

# Ascension Holy Family

## FY23 Annual Hospital Community Benefits Plan Report



**Ascension**



The purpose of this report is to describe how the hospital meets the requirements outlined in the State of Illinois Community Benefits Act and Hospital Uninsured Patient Discount Act. This annual report of community benefits is public information, filed with the Attorney General and available to the public on request from the Attorney General.

**Ascension Holy Family**

100 N River Rd, Des Plaines, IL 60016  
healthcare.ascension.org  
847-297-1800  
Hospital EIN/Tax ID: 36-2235165

## Table of Contents

<b>Table of Contents</b>	<b>3</b>
<b>Introduction</b>	<b>4</b>
Ascension Holy Family	4
Ascension Mission Statement	4
<b>Community Benefits Report</b>	<b>5</b>
Community Benefits Provided	5
Financial Assistance	7
Community Health Needs Assessments (CHNA)	8
Prioritized Community Needs	8
Community Implementation Strategies	12
Community Implementation Strategy & Health Equity Progress	23
<b>Appendix</b>	<b>27</b>
Hospital Net Patient Revenue Report	27

## Introduction

As one of the leading non-profit and Catholic health systems in the United States, Ascension is committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable.

### **Ascension Holy Family**

As a Ministry of the Catholic Church, Ascension Holy Family is a non-profit hospital that provides medical care to Des Plaines and the surrounding communities. Ascension Holy Family is part of Ascension Illinois which operates 15 hospital campuses and 230 sites of care. The organization includes more than 600 providers as part of Ascension Medical Group, as well as 17,000 associates.

Serving Illinois since 1961 Ascension Holy Family is continuing the long and valued tradition of addressing the health of the people in our community, following in the footsteps of legacy Presence Health. Ascension Holy Family in Des Plaines, Illinois is a long-term acute care hospital (LTACH) caring for medically complex patients, the only such hospital in Northwest Chicagoland and the only faith-based LTACH in Illinois. It is the first long-term acute care hospital in Illinois to be certified in Disease Specific Care for Respiratory Failure by The Joint Commission.

Licensed for 178 beds, AMITA Health Holy Family Medical Center specializes in caring for patients who are critically ill with complex conditions and must be hospitalized for an extended period. Most patients here are transferred from critical care units at other hospitals. Ascension Holy Family was the recipient of the 2017 Goldberg Innovation Award from the National Association of Long-Term Hospitals for the Dedicated Education Unit in training the next generation of nurse professionals as well as the 2018 National Guardian of Excellence for Patient Safety by Press Ganey. It has been recognized by the Illinois Hospital Association Award for Patient Safety.

For more information about Ascension Holy Family, visit [healthcare.ascension.org](https://healthcare.ascension.org).

### **Ascension Mission Statement**

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

This statement was adopted on April 1, 2022.

## Community Benefits Report

### Community Benefits Provided

Below are the financial community benefits provided by the hospital during the fiscal year of July 1, 2022 through June 30, 2023.

Total Financial Assistance (Emergency & Non-Emergency Care at cost)	\$125,799
Emergency Department Financial Assistance (at cost)	n/a
All other Community Benefits including: Government Sponsored Care, Language Assistance Services, Cash & In-Kind Donations, Health Professions Education, Research, Subsidized Health Services, Total Volunteer Services (employee & non-employee), other Government-Sponsored Program Services, Bad Debts, Other Community Benefits not detailed in the Annual Non-Profit Hospital Community Benefits Plan Report instructions.	\$13,623,154
<b>Total Community Benefits for Ascension Holy Family</b>	<b>\$13,748,953</b>
<i>In addition to hospital community benefits, Ascension Illinois non-hospital entities provided \$321,475 in community benefits in the fiscal year.</i>	

### Other Benefits:

Listed above are "Other Community Benefits." These are benefits not detailed in the Annual Non-Profit Hospital Community Benefits Plan Report instructions.

Other Community Benefits categories include Community Building Activities and Community Benefit Operations. The IRS 990 Schedule H instructions and the Catholic Health Association (CHA) publication, A Guide for Planning & Reporting Community Benefit, both identify these categories in their materials.

Listed below is the detail associated with these categories.

#### Community-Building Activities

Community-building activities improve the community's health and safety by addressing the root causes of health problems, such as poverty, homelessness and environmental hazards. These activities strengthen the community's capacity to promote the health and well-being of its residents by

offering the expertise and resources of the health care organization. Costs for these activities include cash and in-kind donations and expenses for the development of a variety of programs and partnerships. This category includes activities such as:

- Physical improvements and housing
- Economic development
- Community support
- Environmental improvements
- Community leadership development & training
- Coalition building
- Advocacy for community health improvement & safety
- Workforce development

Community-building is documented on Part II of the IRS 990 Schedule H.

### **Community Benefit Operations**

Community benefit operations include costs associated with assigned staff and community health needs and/or assets assessments, as well as other costs associated with community benefit strategy and operations. This category includes items such as:

- Assigned staff
- Community health needs/health assets assessments
- Other resources

Community benefit operations are documents on Part 1 7a of the IRS 990 Schedule H.

## Financial Assistance

As part of our faith-based mission, Ascension Illinois is dedicated to helping the most vulnerable and treating everyone with compassion, dignity and respect. Financial assistance reflects our commitment to and reverence for individual human dignity and the common good, our special concern for and solidarity with persons living in poverty and other vulnerable persons, and our commitment to distributive justice and stewardship.

A copy of our Financial Assistance Policy can be found here:

[https://healthcare.ascension.org/-/media/healthcare/financial-assistance/illinois/fap/runningfile\\_ilchi\\_english\\_financial-assistance-policy.pdf](https://healthcare.ascension.org/-/media/healthcare/financial-assistance/illinois/fap/runningfile_ilchi_english_financial-assistance-policy.pdf)

During the fiscal year, Ascension Holy Family collected the following data on financial assistance applications:

<i>Facility Name</i>	<i>Approval and Denial Rates</i>	<i>Number of Applications</i>
Ascension Holy Family	Total submitted (complete & incomplete)	13
	Approved	8
	Denied	5

<i>Facility Name</i>	<i>Financial Assistance Denial Reason</i>	<i>Total</i>
Ascension Holy Family	Over Income	0
	Missing Documents	4
	Non-compliant with Medicaid	1

<i>Facility Name</i>	<i>Gender</i>	<i>Total</i>
Ascension Holy Family	Not Available	5
	Female	4
	Not Provided	2
	Male	2

<i>Facility Name</i>	<i>Race</i>	<i>Total</i>
Ascension Holy Family	Not Available	5
	White	1
	Not Provided	6
	Filipino	1

<i>Facility Name</i>	<i>Ethnicity</i>	<i>Total</i>
Ascension Holy Family	Not Available	5

Not Provided	5
Hispanic-Latino/a-or Spanish origin	3

## Community Health Needs Assessments (CHNA)

Federal law requires tax-exempt hospitals to conduct periodic Community Health Needs Assessments (CHNAs) and adopt plans to meet assessed needs. In order to comply with federal tax-exemption requirements in the Affordable Care Act, a tax-exempt hospital facility must: 1) conduct a community health needs assessment every three years, 2) adopt an implementation strategy, and 3) report how identified needs not being addressed by the hospital are still being targeted by other community organizations.

Each Ascension Health hospital ministry follows the following guidelines for Community Health Needs Assessments (CHNAs):

- Each ministry will conduct a CHNA every three years by involving community partners and members representing diverse sectors within the community.
- There will be an annual review and update of the ministry’s CHNA Implementation Strategy highlighting the outcomes of community benefit programs that target prioritized needs.
- Monthly reporting of community benefit is required to local and system leadership.






Complete Community Health Needs Assessment reports for each hospital are made publicly available at: <https://healthcare.ascension.org/chna> and paper versions can be requested at Ascension Holy Family Office of the President or Community Health.

## Prioritized Community Needs

Included in Code Section 501(r)(3) is the requirement that hospitals must provide a description of the process and criteria used to determine the most significant health needs of the community identified through the CHNA, along with a description of the process and criteria used to determine the prioritized needs to be addressed by the hospital. Accordingly, Ascension Holy Family used a phased prioritization approach to identify the needs with the hospital community. The first step was to determine the broader set of identified needs. Through the CHNA assessment, identified needs were then narrowed to a set of significant needs which were determined most crucial for community stakeholders to address.

Following the completion of the CHNA assessment, significant needs were further narrowed down to a set of prioritized needs that the hospital will address within the implementation strategy. To arrive at the prioritized needs, Ascension Holy Family used the following process and criteria:



	<p>Scope of Problem:</p> <ul style="list-style-type: none"> <li>• How severe or prevalent is this issue in the community?</li> <li>• How many are impacted?</li> </ul>
	<p>Disparities &amp; Equity:</p> <ul style="list-style-type: none"> <li>• Are there health disparities that exist?</li> <li>• Can we address those in an impactful way?</li> </ul>
	<p>Feasibility:</p> <ul style="list-style-type: none"> <li>• What is our capacity to make progress (staffing resources, financial resources, other support, etc.)?</li> <li>• Are there known interventions that exist?</li> </ul>
	<p>Momentum:</p> <ul style="list-style-type: none"> <li>• Is there community readiness and/or political will to address this issue?</li> </ul>
	<p>Alignment:</p> <ul style="list-style-type: none"> <li>• Do we have community partners that we can align with on this issue?</li> <li>• Do we need to build new relationships?</li> </ul>

Preliminary community need prioritizations recommendations were presented to a group of internal and external stakeholders for their review. Recommendations were discussed and voted upon to determine the prioritized needs for the hospital community.

Following the completion of the current CHNA, Ascension Holy Family has selected the prioritized needs outlined below for its Implementation Strategy. Ascension has defined “prioritized needs” as the significant needs which have been prioritized by the hospital to address through the three-year CHNA cycle:

- **Social and Structural Determinants of Health -**
  - **Food Access and Food Security (SDoH- Food Security):** This strategy addresses that there are barriers to, and disparities in the availability and access to food. Nearly 60% of

- local School District 62 students qualify for free or reduced lunches. All students attending three of the schools within District 62 qualify for free or reduced breakfast and lunch by living in food-insecure homes. This need was selected because access to healthy food was identified within the top six most important needed improvements on the community survey recognizing a lack of consistent access to nourishing, affordable, and adequate food for families. The top five most common searches in the Community Resource Directory included food pantries, food assistance, and food delivery.
- **Violence and Community Safety (SDoH - Community Safety):** This need was selected recognizing the consequences of growing forms of violence (child maltreatment, bullying, intimate partner violence) within the Ascension Holy family PSA contributing to negative health outcomes and social development. Community violence is unpredictable and traumatic and exposure to it can produce long-term negative outcomes for youth and adults. It can increase fear, distrust, and feelings of being unsafe, weakening existing familial and community-level informal social control. Exposure may include directly experiencing, witnessing, or hearing about violent victimization. Exposure to community violence is associated with increased internalizing behaviors (e.g., anxiety disorder, Major Depressive Disorder, post-traumatic stress disorder [PTSD]), externalizing behaviors (conduct disorder, oppositional defiant disorder), and family stress and conflict.
  - **Access to Care and Community Resources -**
    - **Resources, Referrals, Coordination, and Connection to Community -Based Services (Access to Care):** This need was selected because in the CHNAs focus groups, access to needed healthcare and community resources are named as critical components to achieving the best health outcomes with the Ascension Holy Family PSA.
    - **Timely Linkage to Quality Care, including Behavioral Health and Social Services (Access to Care):** This need was selected because Health insurance is the primary way that individuals access the healthcare system in the United States with 56% of Cook County residents receiving coverage through employer-based plans. Eleven percent of the population under age 65 are without health insurance in Cook County compared to 9% in Illinois. Eighteen percent (18%) of respondents to the community survey reported a loss of employment because of the pandemic, 6% reported a loss or reduction in insurance coverage, and 7% reported a lack of access to basic medical care.
  - **Prevention and Treatment of Priority Health Conditions: Maternal and Child Health, Mental Health, Substance Use Disorders, Chronic Conditions -**
    - **Maternal and Child Health (Maternal, Infant, Child Health):** This need was selected because maternal mortality rates in the United States have been increasing even though the global trend has been the opposite. In addition, vast maternal health inequities exist between racial and ethnic groups. Racial and ethnic disparities exist for preterm births, postpartum depression, violence, obesity and preventable complications. Nine percent (9%) of babies born in Cook County have a low birth rate compared to 8% for Illinois.

- There are 20 teen births per 1,000 female population ages 15-19 in Cook County compared to 18 for Illinois.
- **Mental Health (*Mental & Behavioral Health*):** Mental Health is an important indicator of health outcomes and a serious concern in Chicago and Suburban Cook County. This need was selected because 39% of community survey respondents identified mental health as one of the most important health needs in their communities. Forty percent of community survey respondents identified access to mental health services as being needed to support improvements in community health. The self-reported adult depression rates in Cook County are higher (17.3%) than national averages (10%). Similarly, youth depression has been on the rise. This need was voted in the top two of this category for the Ascension Resurrection prioritization process.
  - **Substance Use Disorders (*Mental & Behavioral Health*):** This need was selected because mental health and substance use (behavioral health) were two of the most discussed topics within the CHNAs focus groups. There were 4,467 drug induced overdose deaths in Cook County between 2018-2020.
  - **Chronic Conditions (*Chronic Disease - Cancer, Heart Disease, Obesity, Diabetes*):** This need was selected because Community input respondents identified a number of chronic health conditions as important health needs in their communities including cancers (19%), heart disease and stroke (14%), diabetes (12%), obesity (10%), and lung disease (2%).

Ascension Holy Family understands the importance of all the health needs of the community and is committed to playing an active role in improving the health of the people in the communities it serves. For the purposes of this implementation strategy, Ascension Holy Family has chosen to focus its efforts on the priorities listed above.

### **Acute Community Concern Acknowledgement**

A CHNA and Implementation Strategies (IS) offer a construct for identifying and addressing needs within the community(s) it serves. However, unforeseen events or situations, which may be severe and sudden, may affect a community. At Ascension, this is referred to as an acute community concern. This could describe anything from a health crisis (e.g., COVID-19), water poisoning, environmental events (e.g., hurricane, flood) or other event that suddenly impacts a community. In which case, if adjustments to an IS are necessary, the hospital will develop documentation, in the form of a SBAR (Situation-Background-Assessment-Response) evaluation summary, to notify key internal and external stakeholders of those possible adjustments.

### **Written Comments**

This annual report has been made available to the public and is open for public comment. Questions or comments about this implementation strategy can be submitted via the email:

[ilarl.communitybenefit@ascension.org](mailto:ilarl.communitybenefit@ascension.org)

## Community Implementation Strategies

These strategies and action plans represent where the hospital will focus its community efforts over the next three years, July 1, 2022 to June 30, 2025. While these remain a priority, the hospital will continue to offer additional programs and services to meet the needs of the community, with special attention to those who are poor and vulnerable.

<b>STRATEGY #1: Backpack Project</b>
<b>Hospital(s) Name(s)</b> Ascension Holy Family (AHF)
<b>Prioritized Health Need</b> Social and Structural Determinants of Health ( <i>SDoH-Food Security</i> )
<b>Strategy</b> Increase food access assistance for food insecure children and their families.
<b>Strategy Source</b> <ul style="list-style-type: none"> <li>● Greater Chicago Food Depository</li> <li>● Feeding America</li> <li>● No Kids Hungry</li> </ul>
<b>Objective</b> By June 30, 2025, the Backpack Project will increase the number of individuals served annually by 10% By June 30, 2025, the Backpack Project will increase the number of meals provided annually by 10%.
<b>Target Population</b> <ul style="list-style-type: none"> <li>● <b>Target Population:</b> Low-income students and their families who qualify for free or reduced breakfast and lunch attending School District 62 within 60016 and 60018.</li> <li>● <b>Medically Underserved Population:</b> Individuals experiencing food insecurity in PSA;s of Ascension Holy Family.</li> </ul>
<b>Collaborators</b> <ul style="list-style-type: none"> <li>● <b>Other Ascension hospitals:</b> N/A</li> <li>● <b>Joint Venture:</b> N/A</li> <li>● <b>Collaborators:</b> Ascension Illinois Food Access &amp; Nutrition Workgroup; School District 62: Cumberland Elementary School; First Congregational Church of Des Plaines; Touchpoint</li> <li>● <b>Consultants:</b> Touchpoint</li> <li>● <b>Other non-profit hospital</b> - N/A</li> </ul>

<b>Resources</b> Resources the collaborators plan to commit: <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> staff time donated, funding/cash donations, nutritional education collateral, marketing resources, and others</li> <li>● <b>Joint Venture:</b> N/A</li> <li>● <b>Collaborators:</b> Ascension Holy Family staff/volunteer time donated</li> <li>● <b>Consultants:</b> N/A</li> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>	
<b>ACTION STEPS: Backpack Project</b>	<b>ROLE/OWNER</b>
Appoint an Associate Lead for this strategy	Ascension Holy Family Community Health, Community Benefit
Participate in Ascension Illinois Food Access & Nutrition Workgroup	Ascension Holy Family Community Health, Community Benefit
Identify internal resources for supporting food donations, food distribution, and food access program delivery	Ascension Holy Family Community Health, Community Benefit
Facilitate packing events to engage hospital associate volunteers.	Ascension Holy Family Community Health, Community Benefit
Partner with the local food pantry, schools, and churches for additional support/donations	Ascension Holy Family Community Health, Community Benefit
Provide funding support for local community food access programs and initiatives	Ascension Holy Family Community Support Review Committee; Ascension Illinois Community Benefit
Monitor work, evaluate progress, and report outcomes	Ascension Holy Family Implementation Strategy Workgroup and Community Health
<b>ACTION STEPS: Community Garden</b>	<b>ROLE/OWNER</b>
<b>Output(s) and/or Outcome(s)</b> <ul style="list-style-type: none"> <li>● <b>Baseline:</b> FY22 data</li> <li>● <b>Target:</b> Increase from baseline: Total number of meals/persons served; Total Cash Donations provided for Food Access to Community Partners</li> <li>● <b>Data Source; Data Owner:</b> Greater Chicago Food Depository; Feeding American; No Kids Hungry</li> </ul>	
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is increased access to healthy food and reduced food insecurity.	

<b>STRATEGY #2 Violence and Community Safety</b>
<b>Hospital(s) Name(s)</b> Ascension Holy Family
<b>Prioritized Health Need #1:</b> Social and Structural Determinants of Health ( <i>SDoH- Community Safety</i> )

<b>Strategy</b> To reduce the impact of violence on health outcomes in the PSA's of Ascension Holy Family.	
<b>Strategy Source</b> <ul style="list-style-type: none"> <li>Local law enforcement</li> <li>U.S. Department of Justice; Office of Community Oriented Policing Services</li> <li>Illinois Criminal Justice Information Authority</li> </ul>	
<b>Objective</b> By June 30, 2025, there will be increased access to programs, interventions, education, and resources to promote healthy behavior.	
<b>Target Population</b> <ul style="list-style-type: none"> <li>Target Population: residents of PSA's for Ascension Holy Family.</li> <li>Medically Underserved Population: Youth, adults, targeted individuals at risks</li> </ul>	
<b>Collaborators</b> <ul style="list-style-type: none"> <li>Other Ascension hospital: N/A</li> <li>Joint Venture: N/A</li> <li>Collaborators: Des Plaines Health Department; Des Plaines Police Department; Ascension Illinois Spiritual Care; Alliance for Health Equity</li> <li>Consultants: N/A</li> <li>Other non-profit hospital - N/A</li> </ul>	
<b>Resources</b> <ul style="list-style-type: none"> <li>Other Ascension hospital(s): N/A</li> <li>Joint Venture: N/A</li> <li>Collaborators: Des Plaines Health Department; Des Plaines Police Department</li> <li>Consultants: N/A</li> <li>Other non-profit hospital: N/A</li> </ul>	
<b>ACTION STEPS</b>	<b>ROLE/OWNER</b>
Engaged to align and collaborate with residents and law enforcement partners in order to reduce violence and build community.	Ascension Holy Family Community Health, Community Benefit
Establish relationships between individuals and community assets to deliver services that save lives, address trauma, provide opportunity, and improve the physical, social, and economic conditions that drive violence.	Ascension Holy Family Community Health, Community Benefit
Identify, engage, and hire trusted, credible messengers and practitioners from the community. Provide training and professional development.	Ascension Holy Family Community Health, Community Benefit
Identify potentially overlapping strategies/policies/ community efforts among partner organizations and assign roles accordingly to maximize the resources available	Ascension Holy Family Community Health, Community Benefit
Convene stakeholders and elected officials to discuss ongoing work to improve public safety.	Ascension Holy Family Community Health, Community Benefit
<b>Output(s) and/or Outcome(s)</b> <ul style="list-style-type: none"> <li>Baseline: FY22</li> </ul>	

<ul style="list-style-type: none"> <li>● Target: Increase from baseline the total number of violence intervention programs</li> <li>● Data Source; Data Owner: Local law enforcement</li> </ul>
<b>ANTICIPATED IMPACT</b>
The anticipated impact of these actions is to strengthen community ties providing resources as a means of addressing and reducing crime and increasing health outcomes.

<b>STRATEGY #3: Access to Community Resources</b>
<b>Hospital Name</b> Ascension Holy Family
<b>Prioritized Health Need #2</b> Access to Care and Community Resources ( <i>Access to Care</i> )
<b>Strategy</b> Increase access to community resources and community-based services for AHF community.
<b>Strategy Source</b> Neighborhood Resource Directory; FindHelp; Alliance for Health Equity; Illinois Public Health Institute.
<b>Objective</b> To reduce the impact of violence on health outcomes in the PSA's of Ascension Holy Family.
<b>Target Population</b> <ul style="list-style-type: none"> <li>● <b>Target Population:</b> AHFpatients, low-income persons uninsured, or underinsured in need of social support and resources, and organizations providing social services PSA's of Ascension Holy Family and surrounding areas.</li> <li>● <b>Medically Underserved Population:</b> PSA's community residents who are underinsured/uninsured.</li> </ul>
<b>Collaborators</b> <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital:</b> Ascension Mercy, Ascension Resurrection, Ascension, Ascension Saint Francis, Ascension Saint Joseph Chicago, Ascension Saint Joseph- Elgin, Ascension Saint Joseph-Joliet, Ascension Saint Mary-Kankakee, Ascension Saints Mary and Elizabeth-Chicago, Ascension Alexian Brothers</li> <li>● <b>Joint Venture:</b> N/A</li> <li>● <b>Collaborators:</b> Community Based Organizations, Faith Based Institutions, Food Pantries</li> <li>● <b>Consultants:</b> FindHelp</li> <li>● <b>Other non-profit hospital:</b> N/A</li> <li>● <b>Consultants:</b> Neighborhood Resources; Findhelp.org; United Way 2-1-1</li> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>
<b>Resources</b> Resources the collaborators plan to commit: <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> Strategy sources and funding</li> <li>● <b>Joint Venture:</b> "N/A"</li> </ul>

<ul style="list-style-type: none"> <li>● <b>Collaborators:</b> Community-based organizations, Faith-based Institutions, Food Pantries - program collaborator</li> <li>● <b>Consultants:</b> Neighborhood Resources; Findhelp.org; United Way 2-1-1 - directory source</li> <li>● <b>Other non-profit hospital:</b> "N/A"</li> </ul>	
<b>ACTION STEPS: Resource Directory</b>	<b>ROLE/OWNER</b>
Appoint an Associate Lead for this strategy	Ascension Holy Family Community Benefit, Community Health
Promote awareness of the Community Resource Directory via flyers, social media, Ascension, Community Benefit and Community Partner newsletters	Ascension Holy Family Community Benefit, Community Health
Identify internal staff that need Community Resource Directory training	Ascension Illinois: Population Health, Community Benefit, Community Health
Identify external partners that need Community Resource Directory	Ascension Illinois Community Benefit, Community Health
Establish calendar of Community Resource Directory trainings for virtual and/or hybrid offerings	Ascension Illinois: Population Health
Implement screening to identify patients with social and economic needs, connect to community-based resources and develop and support community-level interventions.	Ascension Holy Family Community Benefit, Community Health
Promote availability of training within target audiences	Ascension Illinois: Community Benefit, Community Health, Population Health, Marketing/Communications
Host Community Resource Directory training for internal and external partners	Ascension Illinois: Population Health and Community Benefit, Community Health
Monitor work, evaluate progress, and report outcomes	Ascension Holy Family Implementation Strategy Workgroup
<b>Output(s) and/or Outcome(s)</b> <ul style="list-style-type: none"> <li>● <b>Baseline:</b> FY22 Data</li> <li>● <b>Target:</b> <ul style="list-style-type: none"> <li>○ Increase the number of searches within the directory from baseline.</li> <li>○ Increase the number of persons trained on directory from baseline.</li> </ul> </li> <li>● <b>Data Source; Data Owner:</b> Neighborhood Resource; Findhelp.org</li> </ul>	
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is increased access to community resources, services and referrals for individuals in need.	

**STRATEGY #4: Public Health Insurance Coverage Enrollment Services (PHICES)**

**Hospital(s) Name(s)**  
Ascension Holy Family



<b>Prioritized Health Need #2</b>	
Access to Care and Community Resources ( <i>Access to Care</i> )	
<b>Strategy</b>	
Increase Public Health Insurance Coverage Enrollment Services (PHICES)	
<b>Strategy Source</b>	
Advocatia	
<b>Objective</b>	
BY June 30, 2025, there will be an increase of enrollment services from FY22 baseline.	
<b>Target Population</b>	
<ul style="list-style-type: none"> <li>● <b>Target Population:</b> Adults, children, and immigrants</li> <li>● <b>Medically Underserved Population:</b> Uninsured and underinsured individuals</li> </ul>	
<b>Collaborators</b>	
<ul style="list-style-type: none"> <li>● <b>Other Ascension hospital:</b> Ascension Mercy, Ascension Resurrection, Ascension Alexian Brothers, Ascension Saint Alexius, Ascension Saint Francis, Ascension Saint Joseph-Elgin, Ascension Saint Joseph-Joliet, Ascension Saints Mary-Kankakee, and Ascension Saints Mary and Elizabeth-Chicago</li> <li>● <b>Joint Venture:</b> N/A</li> <li>● <b>Collaborators:</b> Community-based organizations, Faith-based Institutions, Food Pantries</li> <li>● <b>Consultants:</b> Advocatia</li> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>	
<b>Resources</b>	
Resources the collaborators plan to commit:	
<ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> staff time donated, funding/cash donations to community organizations, education collateral, marketing resources, and others</li> <li>● <b>Joint Venture:</b> NA</li> <li>● <b>Collaborators:</b> Community-based organizations, Faith-based Institutions, Food Pantries - program collaborators</li> <li>● <b>Consultants:</b> Advocatia - resources and services</li> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>	
<b>ACTION STEPS: PHICES</b>	<b>ROLE/OWNER</b>
Appoint Associate Lead for this strategy	Ascension Holy Family Community Benefit, Community Health
Promote awareness of public health insurance coverage enrollment services (PHICES) via flyers, social media, Ascension, Community Benefit and Community partner newsletters	Ascension Holy Family Ascension Illinois Community Benefit and Community Health
Implement screening to identify patients with social and economic needs, connect to community-based resources and develop and support community-level interventions	Ascension Illinois Community Benefit and Community Health
Identify external partners that need PHICES information	Ascension Illinois Community Benefit and Community Health
Establish calendar of potential PHICES events in the community	Ascension Illinois Community Benefit and Community Health

Promote availability of PHICES services within target audiences	Ascension Illinois Community Benefit and Community Health; Marketing/ Communications
Monitor work, evaluate progress, report outcomes	Ascension Holy Family Implementation Strategy Workgroup
<b>Output(s) and/or Outcome(s)</b> <ul style="list-style-type: none"> <li>● <b>Baseline:</b> FY22 Data</li> <li>● <b>Target:</b> <ul style="list-style-type: none"> <li>○ Increase persons enrolled in health care coverage from baseline</li> <li>○ Increase persons educated on enrollment coverage from baseline</li> </ul> </li> <li>● <b>Data Source; Data Owner:</b> ADVOCATIA</li> </ul>	
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is to increase access to healthcare services for individuals who are underinsured or uninsured.	

<b>STRATEGY #5: Maternal and Child Health Resources and Services</b>
<b>Hospital Name</b> Ascension Holy Family (AHF)
<b>Prioritized Health Need #3</b> Priority Health Conditions: Maternal and Child Health ( <i>Maternal, Infant, Child Health</i> )
<b>Strategy</b> Implement strategies to address maternal health disparities and promote birth equity (BE).
<b>Strategy Source</b> <ul style="list-style-type: none"> <li>● New Beginnings Prenatal program</li> <li>● Social Determinants of Health (SDoH) Screening</li> <li>● PREM Tool</li> </ul>
<b>Objective</b> By June 30, 2025, there will be increased birth equity (BE) initiatives that support improved health outcomes for mothers and babies.
<b>Target Population</b> <ul style="list-style-type: none"> <li>● <b>Target Population:</b> Pregnant women PSA's of Ascension Holy Family</li> <li>● <b>Medically Underserved Population:</b> Uninsured and/or under-insured pregnant women</li> </ul>
<b>Collaborators</b> <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital:</b> Ascension Holy Family</li> <li>● <b>Joint Venture:</b> N/A</li> <li>● <b>Collaborators:</b> IL Perinatal Quality Collaborative, Ascension Illinois Medical Group; Obstetrical Healthcare Providers, FQHCs, Ascension Women's Health Service Line</li> <li>● <b>Consultants:</b> N/A</li> <li>● <b>Other non-profit hospital</b> - Ascension Resurrection</li> </ul>
<b>Resources</b>

Resources the collaborators plan to commit: <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> Strategy Sources and Funding</li> <li>● <b>Joint Venture:</b> N/A</li> <li>● <b>Collaborators:</b> IL Perinatal Quality Collaborative, Ascension Illinois Medical Group; Community-Based Organization Obstetrical Healthcare Providers, FQHCs, Ascension Women’s Health Service Line</li> <li>● <b>Consultants:</b> Illinois Perinatal Quality Collaborative, Illinois Department of Public Health, Perinatal Advisory Committee</li> <li>● <b>Other non-profit hospital:</b> Ascension Resurrection</li> </ul>	
<b>ACTION STEPS</b>	<b>ROLE/OWNER</b>
Appoint Associate Lead for this strategy	Ascension Holy Family Community Benefit, Community Health
Participate in the Ascension Illinois Women’s Health committee and Illinois Perinatal Quality Collaborative	Ascension Holy Family Community Benefit, Community Health
Identify community partners and healthcare providers to work together on prenatal care and engage in prenatal and postpartum service coordination	Ascension Holy Family Community Benefit, Community Health
Identify internal resources for supporting prenatal and postpartum care coordination	Ascension Holy Family Community Benefit, Community Health
Provide education and resources on topics related to maternal and child health at 8 events.	Ascension Holy Family Community Benefit, Community Health
Train internal staff on the workflow and service coordination process of SDoH screening and PREM tool	Ascension Holy Family Community Benefit, Community Health
Monitor work, evaluate progress, and report outcomes	Ascension Holy Family Community Benefit, Community Health
<b>Output(s) and/or Outcome(s)</b> <ul style="list-style-type: none"> <li>● <b>Baseline:</b> FY22 data; TBD based on preliminary PREM results</li> <li>● <b>Target:</b> <ul style="list-style-type: none"> <li>○ Increase birth equity (BE) education opportunities from baseline.</li> <li>○ Decrease disparity by race and/or ethnicity in maternal health outcomes from baseline.</li> </ul> </li> <li>● <b>Data Source; Data Owner:</b> Ascension Illinois, IL Perinatal Quality Collaborative, New Beginnings</li> </ul>	
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is improved health outcomes for mothers and babies.	

<b>STRATEGY #6: Mental Health Education and Awareness; Substance Use Disorders</b>
<b>Hospital(s) Name(s)</b> Ascension Holy Family (ASF)
<b>Prioritized Health Need #3</b> Priority Health Conditions: Maternal and Child Health ( <i>Mental &amp; Behavioral Health</i> )
<b>Strategy</b>

Provide Mental Health Education and Awareness	
<b>Strategy Source</b> Mental Health First Aid USA (MHFA); National Council for Behavioral Health	
<b>Objective</b> By June 30, 2025, there will be an increase in the MHFA training participants of FY22 baseline.	
<b>Target Population</b> <ul style="list-style-type: none"> <li>● <b>Target Population:</b> PSA's of Ascension Holy Family, including AHF associates, persons, organizations, and those in public facing jobs within 60016 and 60018 and surrounding areas.</li> <li>● <b>Medically Underserved Population:</b> Teen and adult individuals experiencing mental health conditions.</li> </ul>	
<b>Collaborators</b> <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital:</b> Ascension Mercy, Ascension Resurrection, Ascension Alexian Brothers, Ascension Saint Alexius, Ascension Saint Francis, Ascension Saint Joseph-Chicago, Ascension Saint Joseph-Elgin, Ascension Saint Joseph-Joliet, Ascension Saints Mary-Kankakee, and Ascension Saints Mary and Elizabeth-Chicago</li> <li>● <b>Joint Venture:</b> "N/A"</li> <li>● <b>Collaborators:</b> Community-based organizations, Faith-based Institutions, Schools, Food Pantries</li> <li>● <b>Consultants:</b> Americorps</li> <li>● <b>Other non-profit hospital:</b> "N/A"</li> </ul>	
<b>Resources</b> Resources the collaborators plan to commit: <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> Trainings and mental health education; funding for consultants</li> <li>● <b>Joint Venture:</b> "N/A"</li> <li>● <b>Collaborators:</b> Community-based organizations, Faith-based Institutions, Schools, Food Pantries - program collaborators; National Alliance on Mental Illness (NAMI)</li> <li>● <b>Consultants:</b> Americorps - staff to provide the trainings</li> <li>● <b>Other non-profit hospital:</b> "N/A"</li> </ul>	
<b>ACTION STEPS: Mental Health First Aid (MHFA) Trainings</b>	<b>ROLE/OWNER</b>
Appoint Associate Lead for this strategy	Ascension Holy Family Community Benefit, Community Health
Promote awareness of the MHFA trainings via flyers, social media, Ascension and Community Partner newsletters	Ascension Holy Family Community Benefit, Community Health
Provide free community based seminars on issues impacting mental health and substance abuse	Ascension Holy Family Community Benefit, Community Health
Identify internal staff that need MHFA training and promote availability of MHFA training within target audiences	Ascension Illinois: Community Benefit, Community Health
Identify external partners that need MHFA training and promote availability of MHFA training within target audiences	Ascension Illinois: Community Benefit, Community Health
Establish calendar of MHFA trainings for virtual and/or hybrid offerings including dates, times, and locations	Ascension Illinois: Community Benefit, Community Health

Host MHFA training for internal and external partners	Ascension Illinois: Community Benefit, Community Health
Monitor work, evaluate progress, and report outcomes	Ascension Holy Family Implementation Strategy Workgroup
<b>Output(s) and/or Outcome(s)</b> <ul style="list-style-type: none"> <li>● <b>Baseline:</b> FY22 Data</li> <li>● <b>Target:</b> Increase the total number of individuals that received MHFA training from baseline.</li> <li>● <b>Data Source; Data Owner:</b> Mental Health First Aid; Americorps</li> </ul>	
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is increased access to Mental Health education and resources.	

<b>STRATEGY #7: Chronic Condition Screening, Education and Awareness</b>
<b>Hospital Name</b> Ascension Holy Family (AHF)
<b>Prioritized Health Need #3</b> Prevention and Treatment of Priority Health Conditions: Chronic Conditions ( <i>Chronic Disease - Cancer, Heart Disease, Obesity, Diabetes</i> )
<b>Strategy</b> Provide access to age-related health screenings and health education for AHF community residents.
<b>Strategy Source</b> <ul style="list-style-type: none"> <li>● Community Wellness Programs and free health screenings</li> </ul>
<b>Objective</b> By June 30, 2025, there will be increased access to health screenings and education for community residents.
<b>Target Population</b> <ul style="list-style-type: none"> <li>● <b>Target Population:</b> Ascension Holy Family PSA community residents</li> <li>● <b>Medically Underserved Population:</b></li> </ul>
<b>Collaborators</b> <ul style="list-style-type: none"> <li>● <b>Other Ascension Hospitals:</b> N/A</li> <li>● <b>Joint Venture:</b> N/A</li> <li>● <b>Collaborator:</b> American Cancer Society; American Lung Association; Des Plaines Public Library; Park Districts, Community-based organizations, Faith-based Institutions, Schools, Food Pantries, Townships; Am</li> <li>● <b>Consultants:</b> N/A</li> <li>● <b>Other Non-Profit Hospitals:</b> N/A</li> </ul>
<b>Resources</b> Resources the collaborators plan to commit: <ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> N/A</li> <li>● <b>Joint Venture:</b> N/A</li> </ul>

<ul style="list-style-type: none"> <li>● <b>Collaborators:</b> American Cancer Society; American Lung Association; Community-based organizations, Faith-based Institutions, Schools, Food Pantries - program collaborators</li> <li>● <b>Consultants:</b> N/A</li> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>	
<b>ACTION STEPS:</b>	<b>ROLE/OWNER</b>
Appoint Associate Lead for this Strategy	Ascension Holy Family Community Benefit, Community Health
Promote awareness of health education and screenings via flyers, social media, Ascension and Community Partner newsletters	Ascension Holy Family Community Benefit, Community Health
Identify internal resources	Ascension Illinois: Community Benefit, Community Health
Identify external community-based partners to support community-based chronic disease prevention related to nutrition and diet, diabetes, obesity, cancer, and lung health and provide health screening and health education services.	Ascension Illinois: Community Benefit, Community Health
Increase community access to wellness resources, knowledge of chronic disease risk factors, and chronic disease prevention through health education and prevention services in the community.	Ascension Holy Family Community Benefit, Community Health
Secure clinical experts from the hospital and Business Development team to provide health education and answering community questions via community seminars and radio talk shows	Ascension Holy Family Community Benefit, Community Health
Hospital outreach staff visit surrounding neighborhoods, participating in events and health fairs, providing information and services not only to people who are sick but also to teach community residents how to stay healthy.	Ascension Holy Family Community Benefit, Community Health
<b>Output(s) and/or Outcome(s)</b> <ul style="list-style-type: none"> <li>● <b>Baseline:</b> FY22 Data</li> <li>● <b>Target:</b> <ul style="list-style-type: none"> <li>○ Increase number of community health education occurrences from baseline</li> <li>○ Increase number of community screening opportunities from baseline</li> </ul> </li> <li>● <b>Data Source; Data Owner:</b> CBISA, Community Health</li> </ul>	
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is increased access to health screening services and increased knowledge of chronic condition risk factors among high risk populations.	

Complete Implementation Strategy reports for each hospital are made publicly available at: <https://healthcare.ascension.org/chna> and paper versions can be requested at Ascension Holy Family Office of the President or Community Health.

## Community Implementation Strategy & Health Equity Progress

During the fiscal year, the following was progress achieved on its implementation strategies or other activities the hospital is undertaking to address health equity, reduce health disparities and improve community health. Please note this list is not intended to be comprehensive of all activities the hospital is undertaking, but to highlight initiatives of interest.

<b>Community Need:</b>	<b>Strategy &amp; Progress</b>
<p>Social &amp; Structural Determinants of Health</p>	<p>Strategy: Increase food access assistance for food insecure children and their families within AHF service area.            Progress: During the tax year, the hospital implemented an on-site 24/7 emergency food micro pantry which provided 1,200 pounds of food equating 1,000 meals. Additionally, the hospital offered the backpack project with the Des Plaines School District that assisted 320 students and their families.</p> <p>Strategy: To reduce the impact of violence on health outcomes in the PSA's of Ascension Holy Family.            Progress: After careful review and consideration, programming addressing Domestic and Family Violence Prevention was placed on-hold for FY23. Workforce Development has been identified as a top priority leveraging the resources of local businesses and organizations to develop programs for getting people back into the workplace.</p>
<p>Access to Care and Community Resources</p>	<p>Strategy: Increase access to community resources and community-based services for the community.            Progress: Holy Family associates utilized the social determinant of health software, Findhelp, to connect and refer patients to local resources such as food pantry, health clinics, utilities support and more. During the tax year, 231 searches were performed to assist with health related social needs. In the new tax year additional associate training is underway on the platform.</p> <p>Access to Care and Community Resources            Strategy: Provide public health insurance coverage enrollment services.            Progress: During the tax year in partnership with Advocatia, 50 persons were educated on health insurance and other benefit options. Seventeen persons enrolled in Medicaid and/or SNAP benefits.</p>

<p>Prevention and Treatment of Priority Health Conditions</p>	<p>Strategy: Implement strategies to address maternal health by providing prenatal care and postpartum care to uninsured and/or underinsured pregnant women. Progress: During the tax year, 135 new patients enrolled in the New Beginnings program. Additionally the clinic had 838 prenatal visits and 121 postpartum visits.</p> <p>Strategy: Provide Mental Health education and awareness. Progress: During the tax year, 3 mental health first aid trainings were held for 45 community partners.</p> <p>Strategy: Provide access to health screenings and health education for AHF community residents. Offer access to immunization services to Ascension Holy Family residents. Establish support for partnerships and offer access to immunizations services to Ascension Holy Family residents. Progress: During the tax year, two community health education programs were offered by the hospital. Eight vaccination clinics were offered with 157 persons vaccinated for the flu.</p>
<p>Community Support (Investing)</p>	<p>Strategy: Standardization of Community Investment Alignment Progress: Guidelines for community investment criteria to guide outgoing contributions to the community were established across Ascension hospitals late in the fiscal year that became effective July 1, 2023. A system-wide goal of 90% of all community investments must align with at least two of six criteria points including: Strategic Priority, Community Health Needs Assessments, Social Determinants of Health, Identified health disparities within the community, health equity improvement and Laudato Si' environmental improvements.</p>
<p>Diversity, Equity &amp; Inclusion (DEI)</p>	<p>Strategy: ABIDE Framework Progress: At Ascension, the ABIDE (Appreciation - Belongingness - Inclusivity - Diversity - Equity) framework is used to help uncover what we need to review, dismantle, or rebuild in our policies, practices and ways of working so that we can eliminate what contributes to or perpetuates disparities, and inequities, including systemic racism. This work is ongoing and begins with leadership commitment through words and actions.</p> <p>The Ascension Illinois ABIDE Engagement Committee was formed, including representatives from each hospital and major operational function. This Committee met monthly throughout FY23 and engaged in group activities and training to support</p>



	<p>members' work as ambassadors for ABIDE in their respective roles.</p> <p>During FY23, established ABIDE ministry councils at the hospital level ensured integration and alignment with the Ascension Illinois ABIDE Engagement Committee and with Ascension national strategic direction, our Mission and Values and our Essential Behaviors within our organizations.</p> <p>Each hospital ABIDE council focuses on cultural/workforce related initiatives, patient/consumer related initiatives, supplier/partner diversity related initiatives and community related initiatives.</p> <p>Strategy: Cultural Trainings          Progress: In FY23, Ascension developed and implemented the training module: ABIDE in Action Exploring Equitable Interactions in Healthcare. Over 400 leaders at Ascension have taken this training. Additionally, there is a training module on implicit bias and ABIDE that is required for new hire and annual training for all Ascension associates.</p>
<p>Diverse &amp; Local Purchasing</p>	<p>Strategy: Diverse Procurement Spend          Progress: Ascension has set guidelines toward measurable success of supplier diversity. Specific numeric goals are currently being evaluated for FY24.</p> <p>Ascension guidelines are still being adopted, but include:</p> <ol style="list-style-type: none"> <li>1. Maintaining a portfolio of contract categories/areas for diverse-owned suppliers consideration Engaging the Senior Manager, Diversity and Sustainability as soon as a business need for contracting in said portfolio is identified to provide sufficient time to identify potential opportunities for diverse-owned suppliers to participate in the process.</li> <li>2. Identifying suppliers to include in the sourcing process and to evaluate diverse-owned suppliers where possible.</li> <li>3. Ensuring diverse-owned supplier classifications (i.e., minority, women, veteran or small) are flagged appropriately in the contract management system.</li> <li>4. Consistent monitoring of metrics and analytics to evaluate and assess the effectiveness of the program and compliance with this policy.</li> </ol>

	<ol style="list-style-type: none"> <li>5. Include diverse-owned suppliers who can meet The Resource Group requirements in procurement opportunities.</li> <li>6. Participate in outreach events for diverse-owned suppliers to inform them of contracting opportunities available for them to participate in the procurement of products and services by The Resource Group.</li> </ol> <p>Ascension Illinois has worked with the local community organization, West Side United, to increase opportunities for diverse suppliers in the community. West Side United connects diverse suppliers on the west-side of Chicago with healthcare organizations for service procurement.</p>
Diverse & Local Hiring	<p>Strategy: SOAR (Strengths, Opportunities, Aspirations and Recommendations)</p> <p>Ascension Illinois' Associate Engagement Survey surrounds the ABIDE hallmarks. Our SOAR action planning focuses on efforts for improvement in each of the ABIDE hallmarks. The Associate Engagement Survey and the SOAR process is conducted and performed annually with evaluation and modified throughout the year. This process is guided by Executive and Senior Leadership with implementation and evaluation by Department Leaders.</p> <p>Strategy: Workforce Development</p> <p>A new sub-department within Human Resources was created in FY23 to improve workforce development in the communities we serve through partnerships, pipeline creation and other methodologies. Additionally, organization-wide the VOCARE program was introduced as an internal mobility and career development program for entry level associates.</p>

## Appendix

### Hospital Net Patient Revenue Report

<b>Ascension Illinois</b>	
<b>Net Revenue</b>	
<b>For the Twelve Months Ended June 30, 2023</b>	
	<b>Holy Family</b>
Net Patient Service Revenue	\$70,678,857
Add Back Charity	\$612,766
<b>AG Reported Net Patient Service Revenue</b>	<b>\$71,291,623</b>