DEAR FRIENDS,

At CommunityHealth, we are continually evaluating our ability to meet our patients’ needs. This ongoing review has led to the dramatic growth and evolution of our services and programs as we move with thoughtful determination to meet new challenges and opportunities. In addition, this level of assessment fosters a forward-thinking mindset through which we strive to balance the realities of today with the anticipated needs and demands of tomorrow.

There were many examples of this mindset in 2012, which is why we chose ADVANCES as the theme for this year’s report. Some of our notable accomplishments in 2012 include:

>> We completed the successful conversion to electronic medical records (EMR) at both our West Town and Englewood locations, making us the first free health center in Illinois with a comprehensive EMR system. This conversion is important because it will enhance patient safety and improve care coordination.

>> We increased access to diagnostic and specialty services and other program offerings at our Englewood site, thanks in large part to new and expanded relationships with community and institutional partners like the University of Chicago Medicine.

>> We launched the Medication Therapy Management (MTM) initiative, which is centered around 1:1 pharmacist/patient appointments and is designed to improve medication adherences rates and clinical outcomes.

>> Thanks to the dedication of a volunteer provider, we launched a neurology telemedicine project. Aided by our EMR system, the consulting neurologist can review a patient chart and evaluate the patient, all via telemedicine.

>> In order to better understand how our patient population and delivery model will be impacted by the Affordable Care Act, we convened a Health Care Reform Scenario Planning work group. The group met throughout the year, informing our board discussions with careful analysis and data so that thoughtful decisions can be made in the months ahead.

Together, we thank our donors, volunteers and partners for their continued support, confidence and collaboration in 2012.

JOSEPH B. O’MALLEY
President

JUDITH HAASIS
Executive Director
From Health Struggles to Health Leader

TONY SKRZYPIEC, 50, admits he was pretty beaten down when he first came to CommunityHealth. The Southwest Chicago resident was struggling with the financial and emotional stress of long-term unemployment and no health insurance. After a physician turned Tony away, telling him to come back when he had insurance, he avoided going to the doctor altogether and managed his health by hoping not to get sick. “It knocks you down and can make you feel like you’re not a person,” he says.

Eventually, the stress took a toll and he realized he needed help. He came across CommunityHealth while doing an internet search for free health care. “I was looking for some counseling. I needed to know, ‘do I have depression, or what is wrong with me?’”

Tony’s decision to seek care, despite his past experiences as an uninsured patient, was a brave one, and one that is having a broad and positive impact on his life. Today, Tony is a patient at CommunityHealth’s Englewood site. He manages his high blood pressure and pre-diabetes with the guidance of our nurse case-management team; he receives counseling through the social services program; and he participates in a variety of exercise, yoga and health-education programs at both the Englewood and West Town health centers. “I like that they do more than just offer a quick-fix solution for one issue,” Tony says. “At CommunityHealth, they get to know the person, not just the patient. They treat the whole you.”

While Tony is quick to praise CommunityHealth for helping him turn his health around, his providers note that he deserves credit, too. That’s because he wholeheartedly accepted CommunityHealth’s invitation to become a partner in his health care. “All the programs opened my eyes to what I can do on my own, and I now want to keep going and keep plugging along,” he says.

Tony also encourages others to adopt healthy-living habits through CommunityHealth’s Health Leadership Program. He recently completed a six-week training course and is now a peer educator, teaching other patients about portion control and healthy eating. “I want to give back in whatever little way I can because they’ve given me so much,” he says. It’s almost a part of me.”

“They get to know the person, not just the patient. They treat the whole you.”
Shoring up the Safety Net

As the state’s largest insurer, **BLUE CROSS AND BLUE SHIELD OF ILLINOIS (BCBSIL)** provides more than 7 million people with health care coverage; but the company also upholds a broader mission to promote the health and wellness of its communities. “We believe we have an obligation that goes beyond our current members to the community at large,” explains Donna Gerber, vice president of Public Affairs and Community Investments.

For 15 years, BCBSIL has partnered with CommunityHealth to serve the low-income uninsured in the Chicago area, and in 2012 BCBSIL exceeded $1 million in lifetime giving to the health center. “We are committed to ensuring that a safety net is in place for Illinois’ uninsured residents,” Gerber says. “CommunityHealth is one of the finest examples of what a safety net provider could look like.”

Gerber understands the dramatic changes about to occur in the health care landscape, with the implementation of the Affordable Care Act (ACA); and she knows some are questioning the role of safety-net providers in a post-ACA world. Yet Gerber recognizes there will still be a need for high-quality, free health care, and she credits the CommunityHealth leadership for its ongoing evaluation of health reform’s impact on current and future patients.

“They understand the environment is changing and are proactively trying to assess the best way to meet their mission,” she says. “We look to CommunityHealth as a true thought leader that understands how to navigate meeting the needs of current patients, while looking ahead to say, ‘how do we remain relevant and how can we best continue to serve?’”

Such mindful vision is what originally attracted BCBSIL to CommunityHealth, and it cements the relationship today, according to Gerber. “They are an organization that is worthy of respect, but also inspires people,” she explains. “You look at what needs to be done and you say, ‘we can’t do that.’ Then you see what CommunityHealth has accomplished and you think, ‘well, maybe we can.’”
The donors recognized on these pages—and the many others that space prohibits us from listing—supported the growth and expansion of CommunityHealth in 2012 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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UIC College of Pharmacy
University of Chicago Medicine
University of Chicago
Pritzker School of Medicine
University of Chicago School of
Social Service Administration
Wilmette Advocate Imaging Center
…and many more
AUDITED STATEMENT
of Activities Year Ending December 31, 2012

Unrestricted revenues and support

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<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Contributions</td>
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<td>Patient Donations</td>
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<td>Special Events</td>
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<td>Donated Inventory</td>
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<td>Government Funding</td>
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<tr>
<td>Other In-Kind Donations</td>
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<td>Interest</td>
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<td>Other</td>
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Total unrestricted revenues and support 20,822,361

Net assets released from restrictions:

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<th>Description</th>
<th>Amount</th>
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<td>Satisfaction of program restrictions</td>
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Expenses:

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<td>Support services</td>
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<td>Administration</td>
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Total Expense 21,624,147

Increase in unrestricted net assets 325,228

Temporarily restricted net assets

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<td>Contributions</td>
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Net assets released from restrictions

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<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>(1,127,014)</td>
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</table>

Decrease in temporary restricted net assets (190,356)

Increase in net assets 134,872

Net assets at the beginning of the year 4,674,152

Net assets at the end of the year $4,809,024