

Quality

Compassion

Partnership



Advocate Health Care
2004 Community Benefits Report



Mission

The Mission of Advocate Health Care is to serve the health needs of individuals, families and communities through a wholistic philosophy rooted in our fundamental understanding of human beings as created in the image of God.

Advocate's contribution \$136,063,000 Government Health Care

Everyday, Advocate Health Care associates are making a difference in the communities they are privileged to serve. Associates administer programs in partnership with their communities to provide quality and compassionate care regardless of one's ability to pay.

The reward for these associates is knowing that by making a difference in even one person's life is another step toward achieving Advocate's faith-based mission.

Steve Pyrcioch, director of reimbursement, works to ensure that Medicaid and Medicare programs are operating smoothly.

Many in the community would not think of these programs as providing a community benefit. Yet, if hospitals did not participate in these government programs, millions of Americans would be unable to access the care they or their children desperately need.

"Medicaid payments average approximately 75% of actual costs, and Medicare payments are approximately 90% of actual costs, says Pyrcioch. "There is no doubt that

the costs are substantial, but everyone is committed to our mission."

While uncompensated Medicare and Medicaid Services are substantial investments that Advocate makes every year in its communities, they are by no means the only ones.

Everyday Advocate provides a benefit to its communities—not just the life saved in an emergency room, but the life that might be saved by a woman picking up a domestic violence outreach card—or the life of an adult with asthma whose only access to health care is a booth at a local health fair.

A number of community benefit programs are highlighted in the following report. To patients and communities, these programs represent the benefit of having an Advocate Health Care facility as its partner. To Advocate associates, these programs represent something more than a community benefit—they represent the fulfillment of a profession dedicated to saving the lives of their neighbors in the communities they serve.

Language



Advocate's
contribution

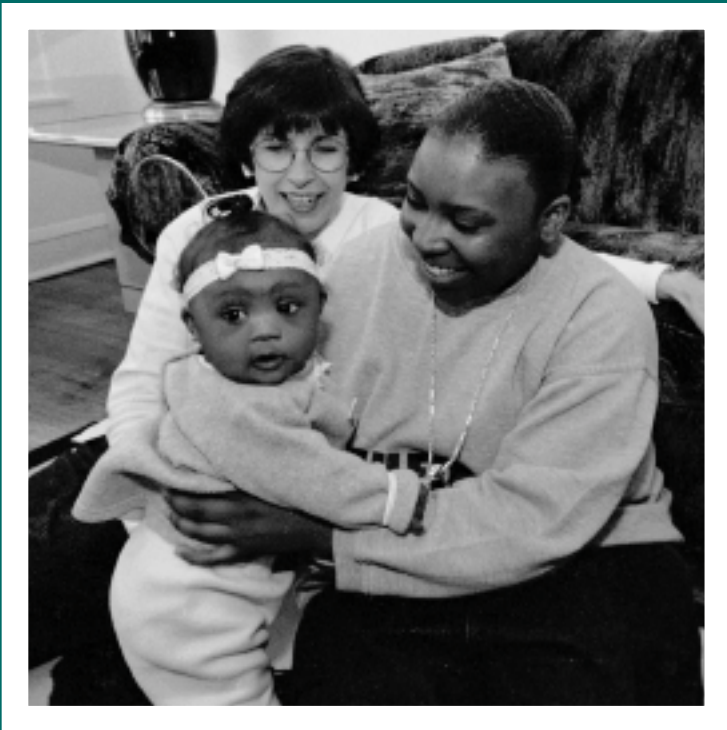
\$669,000

Deaf and Hard of Hearing

For Kate Pastorelli, life was a struggle. Born with hearing loss, she became depressed during a long-term illness and began to use sharp objects — a straightened paper clip, then scissors — to scratch at her forearm. “I hated myself for doing it, but it wasn’t enough to make me stop,” Pastorelli says. “I was extremely depressed.” Pastorelli found her way to the Behavioral Health’s Deaf and Hard of Hearing Program at Advocate Illinois Masonic Medical Center, getting the help she needed from a counselor who, also hard of hearing, could understand her isolation and converse with her in American Sign Language. Partnering Kate with a caregiver who truly understands her needs is part of Advocate’s mission to provide quality, compassionate care.

Advocate’s commitment to accessible health care services also means providing language services that cover the wide-ranging needs of our patients. This includes translator services in a number of languages, and materials that assist patients who have difficulty reading, understanding and acting upon basic health information — even depression-management and AIDS prevention materials for the approximately 63,000 people in Illinois who self-identify as deaf. Clear communication — essential for each of the one million patients Advocate treats every year — helped Pastorelli recover her zest for life. “I am so happy to find a therapist who signs,” she says. “I just knew someone would understand me better if I signed and spoke. I’m able to express myself better.”

Education



Advocate's
contribution

\$39,722,000

Healthy Steps

On a visit to a young patient's home, John Howard, D.O., noticed a problem that many new parents might not have considered a medical issue: no screens in the windows. With children using the room as a play area, Howard knew the open windows were a safety concern.

Pediatricians used to check only for disease in their young patients — but today parents want more from their health care providers. That could be daunting for a new physician, but not for those, like Dr. Howard, who train with Advocate's Healthy Steps for Young Children Program. The program, based on a national model, engages parents as partners with physicians in their child's health and early development. Through a residency with Healthy Steps, medical residents learn to pay attention to much more than the presence of illness or

injury in young children. With an eye on the child's whole world, these physicians catch health and development problems in the critical early stages. "Getting Healthy Steps training has been really valuable in my early training as a physician," says Dr. Howard, a resident at Advocate Hope Children's Hospital. "It has given me the knowledge to take advantage of teachable moments that bring child development issues to light and help parents take even better care of their children."

Donations



Advocate's
contribution

\$1,031,000

Improving Quality of Life for Seniors

Senior citizens in Chicago's 47th ward had to make a hard choice. Staying in the area meant rising housing costs at the expense of quality care. Leaving meant letting go of the only neighborhood many of them ever knew.

With over 27,000 senior citizens in his ward facing escalating housing costs, Alderman Gene Schulter (47th) asked if Advocate Health Care could partner with the city and other not-for-profit organizations to address this pressing community need. Advocate listened and agreed something had to be done.

This partnership resulted in Advocate Health Care donating five acres of property, valued at more than \$10 million, for development of a mixed income senior living campus at Irving Park Road and Western Avenue in Chicago's Ravenswood neighborhood, part of Advocate Illinois Masonic Medical Center's service area.

"This will give many of our senior citizens the option to stay in the community long after they may no longer be able to afford the escalating cost of housing in the area or manage their own properties," Schulter says.

The senior housing campus will also allow area seniors to continue having convenient access to quality care from Advocate physicians and outpatient health care services at the Advocate Health Center located on the remaining portion of the land.

"I am pleased to see that seniors in this community will soon have available to them the type of affordable housing that they need and deserve," says Alderman Schulter. "I commend Advocate for stepping up and making this kind of commitment to the community."

Volunteer Services



Advocate's
contribution
\$2,244,000

Giving Back

Ask for directions around Advocate Lutheran General Hospital and you might get the expert help of Lewis Wilker. Wilker isn't the volunteer who's been at the hospital the longest or even the volunteer who spends the most time helping visitors. But he may have the most intimate knowledge of the hospital among his peers: Once in dire straits with no health insurance, Wilker turned to Lutheran General Hospital and the caregivers there who saved his life. Now he returns the compassionate care he received by showing the same to others.

Volunteers don't always have such a dramatic connection to the hospital where they give their time. Most are simply generous community members who want to strengthen the care available to their own

families and neighbors. Across the system, hospital volunteers offer their time, their efforts and their ideas to help make patients and their families as comfortable as possible.

"The people I met as a patient — from the transportation people to some of the best surgeons in the state — are all doing their jobs, but you can tell it's not just a job to them. You can't fake that passion for caring for people," Wilker says. "I want to give back to this place of healing in any way I can, but I feel as though I can't say it often enough or loudly enough."

Charity Care



Advocate's
contribution

\$20,267,000

A Mission of Caring

Angela Samuel was single, living on her own, and dealing with a medical crisis. Unemployed and uninsured, she found herself in the emergency room of Advocate Trinity Hospital. “Going to the emergency room was the last thing I wanted to do because I knew that I couldn’t afford it. But I had no choice — I was very ill.” Angela would soon learn that Advocate’s mission to provide quality and compassionate care to all patients would help see her through this crisis.

Suffering from chest pain and fatigue, she had tried to treat herself using over-the-counter medications. But when she nearly passed out, Angela realized that she needed proper medical attention. The attending physician in Trinity’s emergency department determined that Angela was severely anemic and needed an emergency blood transfusion. She was admitted and stayed in the hospital for four days and later was readmitted for further treatment to resolve her anemia.

Her medical bill was more than \$10,000. With no way to pay, Angela was referred to a financial counselor at Trinity. After explaining her situation, Angela was given a charity care application. “Applying for the financial assistance was simple,” says Samuel. “When I received the application, I did exactly what the counselor told me to do. I sent it back as soon as I could with all the requested documents.” Within four weeks, Angela received word that she had been approved for 100 percent assistance. “I really didn’t think that I would get any kind of help, especially since I had been denied public assistance by the state earlier in the year. It was a real blessing.”

Subsidized Health Services



Advocate's
contribution

\$18,232,000

Trauma

Bob O’Kelly doesn’t remember much from his last birthday. There was a celebratory lemon meringue pie waiting for him at home when another car hit his vehicle head-on, smashing him into a guardrail. The other driver was killed. O’Kelly was raced to the Level I trauma center at Advocate Good Samaritan Hospital, where the battle for his life began.

Though trauma centers across the nation are closing because of budget constraints, Advocate upholds its mission of providing quality care to all by maintaining four Level I centers, making Advocate one of the most significant providers of Trauma Care in the State of Illinois. Two of these centers — at Advocate Christ Medical Center and Advocate Illinois Masonic Medical Center — are “POD” hospitals for the city of Chicago, charged with leading response efforts in case of widespread catastrophe.

Advocate has the largest trauma network in the state of Illinois. All trauma centers are open around the clock — 8,760 hours a year, every minute of every day to be available for those who need us.

The O’Kelly family is grateful for Advocate’s commitment to trauma care. “I don’t want to say it was a great experience,” Bob O’Kelly says. “But everyone made it as comfortable as possible for all of us. There are thanks to go all around.”

Uncollected Costs



Advocate's
contribution

\$27,286,000

Mission-bound To Succeed

Nancy Coulter and Faye Jones of Advocate South Suburban Hospital understand Advocate's mission to provide quality and compassionate care to all patients. As financial counselors they are fulfilling that mission one patient at a time.

In her 19 years working at South Suburban Hospital, Faye Jones sees firsthand the struggles of uninsured patients. "Many of the patients I assist are employed but can't afford the increases in their health insurance policies," says Jones. "People take chances with their health by going without insurance."

Advocate's mission, values and philosophy — and its commitment to covering health care costs for those who cannot — help provide the inspiration to succeed. "It takes compassion to succeed in this role," says Nancy Coulter. "I understand that our patients are under stress and the last thing they need is to lose their dignity by asking for financial assistance."

"I see their faces and see their concern," adds Coulter. "My job is to help ease them past this feeling by letting them know this is Advocate's mission."

At the end of the day Advocate's financial counselors can rest assured they have made a difference in the world. "With all the anxieties our patients are encountering in a hospital, it is gratifying to know that I help remove one of those worries," says Jones. "One patient told me that she will keep the charity care approval letter in her bible as a constant reminder to be compassionate toward others."

"I have had family members crying in appreciation of our assistance," says Coulter. "One person said she never expected to receive such compassion from someone she never met."

With discounts of 60–100% for patients earning as much as four times the federal poverty level, Advocate's financial counselors help patients move their hospital bill from debt to financial assistance.

Keeping the Faith



Parish Nursing

Some jobs are a calling more than a career. That's how Ramona Davis, R.N., feels about her role as the parish nurse for the Bethel Lutheran Church near Advocate Bethany Hospital. Both a skilled nurse and a deeply spiritual person, Davis feels prepared by all the successes and travails of her own life to guide her parishioners toward healthier lives.

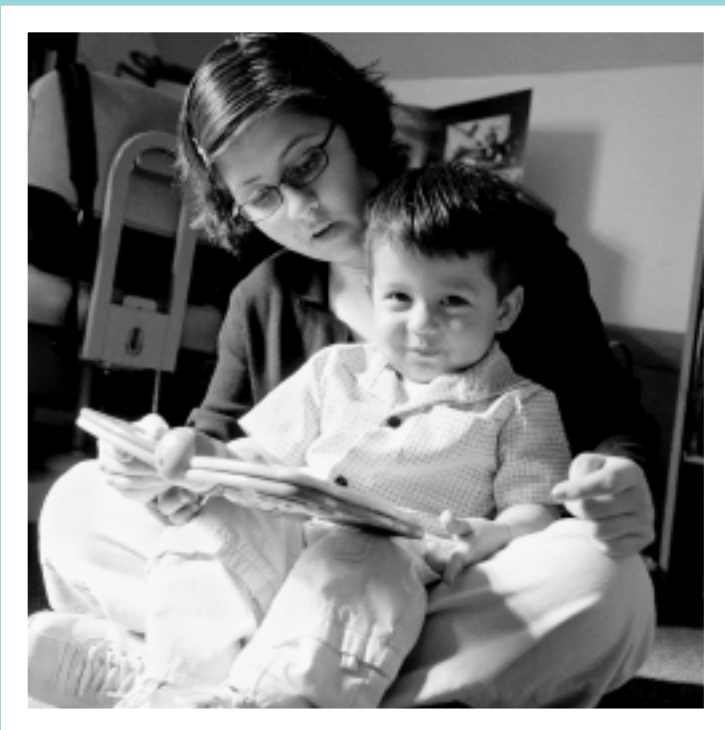
Partnerships with the faith community are an integral part of living the Advocate mission. "In tight-knit or underserved communities people may be more likely to show up at church than at a physician's office," says Davis.

In 25 such communities across Chicagoland, Advocate parish nurses provide access to care where the people are serving as health educators and advocates, advising on health concerns and giving referrals

to available resources. By providing a few encouraging words, useful health information — and meaningful scripture when answers aren't easy to come by — parish nurses empower their congregants to take an active part in their own health.

"I want the congregants to know that it's OK to ask questions, even to question their doctors, to be an advocate for themselves as patients," Davis says. "Just giving people the tools to help them work through the health care system is the biggest gift I can give them."

A Healthy Practice



Baby Advocate

Nicolas Muniz, almost 2, fills up his family's apartment with commotion. But his parents, Maria Soto and Francisco Muniz, have patience for his endless energy. Thanks to knowledge gained through Advocate Health Care's Baby Advocate program, they know that Nicolas is a handful only because he's developing normally.

Since 1999, Baby Advocate has provided timely guidance for the new parents of more than 100,000 babies born at Advocate hospitals. Parents receive reminders to schedule necessary check-ups and immunizations, ensuring that children get the vaccinations they need to stay healthy. Regular visits to the doctor also help catch health and development problems in the crucial early stages and give parents an outlet for

questions about their child's health. That's a healthy practice for both children and parents, says Anita Berry, R.N., whose child development expertise is passed on to parents through the program. "When parents, especially new or young parents, can anticipate their baby's needs, they feel more confident," Berry says.

"Being a first-time mom, you get scared," Soto says. But it is great to have such concerned people at our health care facility. I've never felt so welcomed to a hospital before."

Community Asthma Program

Breast Health/Oncology Program

Well Child Services

Maternal Child Program

Senior Services

Counseling and Education for Victims of
Violence and Abuse

Nutrition Management Program

Senior Transportation

Congregational Health Partnerships

Women's Wellness

Advocate Bethany Hospital



Nurturing Mind, Body and Spirit

In his role as spiritual leader on Chicago's west side, Bishop James Springfield helps nourish the souls of his congregants. This year, he also led his flock in pursuit of physical well-being by forming a partnership with Advocate Bethany Hospital's Healthy Sunday.

Recognizing the important role that churches play in the lives of its neighbors, Bethany Hospital instituted this regular event as a way to ensure that people get the care they need. With their minister taking the lead, more than 50 members of Good Hope Free Will Baptist Church traveled from Sunday morning services to Bethany, where they received vital blood pressure tests and glucose measurements to screen for diabetes.

"Talking about physical well-being in the church setting reminds our folks that physical and spiritual well-being are

connected," Bishop Springfield says. "I was delighted to set an example. Many of the people who came to Bethany on Healthy Sunday haven't gotten any health care in quite awhile. They made a connection that might save their lives."

"Healthy Sunday is part of our Congregational Health program," says the Rev. Larry L. Jackson, director of mission and spiritual care at Bethany. "We believe our partnerships with local churches enhance Bethany's opportunity to help prevent and treat diseases, such as hypertension, diabetes, and heart disease."

Following the screenings, participants made another stop — dinner together in the Bethany cafeteria. "This also is an important part of Healthy Sunday," says the Rev. Jackson. "Coming together in fellowship nurtures the body as well as the soul."

Regional Disaster Planning

“Live... from the Heart”

School Partnership Program

Cease Fire Collaboration

Senior Advocate

LifeSource Blood Bank

Homeless Health Care Network

Free Health Screening Programs

Crisis Center Advocacy

Oak Lawn Community Partnership

Advocate
Christ
Medical
Center



Collaboration Leads to Dramatic Teaching Tool for Teens

Chicago area students have a rare opportunity to imagine themselves as cardiologists in training by participating in open-heart surgery thanks to a partnership between Advocate Christ Medical Center and the Museum of Science and Industry.

One of only three such programs in the country, *Live...from the Heart* is a videoconference-based cardiovascular education program designed to offer students and teachers in grades 6-12 a dramatic exploration of the human heart.

Every Wednesday during the academic year, students visit the Museum of Science and Industry to view live surgery via videoconferencing and interact in “real time” with the cardiovascular surgeons and surgical team at Christ Medical Center. Through two-way audio and video, the students are encour-

aged to ask questions as surgery progresses — a truly interactive learning experience.

In fact, any classroom across the country with access to videoconferencing can join in on the program, as long as the students have done the pre-work needed to be “prepared” for surgery. Two additional classrooms join the surgery each week.

“It has been a really successful partnership,” says Sarah Tschaen, senior education coordinator for the Museum of Science and Industry. “Students are learning about careers in cardiac care that they would not have access to normally.”

Since the program began in February 2002, approximately 6,000 students have taken part in *Live... from the Heart* both locally and nationally.

School-Based Health Centers

Dental Van

Deaf and Hard of Hearing Program

Diabetes Care Center

Asthma Learning Center

Hispanocare

Emergency and Trauma Services

Pediatric Development Center

Creticos Cancer Center

Senior Housing Campus

Advocate Illinois Masonic Medical Center



Saving a Lifesaver's Life

Firefighter Ron Michi claims that he is alive today because of quality care he received from the skilled physicians in the emergency department and the talented cardiologists, nurses and other clinicians at Advocate Illinois Masonic Medical Center.

In December 2004, a fire broke out on the 29th floor in the LaSalle building in Chicago's Loop. Dozens of police, fire and other emergency crews successfully evacuated the building, though in the process 37 people were injured mostly from the results of smoke inhalation.

Ron was one of the emergency personnel who sought treatment for smoke inhalation at an area hospital and was released within a few hours. Yet days later, Ron stopped by the emergency department at Illinois Masonic Medical Center because he felt like he was still experiencing symptoms.

As one of only four Level I trauma centers in Chicago, Illinois Masonic is one of the few institutions with trauma surgeons and nurses who can care for those with critical injuries. Families in the community benefit from having this same medical expertise available and accessible for their medical emergencies.

And that's what happened with Ron. The emergency physician ran a series of tests, including an EKG. A problem was detected, and Ron was scheduled for an angiogram. Blockages of 95% and 70% were found in his left main artery, which is sometimes referred to as the "widow maker." Ron had cardiac surgery to open the blockage, recovered in the hospital for a few days and was sent home with a new outlook on life.

**Job Shadow Program
with Maine East High School**

Senior Advocate

Career Night

Kid's Fair

Medical Mission Trip to Guatemala

Child Care Fee Assistance

Trauma Day Tour for Students

Reinberg Elementary School Health Clinic

Community Response Teams

Healthy Community Partnerships

**Advocate
Lutheran
General
Hospital**



Addressing the Crisis of Health Literacy

There is a startling number of persons who find it hard to read, understand or act on basic health information, such as prescription instructions, test results and insurance forms.

Advocate Lutheran General Hospital recognizes the tremendous impact low health literacy has on patient safety, health and welfare, and launched a comprehensive awareness campaign in the Chicago area. The initiative is designed to help physicians, nurses and other health care providers identify individuals with literacy needs and learn skills to communicate effectively with all patients.

“It isn’t easy to identify persons with low health literacy since this ‘silent epidemic’ affects all ages, races and income levels,” notes the Rev. Lee Joesten, vice president of mission and spiritual care and chairman of the hospital’s health literacy

task force. “Patients often are too embarrassed or intimidated to ask for help, or reveal they are confused by unfamiliar words or instructions given to them by health care professionals. This frequently results in medication errors, ignored treatment plans and poor health outcomes.”

The hospital’s initial focus included development of health literacy training sessions, a pilot study on several nursing units, benchmarking and presentations by national experts on the topic, and creation of a computer-based education program accessible to the entire Advocate system, along with other hospitals and health care providers throughout the community.

“We’ve already seen positive results of these efforts,” says the Rev. Joesten. “Hospital staff said the training programs were ‘real eye-openers’ and immediately improved their teaching methods with patients.”

Community Health Ministry Program

**Kids Boot Camp/Childhood
Obesity Program**

Domestic Violence Task Force

Diabetes Education Program

Why Wait Clinic

Big Boomin Heart Fair

Partnership for Healthier Communities

NICU Reunion

Health & Wellness Center Charity Memberships

Medicare Sessions for Pre-Retirees

**Advocate
Good
Samaritan
Hospital**



Healing Mind, Body and Soul

Untreated depression is a serious illness affecting all socioeconomic groups. In DuPage County, faith leaders collaborated with staff from Advocate Good Samaritan Hospital to address solutions for their communities. The Congregational Mental Health Initiative is the result of this partnership.

“Not only has it addressed a community need, it has brought awareness of the church’s vital role in the mental health and wellness of its members,” says the Rev. Laura Hoglund, senior associate minister, First Congregational United Church of Christ in Downers Grove. “By building a coalition, a refocused and renewed spirit of caring and healing has touched the Good Samaritan community.”

Ten churches with over 5,000 total members are partnering to mobilize the strengths of their congregations to address mental health issues in their communi-

ties. Each faith community has established a health ministry cabinet, completed a congregational assessment and set goals and objectives. Renewed ecumenical networking and collaboration with public and private health agencies have developed as a result of the pastors and leaders working to meet a common need. Many of the health leaders report that their congregations are becoming stronger communities of care.

“The mental health ministry initiative has helped reduce the stigma of mental illness,” says the Rev. John C. Hildner, B.C.C., senior pastor, Christ Lutheran Church, Clarendon Hills. “It has offered an opportunity for people in the congregation who have struggled with mental illness, either personally or with loved ones, to use that experience as a strength and gift to others. It has pulled churches together to work to promote services and support to serve the community.”

Barrington Area Development Council

**Future Physicians &
Future Health Care Professionals**

Cardiac Rehab, PVD & Senior Fair

Cardiac Outreach & Education, Cardiac Health Lectures

Smoking Prevention/Cessation

Day of Caring Breast Cancer Awareness

Diabetes Boot Camp

Senior Breakfast Club

Kids Care Fair

Hearts & Parks—Healthy Wauconda Project

**Advocate
Good
Shepherd
Hospital**



The Results of Successful Community Partnerships

Advocate Good Shepherd Hospital understands the importance of being a strong community partner. Joining in collaborative efforts is a great way to bring the best ideas and the right people together to accomplish similar goals. In the community of Wauconda, members of United Partnership, a work group based on the Healthy Communities model, saw a common problem concerning inactive youth and obesity, and a way to help solve it with the Hearts and Parks program.

The goal of Hearts and Parks is to reduce the risk of heart disease by focusing on increasing physical activity, improving nutrition and reducing obesity. Because childhood obesity is a growing problem, the project was focused on 5th graders in Wauconda. Local physical education teachers couldn't agree more and were enthusiastic to bring in the program.

With the help of dietitians, cardiologists and physicians from Good Shepherd; and curriculums provided by the American Heart Association and the National Heart, Lung, and Blood Institute, students are encouraged to achieve higher standards on the Presidential Fitness Challenge.

A second community project called The Fitness Challenge is a great way to promote healthy living and get the entire family involved. The program aligns with Advocate's mission of providing quality, compassion and partnership in care for all.

"Preventing disease is just as, if not more important than treatment alone," says Julie Mayer, community outreach coordinator at Good Shepherd, and member of the United Partnership work group. "A hospital can make a difference and take a stand for prevention for the betterment of the community."

Open Airways Asthma Program

Medicare Patient Transport

Kids Health Expo

Congestive Heart Failure Support Group

Men's Health Programs

Diabetic Lifestyle Classes

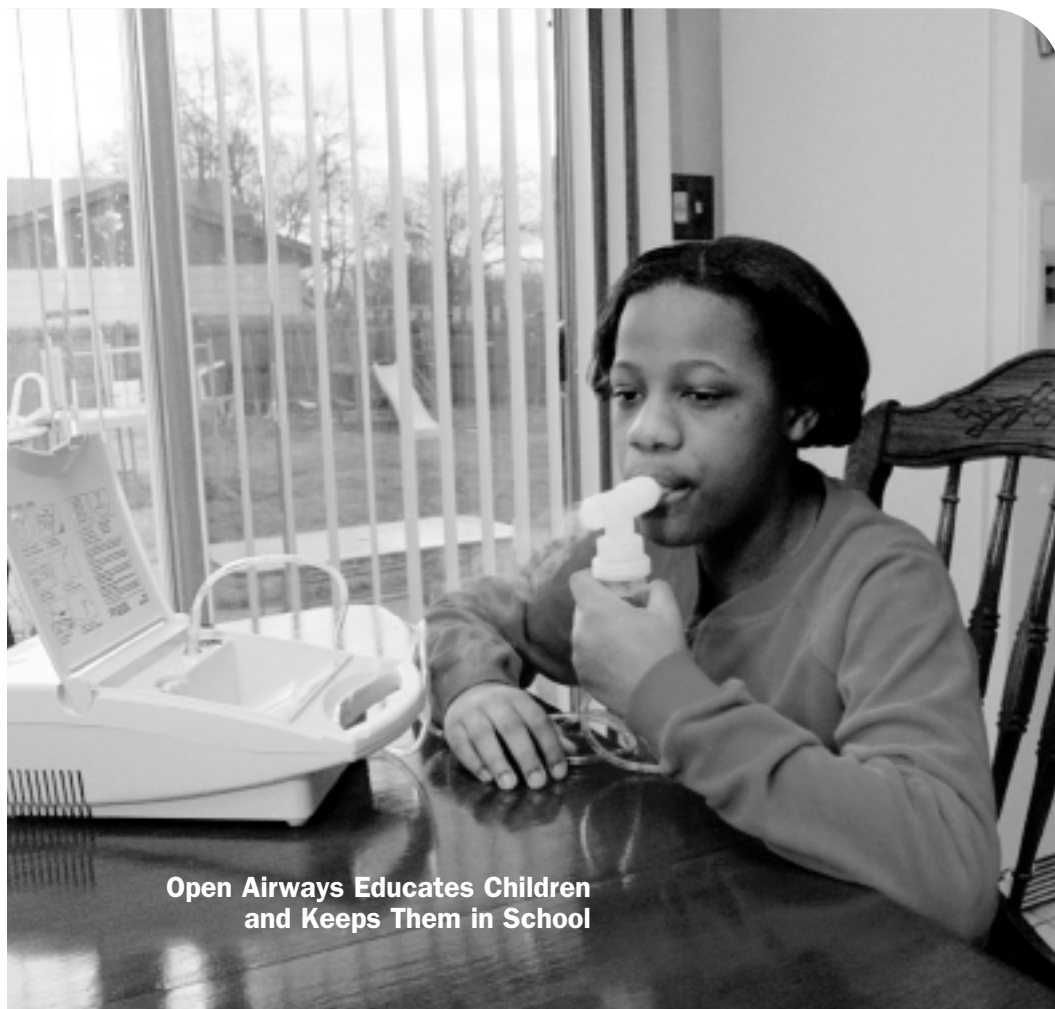
Community Health and Wellness Fairs

National Youth Leadership Forum

Sibling Classes

Active Senior Expo

Advocate
South
Suburban
Hospital



Open Airways Educates Children and Keeps Them in School

Helping children learn to manage their asthma not only keeps them healthy, it keeps them in school. This is the goal of a partnership between Advocate South Suburban Hospital Respiratory Services Department and over 10 area grade schools who participate in the American Lung Association program, "Open Airways."

South Suburban and its employees have been educating 3rd, 4th and 5th graders on how to live with and treat their asthma since 2000. Lisa Ely, respiratory therapist, has been closely involved with the program since 2002. Ely explains the popularity of the program and how it benefits all involved. "If the children are being pulled out of school, they are missing out on education, and it

becomes a financial burden for parents and the schools," Ely says. "The kids want to learn to live with asthma and feel normal."

Each year, Ely and her associates select about 10 children per school to participate in six 45-minute sessions. They focus on empowering the child to understand their disease and learn how to explain their needs to family, friends and teachers.

And it's working. Each year, Ely sees children from previous classes anxious to tell her what they have taught to others, even trying to take the class again because they want to learn more. "We want these children to be so comfortable in the knowledge of their treatment that it isn't an issue," explains Ely.

Senior Exercise Program

Baby on the Way

Infant/Child CPR

Congregational Connections

Mid-Day Lecture Series

Senior Exercise Program

Kidney Disease Self-Management Program

Congestive Heart Failure Support Group

Community Health Fairs

Diabetes Education Class

Advocate
Trinity
Hospital



Community Screenings Give Hope and Health

Clayton Strickland is hopeful, yet afraid. He has just celebrated his 55th birthday, but no male in his recent family history has lived beyond the age of 56. With each passing birthday, Clayton has become more aware of his need to proactively check on and maintain his health. However, Clayton is a hard-working individual whose company does not provide health coverage. This prompted him to drop by a free health fair that Advocate Trinity Hospital was hosting in his neighborhood.

At this screening Clayton discovered a few urgent health issues and got enlisted, at no charge into Trinity's six-week, self management program, KEEP (Kidney Early Detection Program). Clayton says that community programs like health

fairs, screenings and self management programs, may be what get him to celebrate a great feat; living beyond his 56th birthday. "If it were not for the free screening, I might not have identified my health issues until I landed in the hospital and it was too late."

Trinity's screenings and community-focused programs are usually held on weekend, and at hours that are most convenient to community members. "I am very grateful to Trinity Hospital," says Clayton. "These programs are critical to the well being of many in our communities." With the help of Trinity Hospital and its mission to provide quality and compassionate care to all, Clayton will have less to worry about in the years to come.

Maine East High School Health Clinic

Adult Down Syndrome Center

Cystic Fibrosis Center

**The Memory Assessment and
Alzheimer's Center**

Counseling Center

Residency Training Programs

Palliative Care

Community Health Fairs

Worksite Wellness Programs

Pediatric Education/Counseling

Advocate Medical Group



The Addiction Treatment Program

An estimated 10 percent of the population has an addiction problem. Behind this statistic stand thousands of individuals; each with a tragic story of suffering and struggle. Advocate Medical Group understands the compassion in care needed to help these individuals on the road to recovery.

The Addiction Treatment Program addresses the physical, emotional, social and spiritual needs of patients and their families. When a person enters the program, he or she has a confidential assessment with an addiction counselor. Together, they determine the nature and extent of the problem and determine goals

for recovery. The program offers inpatient detoxification services, outpatient evening and daytime programs, continuing care and family recovery services.

Patients come from a wide variety of backgrounds: college kids, middle-aged business people, professionals, parents of small children, the wealthy and the poor. Many patients are without financial means or adequate insurance. Because available reimbursement does not cover the cost of care, Advocate Medical Group financially supports program costs out of its charity care and community service funds.

Home Nursing Care

Home Infusion Services

Home Medical Equipment

Hospice

Home Pediatric Services

Hospice Volunteer Program

Home Pharmacy Services

Home Respiratory Care Services

Translation Services

Bereavement Services

Advocate Home Health Services



Home Health Nurse and Patient Have Special Bond

Suffering from multiple sclerosis and a host of other physical challenges, Linda Orr has a quiet determination that helps her face the future. Three days a week, she also has Ann, a nurse who understands the value of Advocate's mission to provide quality and compassion in care.

"Linda has been through a lot," says Ann Soria, R.N., a nurse with Advocate Home Health Services. "She was diagnosed with MS thirty years ago, and in recent years lost both legs below the knee. She also is catheterized and requires wound care. Still, she maintains a positive attitude." Ann has been Linda's home care nurse for the past 2 1/2 years, visiting her three days a week and making sure that all of her physical needs are being met. "Watching for signs of infection, both with the catheter and her wounds, is very important," says Soria. "The regular home care I provide helps Linda stay well so

that she can be home. Our goal is to keep her as healthy as possible so that she can stay out of the hospital."

According to Linda, Ann does a lot more than monitor her health status. "We are peas in a pod," she says. "We get along really well." Linda says her bond with Ann is strengthened by the fact that both are die-hard Cubs fans. "That brings us even closer, and we always have something to talk about." Ann agrees, and says she and her family will travel to the Baseball Hall of Fame in Cooperstown, New York, this year to see the induction of Cub favorite, Ryne Sandberg. "I will take lots of photos so Linda can share the experience," Ann says. "She will be with me in spirit."

Linda says she couldn't imagine having anyone else as her nurse. "Ann is someone I can trust...a real friend."

Senior Services

Community Asthma Program

Sweet Stuff: Diabetes Education Program

Translation Services

Worksite Wellness

Mayor Daley's Senior Fest

Reach Out and Read

Men's Health Lectures

Bicycle Safety Program

Community Health Fairs and Screenings

Advocate Health Centers



Helping Make Dreams Come True

Joan Bravo works as a clinical information analyst at Advocate Health Centers. But one day each year, she leaves her analyst “hat” behind so she can work at MedFest, an annual event that brings more than 1,500 young aspiring Special Olympians to the United Center. Joan is living the Advocate mission of providing compassion through care.

At MedFest, a team of Advocate Health Centers physicians, nurses and support staff pitch in to provide free physical examinations. In order to compete in the Special Olympics games, each child must have an up-to-date physical examination. To make sure no child is left out because of an inability to pay, Advocate Health Centers has sponsored MedFest for six consecutive years.

“When the call goes out for MedFest volunteers, I am first in line,” Bravo says. “It is the most fulfilling experience. Working with these excited young people and contributing even a little to their pursuit of athletics is so rewarding.” This year, Joan helped out with height and weight measurements. “It’s the first stop for most of the athletes as they arrive at the United Center. Sometimes the kids are a bit nervous and it’s great to be able to help begin the process in a positive way.

“MedFest is a great day for all who are involved,” she adds. “Children who are physically or mentally challenged get the exams they need to compete in Special Olympics. But we’re the ones who win. We get to help make dreams come true.”

We're your doctors.

We're your hospitals.

We're your Advocate.



2025 Windsor Drive
Oak Brook, Illinois 60523-1586
630.572.9393
www.advocatehealth.org

In 2004
Advocate's Contribution
to Chicagoland

\$245,583,000