DEAR FRIENDS,

We chose IMPACT as the theme for this year’s report because it represents the profound difference CommunityHealth made last year in the lives of those we are privileged to serve. IMPACT also speaks to the broader community change resulting from the combined efforts of our volunteers, donors and partners.

>> IMPACT ON PATIENTS. We saw a 16 percent increase in new patients served, and a record number of medical and dental visits were provided to more than 9,000 patients. Thanks to our more than 1,000 dedicated volunteers, we were able to respond swiftly and compassionately to meet the complex health needs of those who turn to us for their medical home.

>> IMPACT ON QUALITY OF CARE. A decision to convert to electronic medical records was finalized after 18 months of planning. This conversion will enhance patient safety and quality of care, as well as provide more meaningful outcome data for grant reporting and program development.

>> IMPACT ON PUBLIC POLICY. We helped launch the Illinois Association of Free and Charitable Clinics and now hold a seat on its board. This new statewide coalition will provide a voice for the uninsured in Springfield, and deliver resources and support to these critical safety-net providers across the state.

>> IMPACT ON COMMUNITY. We strengthened and expanded relationships with our existing partners and diversified our funding base. These revitalized and new relationships—along with our growing base of extraordinary volunteers—are evidence of the continued success of our unique model of care. A model that is not just changing lives, but communities, as well.

We thank you for all your 2011 contributions and your continued support. Together, we achieve the greatest IMPACT.

JOSEPH B. O’MALLEY
President

JUDITH HAASIS
Executive Director
Turning Life Around

A year ago, PONCE HARRIS JR. was homeless and suffering from blood pressure so dangerously high that his feet and ankles had swollen to double their size and he was unable to walk. He ended up at Northwestern Memorial Hospital, where, by chance, he was cared for by a physician who volunteers at CommunityHealth. At the doctor’s suggestion, Ponce came to CommunityHealth for medical care, and today he credits the health center with both saving his life and turning it around.

“Without them, I don’t know if I would still be around,” he says. “They helped me with my direction and general attitude, and life is much better.”

When he first arrived at CommunityHealth, Ponce’s systolic blood pressure was over 200, putting him at very high risk for stroke. The health center staff immediately put him on hypertension medication, which he receives for free from MedAccess, CommunityHealth’s on-site licensed pharmacy. Ponce also participated in several health education classes to learn how diet and exercise could help him manage his condition.

His blood pressure isn’t the only thing that’s improved. Counseling, art therapy, yoga and a support group—all available at CommunityHealth—are helping his depression, while the social services program helped him secure housing.

“When you become a patient, you also become a team member,” Ponce says of the many wellness opportunities available to him.

Ponce is so grateful for the positive changes in his life, he’s now trying to help others. Through a CommunityHealth leadership group, Ponce visits libraries and YMCAs acting as a peer health educator. He often meets homeless and formerly homeless people and talks to them about the risks of high blood pressure and the importance of good health habits, even amid challenging living conditions.

He also sings the praises of CommunityHealth as a place for people who may have nowhere else to turn for medical care. “I was in a pretty bad place when I first came,” he says, “but I was treated the same as everyone else. And that’s what’s so great about CommunityHealth.”
Coming Full Circle

JOSEFINA DIAZ, M.D., considers herself lucky that her job requires her to come to CommunityHealth each week. Dr. Diaz oversees the formal internal medicine residency program affiliated with Saint Joseph Hospital, where she is an endocrinologist. Each Tuesday, she comes to the West Town health center to serve as preceptor to a group of residents learning and practicing their clinical skills. “I love that this is part of my job,” she says.

The health center offers her residents a unique practice setting and provides valuable lessons, according to Dr. Diaz. “They’re exposed to patients and issues they wouldn’t see in a traditional setting,” she explains. “The patients are so grateful, and the residents realize they’re providing care to people who would have zero access otherwise. It’s really rewarding on an educational level, but also a humanistic level.”

Dr. Diaz should know. She first started volunteering at CommunityHealth back when she was a resident. She volunteered throughout her training and began overseeing Saint Joseph Hospital’s residency program in 2009. Then, because she was moved by the health center’s mission and compelled to do even more, she helped CommunityHealth launch a monthly endocrine clinic. “Diabetes is a chronic disease and very expensive to manage,” she says. “We have to be a little creative clinically to help people manage their disease. Communication and a connection with the patients become really important, and that’s what CommunityHealth does so well.”

Through the endocrine clinic and the weekly continuity clinic, Dr. Diaz has established deep connections with patients and sees the difference CommunityHealth makes in people’s lives. “Here, patients establish relationships with the providers, they get the help they need and the reassurance that they have a compassionate partner in their health,” she says.

Patients aren’t the only ones benefiting, however. “I love going there,” she says. “It’s important for me to help those who need it most, and knowing that I am bringing these patients a service they wouldn’t have access to otherwise makes me very happy.”

“...It’s important for me to help those who need it most.”
The donors recognized on these pages—and the many others that space prohibits us from listing—supported the growth and expansion of CommunityHealth in 2011 through their generous financial gifts and grants and in-kind donations. Because CommunityHealth is not reimbursed by Medicare, Medicaid or any third-party payer, donors are the lifeblood of the organization. We are privileged to have their confidence and support.

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...and many more

* Donors who have given over the course of 10 years or more
AUDITED STATEMENT
of Activities Year Ending December 31, 2011

Unrestricted revenues and support:
  Contributions $665,453
  Patient donations 45,126
  Special events 396,606
  Donated services 4,966,253
  Donated inventory 12,002,719
  Other in-kind donations 150,622
  Interest 4,274
  Other 37,153

  Total unrestricted revenues and support 18,268,206

Net assets released from restrictions:
  Satisfaction of program restrictions 1,166,814

Expenses:
  Program 18,438,881
  Support services
    Fundraising 297,015
    Administrative 174,890

  Total Expenses 18,910,786

Increase in unrestricted net assets 524,234

Temporarily restricted net assets
  Contributions 1,121,960

Net assets released from restrictions
  Contributions (1,166,814)

Decrease in temporarily restricted net assets (44,854)

Increase in net assets 479,380

Net assets at the beginning of the year 4,194,772

Net assets at the end of the year $4,674,152