



We're
your
Advocate.



Community Partnership Report:
Answering the needs of our community

When Michael was diagnosed with tumors in his nervous system, his parents were frantic with a thousand questions. They needed answers, fast.



Michael

needed
an Advocate

That's the way it feels when your health or the health of someone you love is at risk. Answers are the only comfort. That's what an Advocate offers: explanations, solutions, direction, answers that provide assurance. Advocate Health Care provides the answers for your family's well-being and, as the largest provider of health care in Chicagoland, for entire communities. As a not-for-profit family of caregivers, we are grounded in faith, dedicated to excellence and connected through eight acute care hospitals, two children's hospitals, three medical groups and 200 sites of care to serve as a reassuring presence for more than 2 million people each year. How do we live our mission to serve our communities? Ask your Advocates: 25,000 associates, 4,600 physicians and nearly 5,000 volunteers.



How does
Advocate Health Care
fulfill its **mission**
to serve
our community?

A: Advocate provides quality care — always striving toward new levels of clinical excellence.

“Advocate is first and foremost a clinical enterprise. Our work reaches toward one goal: to provide the quality care that each patient deserves.

That’s why we’re always finding new ways to bring excellent care and new technologies into our communities: the eICU® Care program that adds an extra layer of watchful care for our intensive care patients; the state-of-the-art imaging center at Advocate Trinity Hospital; the ongoing, critical work in asthma conducted by Advocate Health Centers. Even as we take pride

in our accomplishments, we are responding to the call for better care.”

Jim Skogsbergh, president and chief executive officer, Advocate Health Care



Q: How does Advocate Health Care fulfill its mission to

The Cardiac Care Center at Advocate Good Shepherd Hospital will bring full cardiac care and open-heart surgery capabilities to a community that is growing at three times the rate of the rest of the state.

“It’s important that communities get what they need, and the Good Shepherd community needs quick access to cardiac care. Someday there might be a call saying ‘Tim’s had a heart attack.’ I want the Cardiac Care Center for my health, for my family’s health, for everyone in our community.”

Tim Wickstrom, Advocate Good Shepherd Hospital volunteer and donor

“The eICU® technology provides real-time audio and video monitoring of ICU patients at Advocate hospitals. To the families of our critical care patients, that means comfort that someone else is watching. It’s a wonderful resource for our staff — and for patients, of course, it’s a life-saving technology.”

Judy Mueller, R.N., a nurse at both the intensive care unit at Advocate Good Samaritan Hospital and at the eICU Care® command center

serve our community?



“The way the Advocate Trinity Hospital diabetes class instructors set my attitude was a breath of fresh air. Their message was clear: managing my diabetes was not beyond reach, hope or my abilities.”

Betty Ferguson, patient enrolled in an Advocate Trinity Hospital Healthier Communities diabetes management class

Patients at the Midwest Children’s Brain Tumor Center at Advocate Lutheran General Hospital will soon benefit from an intra-operative MRI system, which provides real-time pictures of a tumor during brain surgery, making surgery safer and more effective.

Q: How does Advocate Health Care fulfill its mission to

“When the opportunity is there, you want to accept it just for what it is, as an opportunity to grow. It’s an opportunity to be close to

home, and it’s an opportunity to see just how dedicated the place you work is to making sure your goals are met.

A: Our associates and physicians live out Advocate’s mission daily. The organization serves its mission by supporting them.

Advocate Bethany

Hospital has helped me with both my career and my personal goals.”

Helenia Valentine, manager of health information management at Advocate Bethany Hospital and new homeowner with down payment assistance from the hospital’s Employee Housing Assistance Program



serve our community?



“I love this. I love working with the patients. I love working in the clinic. I love being here every day. I can’t imagine doing anything else — this is what I was meant to do.”

Francisco Sanchez, M.D., senior family practice resident physician at Advocate Illinois Masonic Medical Center. Graduate medical education programs instill skill, confidence,

compassion and enthusiasm in the next generation of caregivers.

“Recognition of nurses through the Success Through Excellence in Practice [STEPS] program is a validation of who you are as a professional. You’re setting yourself apart and saying ‘I’m worth this recognition.’ I was never so proud of the nursing profession as during the STEPs process.”

Karen Wells, R.N., intensive care unit staff nurse and a member of the Advocate South Suburban Hospital professional development council

Q: How does Advocate Health Care fulfill its mission to

A: Across the diversity of Chicagoland, Advocate fulfills its mission by devoting resources to caring for the whole person and the whole community.

In 2003, Advocate gave back more than \$52 million the community through healthy communities partnerships, health fairs, health education, parish nursing, nutrition services and more — programs that benefited 1.5 million people.

serve our community?



In 2003, the Senior Outreach Program at Advocate Bethany Hospital provided more than 1,400 direct health interventions including blood pressure screenings, medical and social service referrals, foot exams and home visits.

“It’s in our core values: We are responsible for our resources. And, as a values-driven, not-for-profit organization, we are accountable to our community. That’s why we return resources in the form of a broad range of programs, from drive-thru flu shots at Dreyer Medical Clinic to a bereavement volunteer program through Advocate Hospice, from a support group for people with congestive heart failure at Advocate South Suburban Hospital to a program that introduces high school students to health care careers at Advocate Good Shepherd Hospital.”

Jim Skogsbergh

Q: How does Advocate Health Care fulfill its mission to



**Advocate Health
Care trains more
primary care physi-
cians than any
other non-university
hospital in Illinois.**

“Being a major teaching institution means providing community education as well as educating the next generation of clinicians. The construction of a new clinical education auditorium on the Advocate Christ Medical Center campus makes a statement about how important medical, nursing, continuing and community education is to our vision for the future of both our hospital and health care in general.”

*Darcie Brazel, R.N., M.S.N., vice president
of operations and chief nurse executive
at Advocate Christ Medical Center*

serve our community?

Advocate is collaborating on a series of video “pamphlets” for deaf patients on health issues including heart disease, depression and AIDS prevention.

“My former therapist in Boston was nice but couldn’t understand the problems I had in a hearing world or in a hearing work environment. It was a bridge he just couldn’t cross. Here, I am so happy to find a therapist who uses sign language. I just knew someone would understand me better if I signed *and* spoke. I’m able to express myself better.”

Kate Pastorelli, patient in the Deaf and Hard of Hearing Program in the Behavioral Health Center at Advocate Illinois Masonic Medical Center





How do
community
partners
help

Advocate Health Care

fulfill its mission?

A: Contributions by donors and volunteers enhance and broaden our care while community partnerships extend our care where it's needed most.

“Our organizational values commit Advocate to both clinical excellence and strong community outreach. To achieve those commitments, we rely on the help of many generous donors and volunteers. Health care is truly a partnership: acting on feelings of gratitude and community pride, our donors provide vital resources that make our care exemplary.”

Heather Hutchison, president of Advocate Charitable Foundation

“Like lots of families in this area, we’ve been born, saved, stitched and comforted at Advocate Christ Medical Center. Now we like seeing the hospital reach further, find better ways to care and use new technology and ideas.”

Bill Keyser, Advocate Christ Medical Center volunteer and donor to The Keyser Family Pediatric Cancer Center at Advocate Hope Children’s Hospital

Q: How do community partners help Advocate Health Care

“Through our participation in the Congregational Health Ministries program at Advocate Good Samaritan Hospital, our church adopted a model of community support, where we gain spiritual strength by connecting to others. Extension of care to our neighbors builds up the spirit and helps us feel good about life as a whole unit — body, mind and spirit.”

*The Rev. Philip Schairbaum,
pastor of St. Paul's
United Church of Christ,
Downers Grove*

Advocate provides financial and in-kind support for the Gilead Outreach and Referral Center, a not-for-profit organization that helped 21,796 uninsured individuals find insurance coverage in 2003.



fulfill its mission?

“Programs like ours don’t pay for themselves. We depend on resources from our community to meet the real and significant need for programs that reach out to unique populations.”

Brian Chicoine, M.D., director of the Adult Down Syndrome Center, a collaborative effort of Advocate Medical Group, Advocate Lutheran General Hospital and the National Association for Down Syndrome





Advocate Bethany Hospital • Advocate Christ Medical Center • Advocate Good Samaritan Hospital • Advocate Good Shep

How do we live out our mission
to serve our communities?

Advocate Lutheran General Hospital • Advocate Lutheran General Children's Hospital • Advocate Medical Group • Adv





Advocate South Suburban Hospital • Advocate Health Centers • Advocate Hope Children's Hospital • Advocate Illinois Masonic Medical Center

There are many responses.
The simple answer
is that we live our mission
by being an Advocate —
for you, for your family,
for your entire community.

Advocate South Suburban Hospital • Advocate Trinity Hospital • Advocate Home Health Services • Dreyer Medical Clinic



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Oak Brook-based Advocate Health Care, the largest health care provider in Illinois, has ranked among the nation's top 10 health care systems for seven consecutive years. Advocate's dedicated physicians and associates strive to be leaders in clinical excellence. A faith-based, non-profit system, Advocate is related to both the Evangelical Lutheran Church in America and the United Church of Christ.

We're your doctors. We're your hospitals.
We're your Advocate.

