

Erie Family Health Centers cared for more than 89,000 patients in 2023. We provide medical, dental and behavioral healthcare that is ranked in the top 10% nationwide.

#### **OUR MISSION**

Motivated by the belief that healthcare is a human right, we provide high quality, affordable care to support healthier people, families and communities.

#### **OUR VISION**

All people living their healthiest lives.

> On the cover **Health Educator Armando** Mendoza gives Magdalena Martinez a glucometer to help monitor her blood sugar.

#### **Dear Friends of Erie,**

All of us have faced a health issue where we needed a helping hand. Living with illness or chronic disease can feel isolating. It's easy for an expectant parent to feel overwhelmed with everything that is needed to bring a new baby into the world. And raising that baby into a healthy, thriving adolescent? Well, as they say, it takes a village.

At Erie Family Health Centers, healthcare is truly a team effort.

Erie honors the dignity of all people and works to confront healthcare inequities for communities experiencing poverty and a history of disinvestment. At Erie, our patients have a voice. They are the centers of their own healthcare teams.

Surrounding patients and partnering with them on their health goals is an interdisciplinary group of caring experts. Each Erie care team member focuses on a distinct aspect of the patient's holistic journey to better health. A doctor, advanced practice provider or dentist provides clinical care. A social drivers of health team member may assist the patient with a hard to complete referral for specialty care. A health educator may teach the patient about how diet and nutrition impact their condition. A behavioral health therapist may work with a patient to develop strategies to help reduce the stress of managing everything.

Because we are committed to removing obstacles that complicate a person's access to care, an Erie patient's entire team is conveniently located under one roof. This physical proximity, along with our robust electronic health record system and streamlined processes, means that a patient's team can easily and frequently collaborate to address multiple factors affecting that patient's health goals - both inside and outside the exam room. And the impact of this team-based approach is evident in our patients' high quality health outcomes.

In the pages of this report, we're excited take you behind the scenes at our health centers to show how Erie teams collaborate to positively impact our patients' health. And we're happy to introduce you to some of our remarkable patients and their team members who are working together toward a common goal of living their healthiest lives.

We are grateful to our partners, donors and volunteers who are an essential part of the team as well! Together, with your investment and collaboration, we are supporting healthier people, families and communities.

In good health,

Brian P. Marsella

Chair, Board of Directors

Bria P. Marsella los Francis



Lee Francis, MD, MPH President and CEO



#### 2023: BY THE NUMBERS

Figures are from 2023 Uniform Data System (UDS)



Erie is providing integrated and holistic care to more patients than ever before.

89,145 total patients

13,977 patients received oral care

7,997

patients received behavioral health care

366.752 total visits

18%

visits provided via telehealth



#### **IMPROVING HEALTH, CHANGING LIVES**

Erie ranks in the top 10% among community health centers for the quality of care we provide across the lifespan, based on our performance in areas such as the following:

ensuring a healthy start to life

86%

patients entering prenatal care in the first trimester

2,281

babies delivered, ranking Erie

#1

in Illinois for deliveries and in the

top 1% nationwide

3.646

patients in maternal and child health case management, ranking Erie

in Illinois among health centers



chronic disease management

1 in 10

Erie patients has diabetes

75%

are successfully managing their diabetes

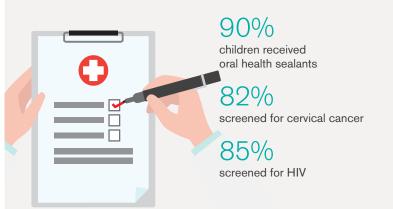
1 in 7

Erie patients has hypertension

73%

are successfully managing their hypertension

percent of patients receiving recommended screenings and preventive services



#### CARE OUTSIDE THE EXAM ROOM

We screen and support patients who have food, housing. transportation and other challenges that may prevent them from living their healthiest lives. And we reach out to patients who have missed appointments or need a little extra support.

46,884

screened for social drivers of health needs

22%

screened positive for a need, of which

88%

were connected to supportive resources

#### **BUILDING OUR TEAM**

246

providers in training

97

other health professionals in training

post-graduate medical training programs

822

staff, of which

238

were medical providers

199

staff at Erie > 10 years

#### **CARING FOR DIVERSE PATIENTS**

200 +Zip Codes

92 Languages Spoken

44% 65% Hispanic/Latino Prefer Spanish

43%

61% Female

72%

16%

Under 18

Uninsured



#### **CARE DELIVERY SITES**

7 primary care centers

ERIE DIVISION STREET ERIE EVANSTON/SKOKIE

ERIE FOSTER AVENUE ERIE HEALTHREACH WAUKEGAN

ERIE HELPING HANDS ERIE HUMBOLDT PARK ERIE WEST TOWN

5 school-based health centers

ERIE AMUNDSEN ERIE CLEMENTE FRIF IOHNSON ERIE LAKE VIEW ERIE WESTSIDE

1 teen & young adult center

ERIE TEEN CENTER



10 hospital partners

ASCENSION ILLINOIS

• ST. FRANCIS HOSPITAL SAINTS MARY & ELIZABETH MEDICAL CENTER

ENDEAVOR HEALTH

• EVANSTON HOSPITAL • HIGHLAND PARK HOSPITAL

SWEDISH HOSPITAL

HUMBOLDT PARK HEALTH

ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL OF CHICAGO

NORTHWESTERN MEDICINE

• LAKE FOREST HOSPITAL

• NORTHWESTERN MEMORIAL HOSPITAL

VISTA HEALTH SYSTEM

SANKOFA VILLAGE WELLNESS CENTER UPDATE

# A community-led vision for health and wellness in West Garfield Park

Last year, Erie announced our plans to open a new health center within the Sankofa Village Wellness Center.

Scheduled to open in 2025 at the corner of Madison and Kildare in Chicago's West Garfield Park neighborhood, the Wellness Center will be a 60,000 square foot building housing a collective of organizations serving people of all ages with affordable, high-quality physical and mental health and wellness services. Erie joins the YMCA of Metropolitan Chicago, Rush University Medical Center and West Side United as an anchor tenant in the Wellness Center where we will provide holistic medical, dental and behavioral healthcare, eventually serving more than 6,000 patients a year.



Garfield Park Rite to Wellness Collaborative. Photo: Kai Brown

As architects and construction teams finalize plans, Erie has been active in the neighborhood, participating in town halls, festivals and other gatherings to deepen our understanding of the needs of the community (as shown above). The Wellness Center is a core part of the Sankofa Wellness Village—a community-led vision for neighborhood revitalization born of the need to address and reduce the health disparities that have affected people in West Garfield Park for decades. As we prepare to break ground, Erie continues to build a robust plan to engage the community through educational programming.



## Outreach to patients at the right time, in the right way

Preventative health is an integral part of primary care.

To promote health by catching problems early, Erie doubled down on and streamlined our outreach efforts to patients to encourage them to stay up to date with important screenings, vaccinations and wellness exams. A centralized team is now leveraging data and new outreach tools to collaborate on strategies to ensure Erie is targeting the right patients, at the right time, in the most impactful ways. Patients due for services like colorectal cancer screening, flu shots and well-child exams receive alerts in MyChart, our new patient portal; text messages; and personal phone calls to notify them what action to take and offer assistance with scheduling.

To help ensure patients don't lose access to insurance, Erie also launched a major educational outreach effort to educate and support our 64,000 patients with Medicaid through the complicated annual process of re-applying for benefits that had been paused during the pandemic.

more than 460,000 targeted outreaches to patients

#### **Extending Erie's compassionate care to new arrivals**

For more than 66 years, Erie has been caring for patients who have difficulty accessing healthcare due to financial, language and other social barriers.

IT'S WHAT WE DO: care for people regardless of their insurance status, immigration status or the ability to pay.

So when the buses carrying migrants started arriving from the southern border of the United States in August 2022, we stepped up as one of the first healthcare providers to offer needed support, and we continue to do so for more than 1,000 of the 35,000 additional migrants who have arrived since. In July 2023, Erie began partnering with the City of Chicago and Chicago Public Schools at the Welcome Center at Clemente High School, where we are able to connect families with ongoing services within our health centers.

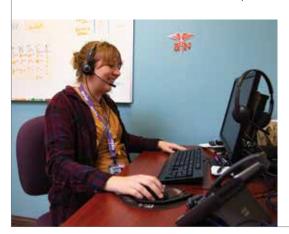
We are also partnering with local community organizations to distribute information about Erie to migrants living in shelters and streamlining the intake process for people in need of care. Because of our particular expertise in reproductive and pediatric care, we are serving many patients at various points in their prenatal journey, as well as helping kids meet the health requirements needed to register for school and have a healthy start to their education in Chicago.



## Getting patients the right level of care they need in the moment

Erie's commitment to improving access to care includes our goal to help patients get the right kind of care, right when they need it.

To better support patients in this way, Erie implemented a nurse triage program. Previously, when a sick patient called Erie, a message was routed to an Erie nurse working onsite. However, there might have been a delay in that busy nurse's ability to call the patient back, which sometimes resulted in a delay in care. Now, when someone calls Erie's patient access center, they can speak directly to one of 15 Erie



nurses who answer live calls. The triage nurses assess the patient's symptoms and decide what level of care the patient needs. Do their symptoms require a provider see them in-person in a health center? Or would a telehealth appointment work, and be more convenient? If deemed appropriate, nurses also can guide a patient through managing symptoms at home, saving the patient the need to make an appointment.

Erie's triage nurses are currently handling approximately 15,000 calls a month



### Erie and families collaborate to establish a strong foundation for lifelong health

All children deserve the healthiest possible start to life and ongoing support to nurture them as they grow. At Erie we view our holistic, team-based pediatric program as the front door to establishing a lifelong foundation of health and wellness.

Forty-three percent of Erie patients are under the age of 18. We are a national leader in ensuring pregnant patients get early access to prenatal care, setting the stage for a lifetime of health and wellness for our youngest patients. We deliver more babies than any other community health center in Illinois and more than 99% of health centers nationally. Our pediatric providers visit newborns while they are still in the hospital to meet the family and ensure that they establish care at Erie right from the start. And a team is there to provide wraparound support to parents as they navigate the challenges of raising children at every stage.

Erie provides Supplemental Nutrition through Women, Infants and Children (WIC) services including healthy food, nutrition education, cooking classes, and breastfeeding promotion. Our social drivers of health team links parents to resources like diapers, safe sleeping equipment and car seats. As children grow, we provide developmental screenings and interventions, immunizations, and oral health care. We can link parents and kids—including new mothers experiencing post-partum depression and children and teens dealing with anxiety and other concerns—to onsite, integrated behavioral health support. As children grow into teens, the Erie Teen Center strives to empower young people to become the center of their healthcare team and take control of their own healthcare journey.

"I love to run.
Erie helps me
to be strong
and win 'the
championships.'"

ALEXIS MARTINEZ

Since his first
5K with the Erie
Running Club,
Alexis has
completed four
more races, which
he calls "the
championships."





An Erie patient's team extends beyond the exam room

Social, environmental and behavioral factors outside of the exam room—
referred to as the social drivers of health—have just as much impact on health as the clinical care a patient receives.

To promote a person's chances to successfully achieve their health and lifestyle goals, many Erie patients and their primary care providers team with a variety of staff who specialize in providing health education, navigation and resource support. We meet patients where they are, and match the level of support to their specific needs.

All Erie patients have access to one-time, in-themoment support from Erie's social drivers of health (SDOH) team. Should a patient tell their provider that there's something standing in the way of their health goals, an SDOH team member can connect them with resources such as transportation assistance, linkage to affordable housing programs, or nutritious food.

Health promoters are specifically trained to assess patients' understanding of their conditions and their health literacy, and provide tailored educational support that complements the work of other care

# 8,939 patients were connected to resources by Erie's team

team members. For example, a patient with diabetes might partner with a nurse to train them how to use their glucometer, a behavioral health therapist to address stress caused by managing their condition, and one of Erie's education programs like the "Manage My Diabetes" group and 1:1 class series. Patients working to manage chronic illnesses partner with a care or case manager for ongoing, individualized outreach and support.

# Patients and their care teams are leveraging data to guide treatment options

Supported by our 2022 transition to a state-of-theart electronic health record system (Epic), Erie has bolstered our efforts to collect and analyze data to support our patients' health goals.

Compassionate care providers are now better equipped with strong data that guides comprehensive treatment options to help patients live their healthiest lives. Erie patient Gregory Rau has worked to control his hypertension through portion control and exercise. But he's also enrolled in a new program that gathers blood pressure data from patients and sends them educational hypertension self-management materials and reminders via a phone app.

Erie provided Gregory with an at-home blood pressure monitor. His test results are sent to Erie's new patient portal, MyChart. His primary care provider, Dr. Joan Savage, can then monitor his values to confirm whether his medication is working or reach out to Gregory to adjust his regimen. The ease of this digital tool has resulted in a significant increase of patient self-reported data. The system allows Erie to calculate a patient's average blood pressure outside of the exam room setting to really see the impact of the medications and lifestyle choices patients are making. Providers can avoid under- or over-dosing a patient with blood pressure medications, and provide comprehensive and individualized advice.

Gregory (at right) credits this teamwork with his health:

"Dr. Savage calls the plays—she's the offensive coordinator—and I run the plays."

Erie teams
helped increase
the number
of patients
managing their
blood pressure
by nearly
20 percentage
points over
the past three
years.





Patients overcoming substance use disorders have access to a collaborative support team

People with substance use disorders (SUDs) often face a vicious cycle wherein social and economic inequities both compound their medical and mental health needs and impede their access to treatment.

Erie takes a team-based approach to breaking this cycle and improving health outcomes with its Medication Assisted Treatment (MAT) program. Launched in 2018 and expanded last year, Erie's MAT program provides interdisciplinary, comprehensive, long-term services for patients looking to recover from SUDs—all regardless of insurance status, and all under one roof.

While substance use treatment has historically been siloed from primary care, patients enrolled in Erie's program don't have the challenge of needing to visit a patchwork of different facilities—instead the Erie team supporting them are all communicating and collaborating. A patient's primary care provider (PCP) can link a patient directly to a behavioral health therapist, who does an assessment and can enroll them in Erie's MAT program. An Erie psychiatrist collaborates with the patient's PCP on medication administration. The patient participates in regular individual or group therapy sessions—expanding their team by fostering peer support networks—and is further supported by a care coordinator who

#### "I am in awe of our program participants. They are so much bigger and stronger than their circumstances!"

SWEET BARREN
Behavioral Health Community Engagement Specialist

ensures that they are going to appointments. Erie's social drivers of health team members can connect the patient with resources to help access affordable medications, transportation, safe housing and many other social factors that support them in their recovery journey. And as Erie's MAT program rolls out training for Erie's entire staff on medications like naloxone to reverse opioid overdoses and buprenorphine to treat opioid dependence, an Erie patient's team will grow even larger.



## pairs who care

combining Erie experience with new insight



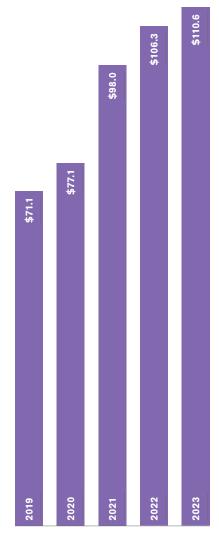
### Financial highlights

Erie's team of dedicated supporters helps ensure that patients receive accessible, comprehensive and exceptional healthcare from infancy to adulthood.

#### **Growing together**

As partners in our growth, generous donors bring Erie's welcoming healthcare home to more people and communities.

REVENUES (at year end, dollars in millions)

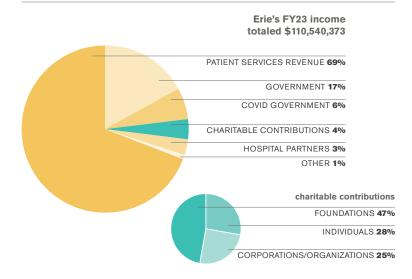


Starting in FY21, revenue growth reflects a significant infusion of government grants and fees in response to the COVID-19 pandemic.

#### **Team of support**

Your charitable contributions and strong partnerships create a community of support to sustain healthcare services and innovative programs for patients, regardless of insurance status, immigration status or ability to pay.

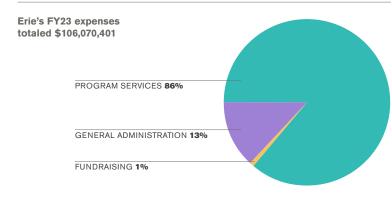
**FY23 TOTAL REVENUE SOURCES** 



#### **Amplifying impact**

Your collaboration makes a meaningful difference in Erie's ability to provide holistic healthcare that improves the lives of our neighbors and creates a healthier community for us all.

**FY23 FUNCTIONAL EXPENSES** 



For the audited Erie FY23 Financial Statements, click on the QR code or go to erie.health/fy23financial



#### **Dear Partners and Friends,**

It's truly remarkable when dedicated individuals come together to enhance the health of our neighborhoods. At Erie Family Health Centers (Erie), everyone contributes to nurturing healthier communities: from patients and providers to program and support staff, and of course, supporters like you.

This collaborative spirit is the driving force behind our ability to provide high-quality holistic care, tackle health disparities with innovative solutions, and swiftly respond to health crises.

Erie supporters understand the importance of a holistic approach to care, as well as the power of caring for others. Thanks to your partnership, more than 89,000 patients receive the highest quality primary medical, behavioral, and oral healthcare and robust support outside the exam room, regardless of their insurance status, immigration status, or ability to pay.

With generous support from foundations, corporations, hospital partners and individual donors, more patients than ever before are benefiting from Erie's comprehensive, compassionate care. Your contributions help make Erie a welcoming healthcare home for all.

And let's look at some of the other incredible ways your caring involvement has made a difference this past year. Leveraging their time and talent, supporters like you:

- Took strides for patient programs by joining Team Erie at a 5K Run/Walk fundraiser.
- Participated in food distributions and mobilized efforts to assemble care kits filled with essentials, from hygiene items to school supplies, ensuring patients feel supported between visits.
- Rallied personal networks to expand patient care and well-being through events and peer-to-peer giving initiatives, helping grow our roster of Erie enthusiasts.
- Made Eriedescence, our annual fundraising event, the most successful one yet with your sponsorships, donations, ticket purchases, and participation.

We are also grateful to have dedicated volunteer leaders on our boards—governing board, foundation board, and associate board—and the Friends of Erie/Evanston Skokie. Their willingness to share their time, talent and resources gives us the edge in advancing Erie's mission.

The transformative impact described in this report is a testament to the tireless dedication and generosity of our Erie team. On behalf of the Erie Family Health Foundation Board of Directors, thank you for being a part of our collective effort to cultivate wellness and vitality within our communities.

Sincerely,

Melissa Hilton Nancy Bock

Executive Director Erie Family Health Foundation Nancy Bock
Board Chair
Erie Family Health Foundation





Every dollar raised by Erie Family Health Centers goes directly to Erie Family Health Centers to support essential programs according to donor intent.

#### Operating Gifts

Annual Gifts from July 1, 2022-June 30, 2023

Chicago Department of Public

#### **Public Sources**

Health (CDPH) Chicago Public Schools (CPS) Grant Township Illinois Department of Human Services (IDHS) Illinois Department of Public Health (IDPH)

Illinois Public Health Institute

Libertyville Township Niles Township US Department of Health and Human Services, Health

Resources and Services Administration (HRSA) Vernon Township

Wauconda Township

#### **Academic Partnerships**

AllianceChicago Ann & Robert H. Lurie Children's Hospital of Chicago NorthShore University HealthSystem (now Endeavor Health) Northwestern University OCHIN, Inc. Rush University Medical Center

University of Chicago Medical

University of Illinois Chicago

#### Corporations, Foundations. **Organizations** and Individuals

#### \$1,000,000 and above

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#### \$500,000-\$999,999

The Crown Family The John and Kathleen Schreiber Foundation

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Illinois Children's Healthcare Foundation (ILCHF)

Polk Bros. Foundation West Side United

#### \$100.000-\$199.999

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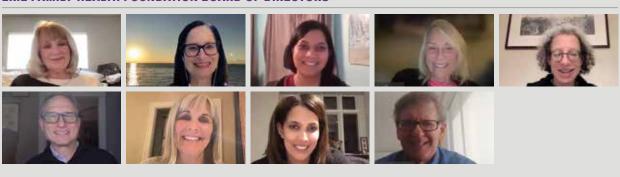
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Annual Report Photography: Steve Ewert

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