



COMMUNITY HEALTH CARE REPORT

May 2015

CONTACT

Loretto Hospital
Marketing & Communications Department
645 S. Central Avenue
Chicago, IL 60644
Phone: (773) 626-4300; Fax: (773) 854-5542
Email: Marketing@lorettohospital.org

MISSION

At Loretto Hospital, our mission is to partner with our physicians, employees and the community we serve to provide quality patient care and to promote wellness, education and diversity in a holistic and safe environment.

WHO WE ARE

Loretto Hospital is a not-for-profit, community-based, and acute care hospital located on Chicago's Far West Side. Founded in 1939 by a group of community doctors to create a patient centered hospital that would serve the community regardless of a patient's ability to pay, Loretto has provided comprehensive medical care and social support services to the Austin Community for 75 years. Although the largest percentage of the hospital's patients resides in Austin, neighboring communities and suburbs also utilize Loretto as a healthcare resource.

WHO WE SERVE

The Austin community is the largest community area in the city of Chicago by both population and land area. According to the 2010 US Census, the total population for the Austin community is 117,527. Additionally, the community represents a portion of the 52.3% of the "medically needy" in Chicago which are located on the west side. The general demographics of the Austin area are:

- Male (46%) vs. Female (54%)
- Ninety (90%) percent African American
- Median Household Income: \$33,663
- Living Below Poverty Level: 24.1%
- Median Age: 29.5
- Veteran Civilians: 6,542
- Rate of Unemployment: 17.4

OUR GOAL

Loretto Hospital's primary focus has been to encourage positive change and excellent patient care in a safe holistic environment by: *improving quality and patient satisfaction; physician alignment; and, meeting the medical needs of the communities we serve*. Over the past three years, immense progress has been achieved in each category including the categories of: healthcare affiliations and recruiting; quality, information technology infrastructure; community initiatives; construction projects; compliance projects and the hospital's overall financial status. All of these recent achievements are creating a positive perception and better dialogue within the community about Loretto. These achievements include:

Financial Status: Since its inception, Loretto Hospital has struggled financially due to lack of funding. Like most safety-net hospitals, more than 50% of funding is based on its Medicare/Medicaid population, government grants and fundraising. Since the end of Fiscal Year 2014, Loretto Hospital is now solid after 4 years of financial hardship.

Affiliations: With Obamacare in full swing, patients can now choose where they want to receive care. Loretto Hospital's decision to collaborate or affiliate itself with other healthcare organizations is to increase capacity and expand the primary care services that it currently offers to ensure that the residents of Austin and surrounding areas has quality medical services and healthcare right in their own community.

These new collaborations include:

- New affiliation with the Illinois Eye Institute and a new optometry clinic.
- New affiliation with Mount Sinai for Cardiac/Vascular procedures.
- PCC Wellness (FQHC) added services such as gynecology, dental care and pediatrics.
- Partnered with an Accountable Care Entity (ACE) to provide care coordination services for Medicaid clients, with more than 34,000 patients enrolled so far.
- Successfully recruited additional physicians including: cardiologists, general surgeon independent PCPs, OBGYN, orthopedic surgeon, with additional doctors coming onboard soon.

Quality Initiatives & Improving Patient Care Experience: It is the goal of Loretto Hospital to ensure that all patients received exemplary care and treatment in a safe, holistic environment. In order to achieve this goal, Loretto Hospital has either improved upon its current processes and procedures, or has implemented new ones in order to ensure patients are receiving exemplary medical care and outstanding service. As a result, Loretto Hospital has:

- Successfully completed its JCAHO accreditation.
- Received a Leapfrog grade of 'B' two times consecutively, and later scoring an 'A' in areas of quality and patient safety.
- Received a Certificate of Recognition from Telligen for reducing healthcare-related infections.
- Year-round continuing education skills training for all nurses and clinical staff.
- Implemented a Clarity Incident Reporting System to ensure improve patient safety.
- Implemented the monthly monitoring and management of OPPE and FPPE.
- Appointed a Chief Experience Officer (CXO) to oversee patient experience.
- Formed a new Ethics Committee.

IT and Clinical Infrastructure Upgrades: Loretto Hospital continues to embrace new technology and its benefits to improve the quality of care and patient safety. Since advancing its IT and clinical infrastructure, the hospital is able to securely share personal health information with patients, communicate more effectively with patients, and improves how doctors and nurses administers prescription medications to patients. Other enhancements include:

- Implemented picture archiving and communication system (PACS) for radiologists
- Successfully upgrade of Meditech 5.66, a type of health information technology used by healthcare organizations.
- Successfully completed Meaningful Use Stages I and II, which improves quality, safety, efficiency, and reduce health disparities.
- Computerized Provider Order Entry (CPOE), a process of electronic entry of medical practitioner instructions for the treatment of patients (particularly hospitalized patients) under his or her care, is now live and running smoothly.
- Successfully rolled out a new Intranet website.
- Implemented of new Up-To-Date, Patient Portal and discharge instructions modules.
- Secured a new Philips EKG system.
- A new x-ray room completed to replace 30-year-old unit.
- A new Mobile MRI service is now available to patients.
- New and upgraded anesthesia machines replaced 25-year-old units.
- New cataract surgery service and equipment.

Participating Insurance Companies: In addition to the more than 37 insurance companies that Loretto Hospital accepts, Loretto Hospital now accepts the following health insurances:

- County Care
- United HMO (*Loretto union employees can now utilize our services*)
- Land of Lincoln
- We are now in network with PPO with Blue Cross Blue Shield, effective May 1.
- We are also assist patients with obtaining health insurance through the Affordable Care Act.

Employee Initiatives: In addition providing excellent patient care and service, Loretto Hospital understands the value of its employees and offers employment growth opportunities, opportunities to engage with the CEO on a one-on-one basis, as well as volunteer opportunities in the communities. These initiatives include:

- Successful completion of employee customer service training for all staff.
- Regular Breakfast with the CEO roundtables.
- Employee Assistance Plan (EAP) program available to all employees.
- Staff education, certification and training opportunities.

Community Health/Community Relations: Loretto Hospital is steadfast to being patient-centered and community-focused. The hospital conducts broad-based community outreach through a variety of free health screenings and workshops designed to educate and promote health awareness and early detection initiatives as well as community outreach and educational program and events.

Community health and community relations programs and initiatives include:

- Clergy Council Advisory Board
- Senior Health Services Program: 500 served
- Pink Café Breast Health Education Program: 500 served
- Reduced or Free Breast Cancer Screening (Mammogram) Program: 500 served
- Patient Navigation
- Loretto Youth Council

Community events include:

- Visit with Santa
- Back-to-School Fitness Fun Fest
- Sparkling Red, White and Blue (local) CPD and CFD Brunch

Construction Projects: These completed renovation projects have improved the environment and ways in which Loretto Hospital delivers its care:

- TIFF requirement of 100-patient rooms successfully completed on schedule.
- New hospital sprinkler project completed.
- Inpatient pharmacy project completed and is JCAHO compliant.
- Outpatient Pharmacy is now complete and meeting the needs of all patients, staff and the community.

Compliance Projects: Loretto Hospital is committed to its patients and their rights. Hospitals are required by law to maintain the privacy of all patient health information, which includes any information that is obtained from the patient or others that relate to the patient's physical or mental health, the healthcare service received by the patient, or billing information. To ensure that our patients' privacy is never compromised Loretto Hospital has:

- Completed Privacy, Security & Compliance audits.
- Completed its compliance manual complete, along with an educational piece that is now part of the onboarding process.

Major Projects Underway in 2015: In addition to the renovation projects that have already been completed, the following information technology and renovation projects will also enhance and further improve the hospital's overall health care delivery system provided to its patients and to the communities it serves:

- ICD – 10 Implementation to go live October 15, 2015
- A new lab renovation is in progress