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Swedish Covenant Hospital

Breaking Barriers to Improve Gender Disparities

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AMERICA'S
ESSENTIAL
HOSPITALS



SWEDISH COVENANT HOSPITAL

- 312 beds
- 13,423 inpatients
- 257,241 outpatient visits
- 50,000 ED visits
- Safety net hospital providing more than \$24 million per year in charity care
- Translation services provided in 86 languages in 2014
- Staff speaks more than 50 languages
- Academic training hospital



ENHANCING QUALITY

- **Magnet® Recognition** by the American Nurses Credentialing Center for nursing excellence
- Sixth-straight “**A**” **rating** for patient safety by the Leapfrog Group
- 2015 US News & World Report ranked as “**high-performing**” in cancer, gastroenterology & GI surgery, geriatrics, gynecology, nephrology, neurology & neurosurgery, pulmonology, and urology

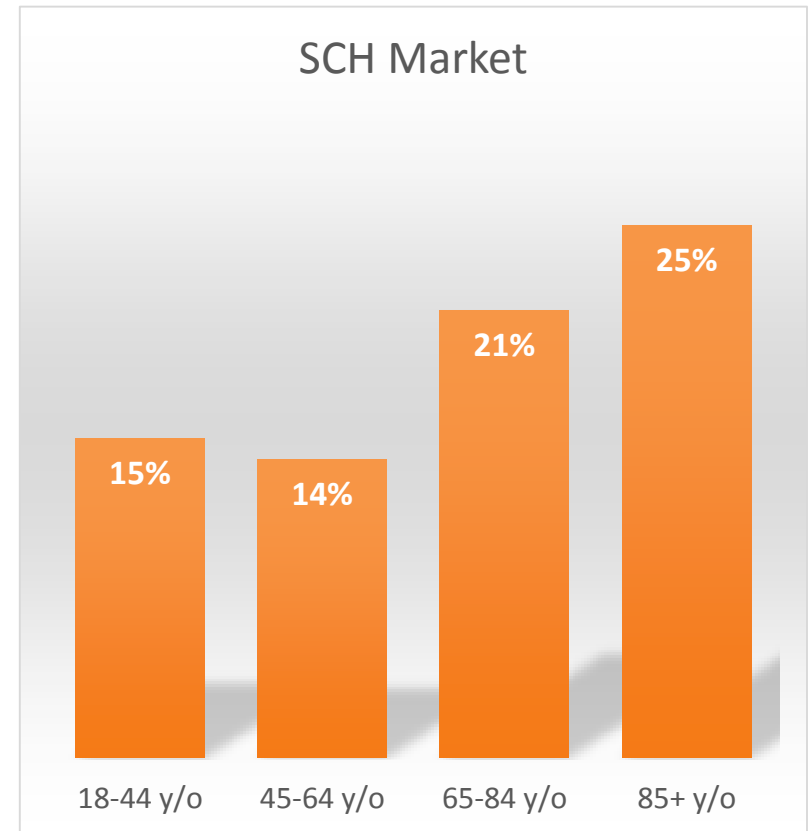
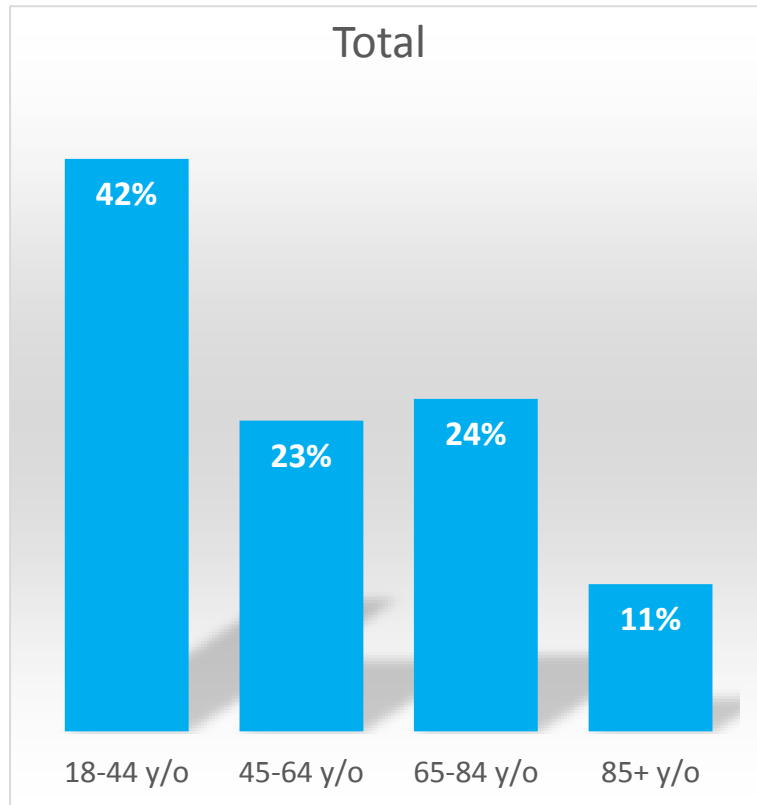
WOMEN'S HEALTH INITIATIVE

- Community Needs Assessment
- Provide culturally sensitive care by addressing the barriers women in our service encounter
 - » Staffing
 - » Language and cultural barriers
 - » Understanding nonverbal communication
 - » Nontraditional methods of healing
 - » Decision making
 - » Beliefs regarding illness
 - » Past life experiences

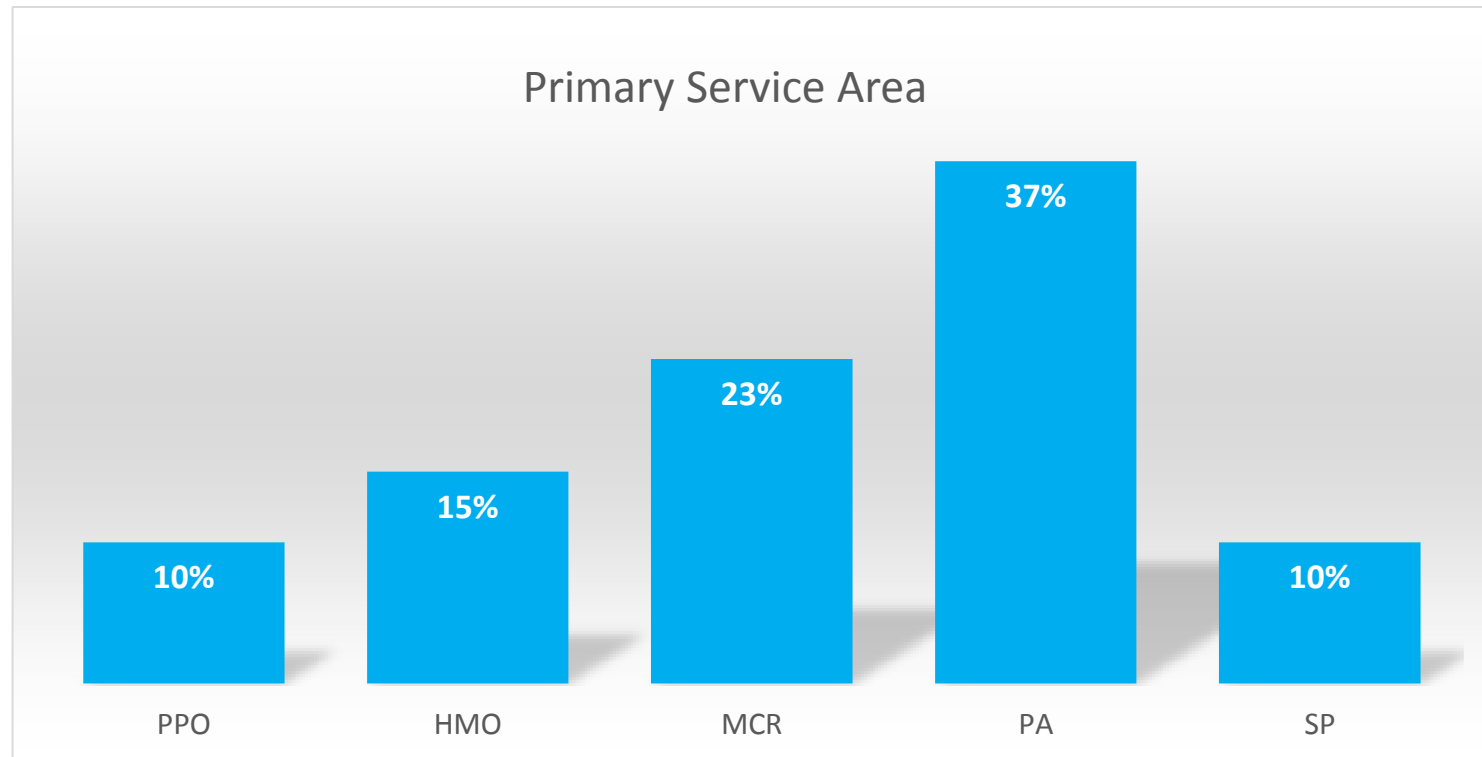
WOMEN'S HEALTH

- Mission:
 - » SCH will provide comprehensive healthcare services throughout a woman's lifespan and that of her personal community.
- Vision:
 - » Within the community that we serve, women will choose SCH as her hospital of choice for health care needs.
- Rationale:
 - » Women make 80-90% of health decisions for children
 - » 85% of mothers take primary responsibility for selecting the family physician and scheduling appointments
 - » Women influence the care of their spouses with 78% of men admitting their significant other has influence over a decision to see physician
 - » Women are more likely to be caregivers of aging parents

MARKET ANALYSIS – PRIMARY AND SECONDARY SERVICE AREA



SCH FEMALE MARKET SHARE BY PAYER



WOMEN'S CENTER DEVELOPMENT- FOCUS GROUPS

- Community Focus groups
 - » Korean, Hispanic, Polish, Indian, Vietnamese, African American
- Top 5 Health Concerns
 - » Access to care
 - » Chronic disease management specifically heart disease and diabetes
 - » Mental Health
 - » Education, including prevention
 - » Obesity and nutrition
- Center Needs
 - » Convenient scheduling
 - » Comfortable/warm setting
 - » Privacy
 - » Direct contact with the service
 - » Responsive
 - » Female physicians and support staff
 - » Providers who look like the community
 - » Space available for support groups
 - » Interpreters
 - » Printed material in numerous languages
 - » Bilingual staff
 - » Child care

WOMEN'S CENTER – FOCUS GROUP

- Physician Advisory Board
- Top 5 concerns
 - » Maintain physician patient relationship
 - » Customer service
 - Poor service reflects badly on physician
 - » Coordinated care
 - » Short turn around time for test results
 - » Physician to physician communication
- Center Needs
 - » Experience that exceeds expectations
 - Facilities with Spa-like feel
 - » Prompt, coordinated services
 - » On-line scheduling
 - » Child care
 - » Space available for support groups
 - » Interpreters

WOMEN'S HEALTH CENTER

- Services to date:
 - » Breast Health (Mammography, Ultrasound, Navigators, Survivorship program)
 - » Heart Health
 - » Bone density
 - » Nutrition Counseling
 - » Women's Health Navigator
 - » Mental Health
 - » Breast Feeding Clinic
 - » Dermatology
 - » Podiatry
 - » Breast Cancer Second Opinion Clinic
 - » Health Resource Center

WOMEN'S HEALTH OUTREACH

- Community Outreach Events (First 6 months 432 participants)
 - » Community group Mammograms
 - » Tea Talk: What To Expect During and After Delivery
 - » A Night of Beauty
 - » Prepared Childbirth
 - » Women's Vein Screening
 - » Thyroid Disorders
 - » Straight Talk: The Ladies Room
 - » Shh! Taboo Topics
 - » Prepared Childbirth
 - » Go Red for Women!
 - » Meet our OB/GYN Providers
 - » Woman's Vein Screening
 - » Mammograms and Manicures
 - » Heel Screening
 - » Acupuncture for Pain Management
 - » Mother/Daughter Healthy Lives
 - » Skin Analysis and Manicures



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"Architecture Through Listening"













USING PHILANTHROPY TO SERVE THE COMMUNITY



Swedish Covenant Hospital
Foundation

- 15 member Board of Directors
- Women's Health Initiative Campaign
 - » Case for support
 - Mayora Rosenberg Women's Health Center
 - Resource Center
 - Access and Education Program
 - » Two co-chairs
 - » Campaign Committee

WOMEN'S HEALTH INITIATIVE CAMPAIGN

- May 2012 – December 2014
- Raised \$3.2 million
 - » Lead gifts, 100% board participation
- TIF funding of \$2.4 million

Women's Health
INITIA+IVE

COMMUNITY ENGAGEMENT

- Community Outreach
 - » Women's Health Awareness Council
 - Elected officials, Media, Community leaders
 - Three forums:
 - Cultural Barriers to Healthcare
 - The ACA and Breast Cancer: Danger for disparities still exist
 - Violence Against Women: Exploring health care's role in serving victims of human trafficking, domestic violence and sexual assault
 - #Breakingdownwalls....
 - SCHWOMENHEALTH.ORG

KEY CONVERSATIONS/PARTNERSHIPS

- Steering Committee, staff, board as advocates/advisors
- Partnerships with local politicians/government
 - » States Attorney's Office/FBI/State Senator
- Informational visits can lead to new ideas/awareness

HUMAN TRAFFICKING AS HEALTH ISSUE

- Partnership with Cook County Human Trafficking Task Force/Salvation Army STOP IT! Program
- Hospital-wide HT protocol (working document)
- Staff trainings
- National Human Trafficking Resource Center
 - » 888-373-7888

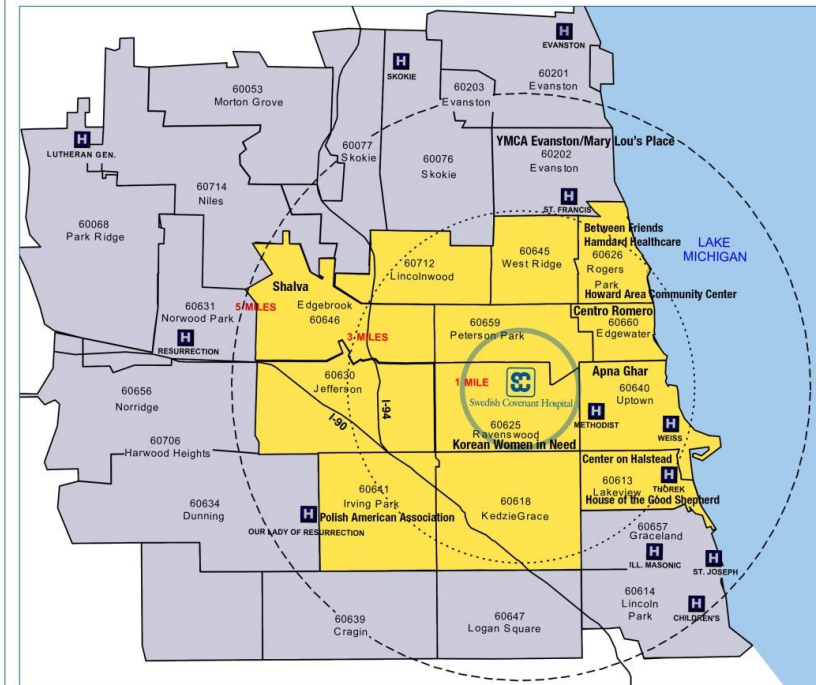
VIOLENCE AGAINST WOMEN

- SCH community residents and leaders note that violence against women is under-reported, particularly in local immigrant communities, due to stigma and fear of deportation.
- According to Department of Justice, **37% of injury-related ER visits by women are the result of violence perpetrated by a current or former spouse or boyfriend.**
- Overall, female victims of violence utilize the healthcare system at a rate 2.5 times higher than non-abused patients.¹
- 88% of human trafficking victims report having visited a health care provider while they were being trafficked.²

¹Dolezal, McCollum & Callahan, 2009

²Statement by Katherine Chon, Senior Advisor on Trafficking in Persons, Administration for Children and Families, U.S. Department of Health and Human Services, before the Subcommittee on Health Committee on Energy and Commerce, United States House of Representatives, September 11, 2014.

Swedish Covenant Hospital Service Area



Swedish Covenant Hospital

Service Area Population as of 2006 census
Target Area: 665,270
Extended Area: 588,720

Swedish Covenant Hospital Service Area
■ = Target Area
■ = Extended Area

VIOLENCE AGAINST WOMEN PROGRAM

- **Increase SCH capacity** to **identify** female patients impacted by violence (domestic violence, human trafficking, sexual assault), to **respond** with culturally competent care, support and referrals, and to **prevent** VAW through education, training, awareness-raising and advocacy.
 - » SCH Foundation Seed Funding
 - » Women's Health Advocate
 - » Broad internal support
 - » Internal Work Group
 - » Strengthening partnerships with local domestic violence agencies
- June 4 Conference with Cook County Task Force on Human Trafficking and Lurie Children's Hospital to train front line health care workers