? If your response is "No", skip to question 6..... | Y | N | |
| 5. If you said "Yes" to the above question, do they receive annual medical checkups? | | | |
| 6. Do you have trouble filling out medical or insurance forms and other paperwork?..... | | | |
| 7. Does your doctor or nurse clearly explain your health care condition in a way you can understand? | | | |
| 8. Are you or any <u>immediate</u> family member having trouble finding a family doctor or healthcare services? | | | |
| 9. Have you or any <u>immediate</u> family member had trouble getting any of the following services in the past 12 months? | | | |
| <input type="checkbox"/> Dental Care | <input type="checkbox"/> Home Care Services | <input type="checkbox"/> End of Life Care | <input type="checkbox"/> Vision Care |
| <input type="checkbox"/> Family Doctor | <input type="checkbox"/> Nursing Home Services | <input type="checkbox"/> Specialist Care | |
| <input type="checkbox"/> I have no trouble getting health services | | | |
| 10. If you are having trouble getting healthcare services for you and/or your <u>immediate</u> family, what are the biggest problems you are having? (check all that apply) | | | |
| <input type="checkbox"/> Costs (no insurance, bills, co-pays, previous debt, high deductibles) | | | |
| <input type="checkbox"/> Dropped for missed appointments | <input type="checkbox"/> Finding a doctor | | |
| <input type="checkbox"/> Lack of child care | <input type="checkbox"/> Language barriers (no interpreters) | | |
| <input type="checkbox"/> Racial or ethnic prejudice | <input type="checkbox"/> Other | | |

11. For which of the following reasons have you seen a doctor in the last 12 months?

- | | |
|---|--|
| <input type="checkbox"/> Accident(s) | <input type="checkbox"/> Depression or other mental health issue |
| <input type="checkbox"/> On-going health problem(s) | <input type="checkbox"/> Sudden illness |
| <input type="checkbox"/> Yearly check-up | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Preventative services (flu shots, immunizations, cancer screenings, STD screening) | |

12. Where do members of your immediate family usually go when you have a medical health problem? (check only one)

- | | |
|---|---|
| <input type="checkbox"/> Cook County Health Department | <input type="checkbox"/> West Suburban Hospital |
| <input type="checkbox"/> Gottlieb Memorial Hospital | <input type="checkbox"/> Loyola University Medical Center |
| <input type="checkbox"/> Private Doctor's office/clinic | <input type="checkbox"/> Local Community Health Center |
| <input type="checkbox"/> MacNeal Hospital | <input type="checkbox"/> Urgent Care or walk-in center |
| <input type="checkbox"/> Westlake Hospital | <input type="checkbox"/> Other: _____ |

General Health

13. In general, how would you say your health is? (check only one)

- ☐ Excellent
 ☐ Very Good
 ☐ Good
 ☐ Fair
 ☐ Poor

14. Have you or any member of your immediate family ever been told by a doctor or other health professional that you have any of the following (Check all that apply – if none, leave blank)

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> Arthritis | <input type="checkbox"/> Alcoholism/ Drug addiction | <input type="checkbox"/> Asthma | <input type="checkbox"/> Cancer |
| <input type="checkbox"/> Chronic Pain | <input type="checkbox"/> Dental Health Problems | <input type="checkbox"/> Diabetes | <input type="checkbox"/> Stroke |
| <input type="checkbox"/> Hearing Problems | <input type="checkbox"/> Heart disease/Heart Attack | <input type="checkbox"/> High Cholesterol | <input type="checkbox"/> STDs |
| <input type="checkbox"/> High Blood Pressure | <input type="checkbox"/> Lung Disease /COPD | <input type="checkbox"/> Overweight | <input type="checkbox"/> Vision Problems |

15. Have you or any member of your immediate family ever been told by a doctor or other health professional that you have any of the following? (check all that apply – if)

- | | |
|---|---|
| <input type="checkbox"/> Attention deficit/Hyperactivity Disorder | <input type="checkbox"/> Autism |
| <input type="checkbox"/> Bi-Polar Disorder | <input type="checkbox"/> Depression/Anxiety |
| <input type="checkbox"/> Schizophrenia | <input type="checkbox"/> Substance Use Problems |
| <input type="checkbox"/> Other mental health issue | |

16. Please choose only the **TWO** areas you think are the most important to making the residents of your community healthier?

- | | |
|--|--|
| <input type="checkbox"/> Access to healthcare | <input type="checkbox"/> Access to healthy foods |
| <input type="checkbox"/> Health insurance | <input type="checkbox"/> Access to places to exercise |
| <input type="checkbox"/> Community organizations | <input type="checkbox"/> Indoor/Outdoor Air Quality |
| <input type="checkbox"/> Community clinics | <input type="checkbox"/> Safe place to play, live and work |
| <input type="checkbox"/> Community involvement | <input type="checkbox"/> Social support agencies |
| <input type="checkbox"/> Jobs/Economic stability | <input type="checkbox"/> Treatment/Prevention services |
| <input type="checkbox"/> Good schools | <input type="checkbox"/> Quality Roads/Sidewalks |

17. Where do you feel teenagers receive the most health services or information from in your community?

(check only one)

- ☐ Education/Schools
 ☐ Family/Parenting
 ☐ Church or Faith Group
☐ Social Life/Friends
 ☐ Community Organizations
 ☐ Online/Internet
☐ Other: _____

18. Please select the biggest issue or problem you see teenagers having in your community (check only one):

- ☐ Alcohol/Drug Use
 ☐ Education
 ☐ Relationship/Dating Violence
☐ Mental Health/Depression
 ☐ Teen Pregnancy
 ☐ Obesity/Nutrition
☐ Other: _____

19. How often do you do physical activities? (Running, walking, biking, sports, gardening, etc.)

- ☐ Everyday
 ☐ More than 3 times per week
 ☐ 2-3 times per week
☐ Once per week
 ☐ Not at all

20. Do you eat fresh or frozen fruits and vegetables daily? Y N

21. Do you have a good source of quality, affordable fruits and vegetables in your neighborhood? Y N

22. If you answered "No" to 21, please check the following boxes for reasons why:

- ☐ Too expensive to buy fresh/frozen produce
 ☐ No produce section at grocery store
☐ No grocery store
 ☐ Transportation (too far or too long)
☐ Other: _____

23. Do you consider any member of your immediate family seriously overweight? (check all that apply)

- ☐ Yourself
 ☐ Your Spouse
 ☐ A child
 ☐ Other
 ☐ No one

Quality of Life

For each question, please mark "X" in the rating box which most closely matches your opinion.

How would you rate the following?	Excellent	Very Good	Good	Fair	Poor
24. The overall quality of life in your community? (resources, well-being, participation of people)					
25. The quality of healthcare systems in your community? (access, cost, options in health care)					
26. Your community as a place to raise your children? (school quality, day care, after school programs)					
27. Your community as a safe place to live? (Safety in the home, schools, workplace, playgrounds/parks, trust with neighbors?)					
Please indicate how often to the statements below:	Always	Most of the time	Some-times	Rarely	Never
28. I have enough money to pay for the things I really need, such as food, clothing, housing and medicine.					
29. I have a sense of responsibility to help improve the health of my community					
30. In the past year, I was able to get the health services I needed.					

Please list any comments to help us understand your ratings above:

Demographics

31. What is your ZIP code? _____

*For each of the following questions, check only **one** answer per question.*

32. What is your age?

- ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75 or over

33. Gender

- ☐ Male ☐ Female

34. What is your race/ethnicity?

- ☐ Caucasian/Non-Hispanic ☐ African American/Black ☐ Hispanic/Latino
☐ Asian ☐ Native American/Pacific Islander ☐ Two or more racial groups ☐ Other

35. What is your current employment status?

- ☐ Employed Full-time ☐ Employed Part-time ☐ Not employed
☐ Laid Off ☐ Retired ☐ Student

36. What is your current housing status?

- ☐ Rent your own house or apartment ☐ Own or are buying your home
☐ Live with family/friends ☐ Homeless shelter
☐ Transitional Housing ☐ Other

37. Including yourself, how many people live in your household?

- ☐ 1 ☐ 2 ☐ 3-4 ☐ 5-6 ☐ More than 6

38. What is your average household income?

- ☐ Less than \$25,000 ☐ \$25,000-\$50,000 ☐ \$50,001-\$75,000 ☐ Over \$75,000

Thank you for taking time to complete this survey. Your responses will be very helpful to us in learning more about the health status and health related needs of our local communities. We will use the information to assist us in developing future plans to help address some of the most important health issues within the areas we serve. **All your answers will be kept confidential.**



Community Health Needs Assessment Survey

A MEMBER OF TRINITY HEALTH

Dear Colleague,

Loyola University Health System (LUHS) is conducting a comprehensive Community Health Needs Assessment (CHNA) to identify the community health priorities for those who live in the LUHS service area.

We would like to hear from direct service providers with insight into the needs and barriers to health by those your organization serves, particularly the uninsured/underinsured. If you have already taken the survey thank you, and please ignore this reminder.

As a representative of a service or healthcare provider organization, we are requesting your help with completing a brief survey. [Click here to view the survey.](#)

Your input is extremely important to increasing LUHS' understanding of the community health needs and challenges for community members. All responses will remain confidential and only shared in aggregate form. If you have any questions regarding the LUHS CHNA process or how the responses will be used, please contact me at 708-216-4600 or aandreo@lumc.edu.

Thank you in advance for your time and input to this very important assessment.

Armand J. Andreoni
Director of Planning
Loyola University Health System

Community Health Needs Assessment Steering Committee

Armand Andreoni (chairman) Loyola University Health System
Marge Altergott PCC FQHC
Marie Coghlanese Loyola University Health System
Lisa Egan Riverside Hospital
Rev Richard Gills Maywood Baptist Church
Lena Hatchett, PhD Stritch School of Medicine
Esther Hicks United Way (Quick Start)
Lynn Hopkins PCC FQHC
Nerina Human Chicago Land Chamber of Commerce
Peggy LaFleur Loyola University Health System
Elizabeth Lippitt Children's Clinic OPRF Infant Welfare Society
Fr. Jack O'Callaghan Loyola University Health System
Dr. Paul O'Keefe Stritch School of Medicine
Jan Pate West Cook YMCA
Ken Pawola RML
Suzanne Pecoraro Gottlieb Memorial Hospital
Margaret Provost-Flye Oak Park Health Department
Lynda Schueler West Suburban PADS
Steven Seweryn Cook County Department of Public Health
Diane Slezak Age Options

LUHS Provider Survey

1. Survey Introduction

Loyola University Health System (LUHS) is conducting a comprehensive Community Health Needs Assessment (CHNA) to identify the community health priorities for those who live in the LUHS service area. The assessment includes development of a community health profile. The community health profile looks at community demographics, and health/health related behavior indicators. LUHS is also compiling an inventory of health care and other service providers and gathering community input to inform the assessment. A community resident survey is being conducted with an emphasis on collecting information from the priority target population of uninsured/underinsured community members. The final component of the assessment includes focus groups and this survey of social service providers, healthcare providers and faith group leaders.

Your input is extremely important to increasing LUHS's understanding of the community health needs and challenges for community members. All responses will remain confidential and only shared in aggregate form. Please take 5-10 minutes to complete this very brief survey. Please complete by March 22nd to be included in the assessment.

If you have any questions regarding the LUHS CHNA process or how the responses will be used, please contact Armand Andreoni at 708-216-4600 or aandreoni@LUMC.edu. Thank you in advance for your time and input to this very important assessment.

2.

* 1. Please select the type of organization that best describes your work.

- | | | |
|---|---|--|
| <input type="radio"/> Social Service | <input type="radio"/> Primary Healthcare | <input type="radio"/> Dental Care |
| <input type="radio"/> Faith Group or Congregation | <input type="radio"/> Specialty Healthcare | <input type="radio"/> End of Life Care |
| <input type="radio"/> Education | <input type="radio"/> Urgent Care or Walk-in Center | <input type="radio"/> Long-term Care |
| <input type="radio"/> Youth Development | <input type="radio"/> Mental Health | <input type="radio"/> Home Health |
| <input type="radio"/> Other (please specify) | | |

* 2. Which of the following communities does your organization serve? (Check all that apply.)

- ☐ Maywood, Bellwood, Broadview, Hillside area
- ☐ Melrose Park, Stone Park, Northlake, Franklin Park area
- ☐ River Grove, Elmwood Park, River Forest, Oak Park area
- ☐ La Grange Park, Brookfield, Riverside, Westchester, Lyons area
- ☐ Berwyn and Cicero area
- ☐ Other (please specify)

3. Which of the following health issues do you see most frequently among the individuals you serve that are uninsured/underinsured? (Select the top 5.)

- | | | |
|---|--|--|
| <input type="checkbox"/> Arthritis | <input type="checkbox"/> Diabetes | <input type="checkbox"/> Overweight |
| <input type="checkbox"/> Alcoholism/ Drug Addiction | <input type="checkbox"/> Hearing Problems | <input type="checkbox"/> Stroke |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Heart Disease/ Heart Attack | <input type="checkbox"/> STDs |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> High Cholesterol | <input type="checkbox"/> Tobacco Use |
| <input type="checkbox"/> Chronic Pain | <input type="checkbox"/> High Blood Pressure | <input type="checkbox"/> Vision Problems |
| <input type="checkbox"/> Dental Health Problems | <input type="checkbox"/> Lung Disease/ COPD | |
| <input type="checkbox"/> Other (please specify) | | |

4. Which of the following mental health issues do you see most frequently among individuals you serve that are uninsured/underinsured? (Select the top 2.)

- | | |
|---|---|
| <input type="checkbox"/> Attention Deficit/ Hyperactivity Disorder | <input type="checkbox"/> Schizophrenia |
| <input type="checkbox"/> Autism | <input type="checkbox"/> Substance Use Problems |
| <input type="checkbox"/> Bi-Polar Disorder | <input type="checkbox"/> Unsure/Not Applicable |
| <input type="checkbox"/> Depression/ Anxiety | |
| <input type="checkbox"/> Other Mental Health Issue (please specify) | |

5. Please choose TWO areas that you think are the most important to making the residents of the communities you serve healthier?

- | | |
|---|--|
| <input type="checkbox"/> Access to Healthcare | <input type="checkbox"/> Safe Place to Play, Live and Work |
| <input type="checkbox"/> Access to Healthy Foods | <input type="checkbox"/> Community Involvement |
| <input type="checkbox"/> Health Insurance | <input type="checkbox"/> Social Support Agencies |
| <input type="checkbox"/> Access to Places to Exercise | <input type="checkbox"/> Jobs/ Economic Stability |
| <input type="checkbox"/> Community Organizations | <input type="checkbox"/> Treatment/ Prevention Services |
| <input type="checkbox"/> Indoor/Outdoor Air Quality | <input type="checkbox"/> Good Schools |
| <input type="checkbox"/> Community Clinics | <input type="checkbox"/> Quality Roads/ Sidewalks |
| <input type="checkbox"/> Other (please specify) | |

6. From your perspective, what are the biggest health and wellness barriers or issues for the communities you serve?

7. Based on your answers to the previous question, which barrier or issue do you consider to be most important to address over the next three years in order to improve the health and wellness of the communities you serve? Please explain your answer.

8. How can this issue or barrier be addressed most effectively?

LUHS Physician Focus Group Questions
LUMC and Gottlieb Focus Groups
March 20, 2012
60 minutes for each physician group

Opening

Armand Andreoni, Office of Planning at LUMC - Introduction of purpose for gathering input.

Laurie Call, Facilitator – Introduce self and facilitate participant introductions.

- 1. What are the most common overall health issues you see with uninsured/underinsured patients?**

- 2. What are the biggest barriers to health and wellness for the communities LUHS serves?**

- 3. What are the greatest strengths/assets to support health and wellness in the communities LUHS serves?**

- 4. Which of the barriers are most important to address over the next 5 years?**

- 5. How might LUHS help address the barriers?**

- 6. Do you have any experience with linking or referring patients to other services/social services and if so, what are they?**

- 7. Is there anything else you think is important to share for this LUHS assessment?**

