

COMMUNITY BENEFIT REPORT FY 2023



About Us

Northside's commitment to health and wellness in the Atlanta community began in 1970 with the opening of Northside Hospital Atlanta. Since then, the Northside Hospital System has grown to include five general acute care hospitals with over 2,100 inpatient beds, a network of more than 3,700 physicians, and 29,000 employees. Additionally, Northside operates over 300 outpatient locations in counties across the greater metropolitan Atlanta area.

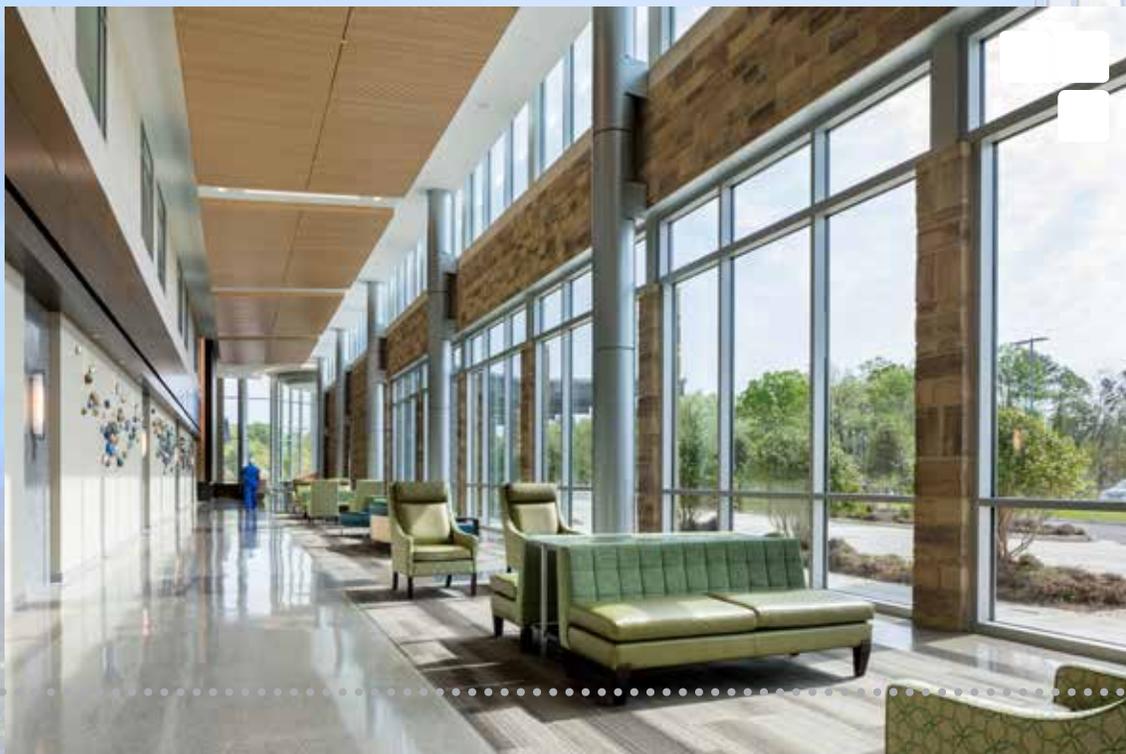




NORTHSIDE HOSPITAL
ATLANTA, GEORGIA

Our Mission

Northside Hospital is committed to the health and wellness of our community. As such, we dedicate ourselves to being a center of excellence in providing high-quality health care. We pledge compassionate support, personal guidance and uncompromising standards to our patients in their journeys toward health of body and mind. To ensure innovative and unsurpassed care for our patients, we are dedicated to maintaining our position as regional leaders in select medical specialties. And to enhance the wellness of our community, we commit ourselves to providing a diverse array of educational and outreach programs.





Our Values

Northside's outstanding reputation is fueled by an instinctive devotion to a unique set of values. This statement of values defines and communicates those guiding, motivating philosophies that have led us to distinction:

EXCELLENCE

A primary value in all matters of health care, our excellence is born of individual commitment to the highest personal potential. For if we reach our individual potentials, we can achieve excellence as an institution.

COMPASSION

We believe that each person is unique — patient, family or caregiver — in health, in sickness, in life, in death. Each is to receive our respect, our care, our appreciation and our concern — our empathy.

COMMUNITY

We value its well-being and are committed to its progress. In addition to our services, we provide an important corporate contribution, expressed through involvement with the people, organizations and jurisdictions that vitalize, energize and support our region.

SERVICE

We recognize a personalized expression of caring which transcends physical aspects of health. We realize that this depth of service to others can be the source of our own growth and well-being, while maintaining a financially successful organization.

TEAMWORK

Our success stems from teamwork. We recognize the equal value and individual contribution of each member of our team. We believe in mutual regard for each other and for our patients. We encourage teamwork by working together respectfully, communicating openly and supporting the expression of differing opinions and perspectives.

PROGRESS & INNOVATION

We understand the need for these attributes in patient care and organizational management. While preserving the tradition and wisdom of those who have gone before us, we seek new information and state-of-the-art technology. We welcome new insights, new techniques, new ideas — and will remain leaders in the health care of our community.



Our Community Health Needs Assessment and Community Benefit Cycle

Northside's current community health needs assessment ("CHNA") and implementation strategy cover FY 2022 – FY 2024. The CHNA was conducted over the course of fiscal year 2022 and the implementation strategy was developed based on the final CHNA. Both documents were adopted in July 2022 and the CHNA was posted on Northside's website before the fiscal year ended in September 2022. Northside's Community is defined as: Barrow, Cherokee, Cobb, Dawson, DeKalb, Forsyth, Fulton, Gwinnett, Pickens, and Walton Counties. Together these counties represented eighty-one percent of the System's total cases.

Ideally, Northside would have unlimited resources to address all of the Community's identified needs. However, it is not realistic for any single organization to address all of a community's needs, hence the importance of prioritizing the identified needs. Northside selected those needs that impact the greatest number of individuals in the Community; those needs that disproportionately impact the most vulnerable populations; those needs that are most severe and/or prevalent; and those needs that Northside has the wherewithal to address.



Thus, Northside's FY 2022-FY 2024 prioritized health needs include:

- Cancer
- Cardiovascular Disease
- Maternal & Infant Health
- Diabetes & Obesity
- Access to Care
- Behavioral Health & Substance Use Disorder

It is important to note that over the course of its CHNA development, Northside identified over seven hundred (700) resources located throughout the Community. These resources are available to the Community to help address all of the needs Northside identified, including those needs that Northside is not formally addressing.

Community Input

Northside identified individuals in the Community who could provide a unique perspective and connection to the Community and its members' health needs. Northside made specific efforts to identify stakeholders with special knowledge of or expertise in public health. After identifying stakeholders to interview, Northside developed the Stakeholder Assessment Discussion Guide. This guide was used to lead a discussion with each stakeholder to learn about the needs and resources within the Northside Community. For this process, Northside reached out to 65 stakeholders, including representatives at county-level public health departments in the Community. These multiple outreach efforts culminated in interviews with stakeholders from seven (7) safety-net clinics, four (4) Federally Qualified Health Centers, and nine (9) community organizations in addition to three (3) interviews with health department officials. This outreach effort resulted in the completion of 24 stakeholder interviews.

Our Community Benefit Philosophy and Commitment

As a not-for-profit entity, Northside always has been mission driven to improve the health and wellbeing of our community members and to serve all, regardless of ability to pay. Northside has a long history of community outreach whether through education, support groups, or screenings and health fairs.

Through the CHNA process, Northside's outreach efforts are becoming more strategic in nature and more collaborative. Northside pays particular attention to designing its outreach efforts with the community's most vulnerable populations in mind. The programs and activities Northside provides to the community seek to achieve one or more of the following objectives:

- Improve access to healthcare
- Enhance public health
- Advance general knowledge
- Relieve or reduce government's burden to improve health





Our Priority Health Needs

Over the course of FY 2023, Northside provided \$33.4 million in Community Benefit Programs, reached over 341,000 people, and devoted over 155,000 staff hours through various outreach efforts and community benefit program activities. These efforts focused on addressing the Community's prioritized health needs identified below.



CANCER



**CARDIOVASCULAR
DISEASE**



**MATERNAL &
INFANT HEALTH**



**DIABETES &
OBESITY**



ACCESS TO CARE



**BEHAVIORAL HEALTH &
SUBSTANCE USE DISORDER**



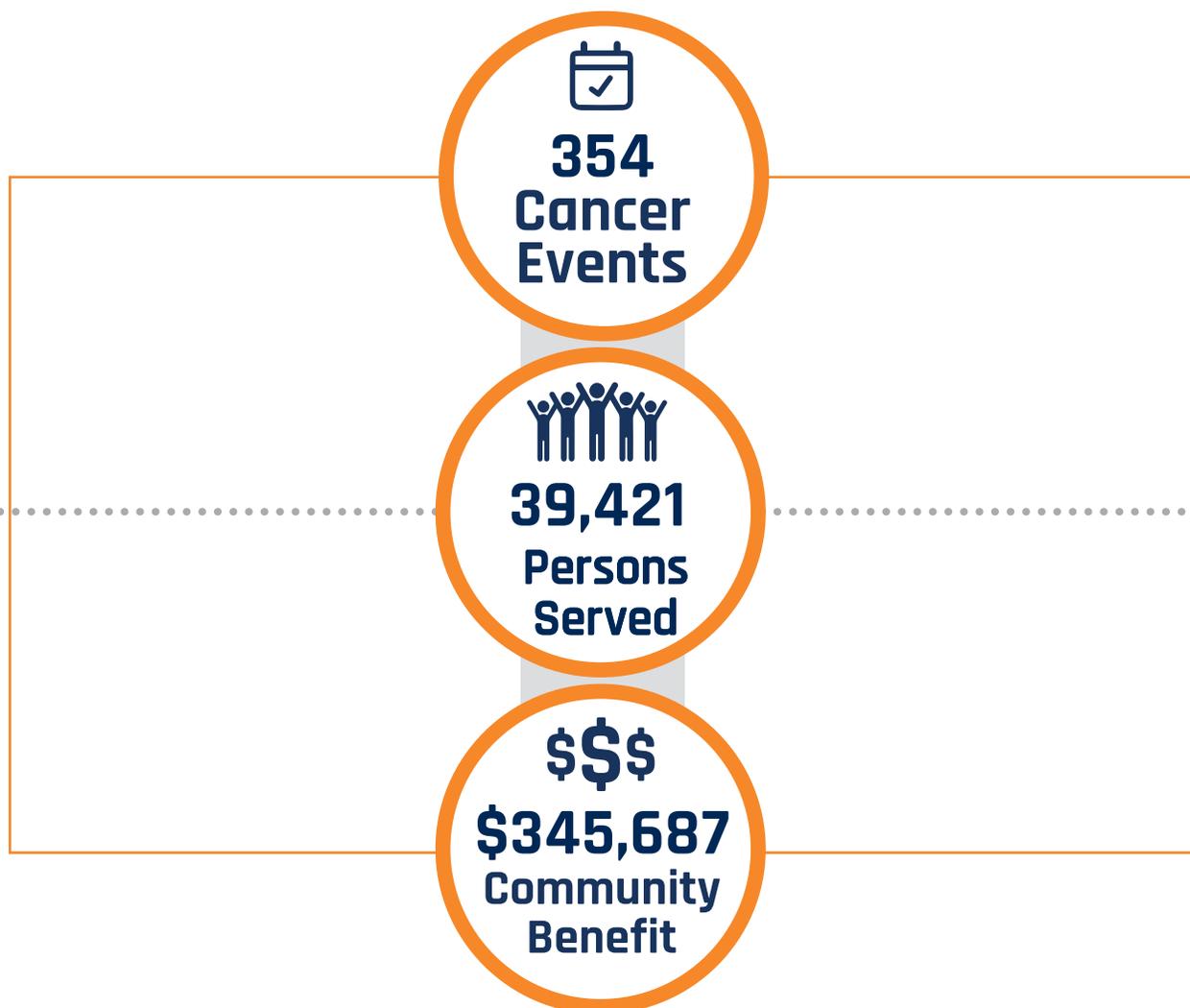
Our Community Benefit Programs:

Cancer

In the current CHNA cycle, Cancer surpassed Cardiovascular Disease as the leading cause of death within the Northside Community, representing 21% of all deaths. Breast, prostate, lung, and bronchus, colon and rectum, and melanoma were the tumor sites with the highest incidence rates. To address this community need, we provided a wide range of community health activities like health fairs, educational presentations, smoking cessation courses, and free cancer screenings. We are dedicated to reducing cancer mortality rates within our Community, and in particular, reaching out to vulnerable populations with disparate outcomes.



FY 2023 Highlights



Prostate Cancer Health Disparities:

- Six counties had overall prostate cancer incidence rates that were higher than Georgia's rate.
- Gwinnett and Walton Counties had prostate cancer death rates among the Black population that were higher than Georgia's rate.
- The Black population had the highest prostate cancer incidence and death rates in the Community.
- In the Community, prostate cancer screening rates were lowest among the Black population.

Addressing Health Disparities:

In order to address this health disparity, Northside held **ten free prostate cancer screening events** in FY 2023. Five of the screening events were through partnerships with other community organizations and five were held at Northside Hospital locations. The screening event at St. John Paul Church provided screenings to 49 men, **9 (18%) of whom received abnormal results**. This event targeted men who were Hispanic, uninsured/under-insured or were low-income. At New Mercies Christian's prostate cancer screening event, 41 men were screened and **4 (10%) individuals received abnormal results**. The prostate cancer screening event at All Nations Church provided prostate screenings to 42 men where **4 (10%) individuals received abnormal results**. The New Mercies Christian event and All Nations Church event both targeted Black men. A nurse navigator called all men with abnormal results to **ensure that they had access to follow-up care** and Northside Financial Assistance was offered to any man facing financial hardship.

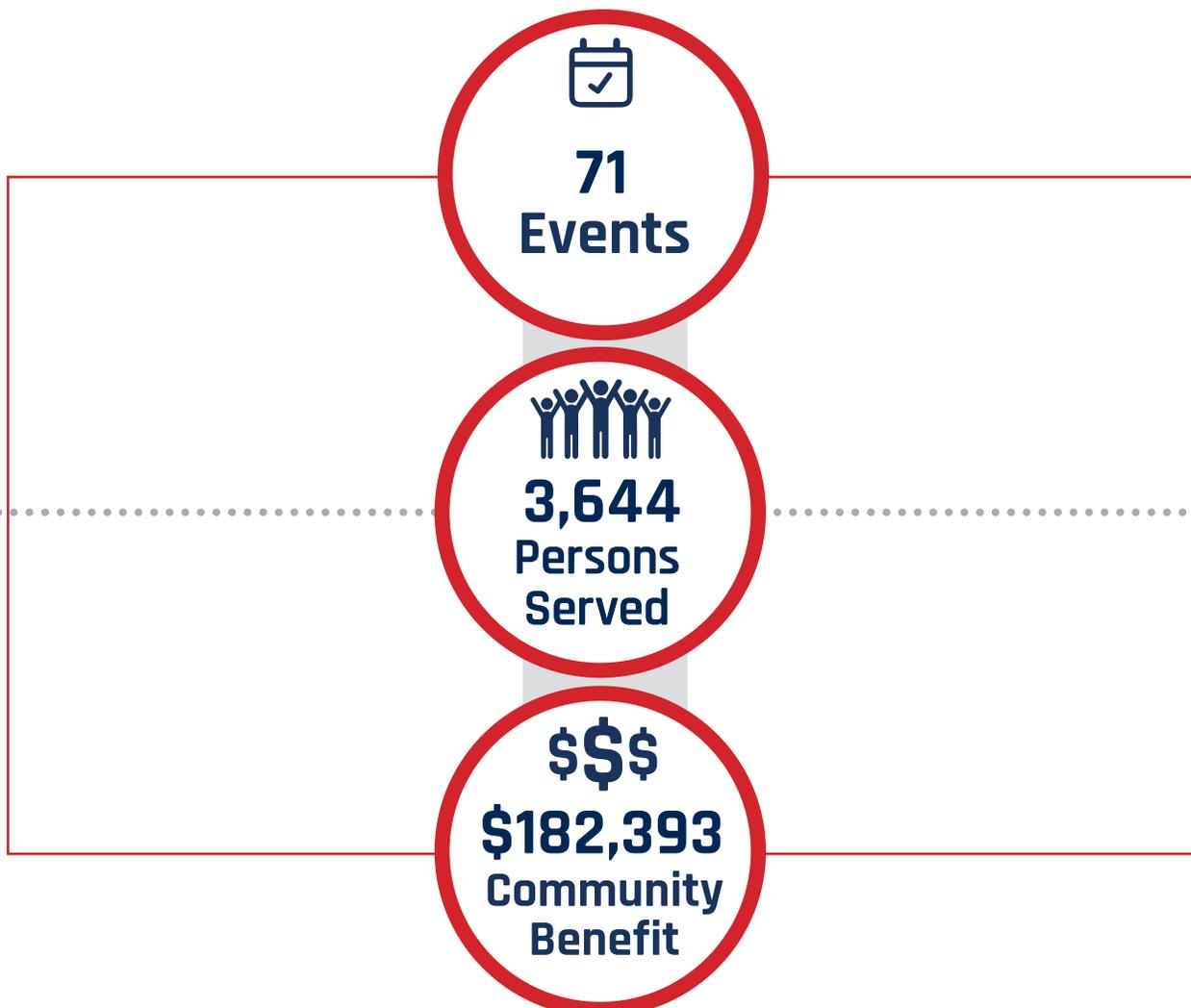


Our Community Benefit Programs: *Cardiovascular Disease*



Cardiovascular disease is the second leading cause of death in the Community. High blood pressure, high cholesterol, and smoking were cited as the top chronic health conditions by community members. Northside engages in a variety of community health activities to address this high-priority health need from public health education to advanced cardiac and stroke screenings. We are dedicated to reducing cardiovascular disease incidence within our Community, and in particular, reaching out to vulnerable populations with disparate outcomes.

FY 2023 Highlights



Cardiovascular Disease Health Disparities:

- Deaths due to major cardiovascular disease were more common among males than females.
- In the Community, White and Black populations had the highest heart disease death rates and the Black population had the highest stroke death rates.
- Barrow and Walton Counties had heart disease death rates that were higher than Georgia's.
- Barrow, Cobb, and Walton Counties had stroke death rates that were higher than Georgia's.

Addressing Health Disparities:

According to the American Heart Association, Cardiovascular Disease is the number one killer of Americans. It claims more lives each year than all forms of cancer and chronic lower respiratory disease combined.

Screenings are integral in identification of cardiovascular disease. Northside's Corporate & Community Health team provided cholesterol and blood pressure screenings to participants at 54 events throughout the Community in FY 2023. In order to target populations with



lower screening rates, Northside partnered with community organizations that serve the Hispanic, Black, Asian, and Senior communities. A few of these organizations included: Dorothy Benson Senior Center, Georgia Highlands, Latin American Association, St. John Paul II Catholic Mission, and Brazilian Christian Church. These community outreach activities provided **2,899 participants** with beneficial information regarding their **cardiovascular health status**. Resources for additional medical evaluation were presented, along with educational opportunities to assist the participants in living a more healthy and productive life.

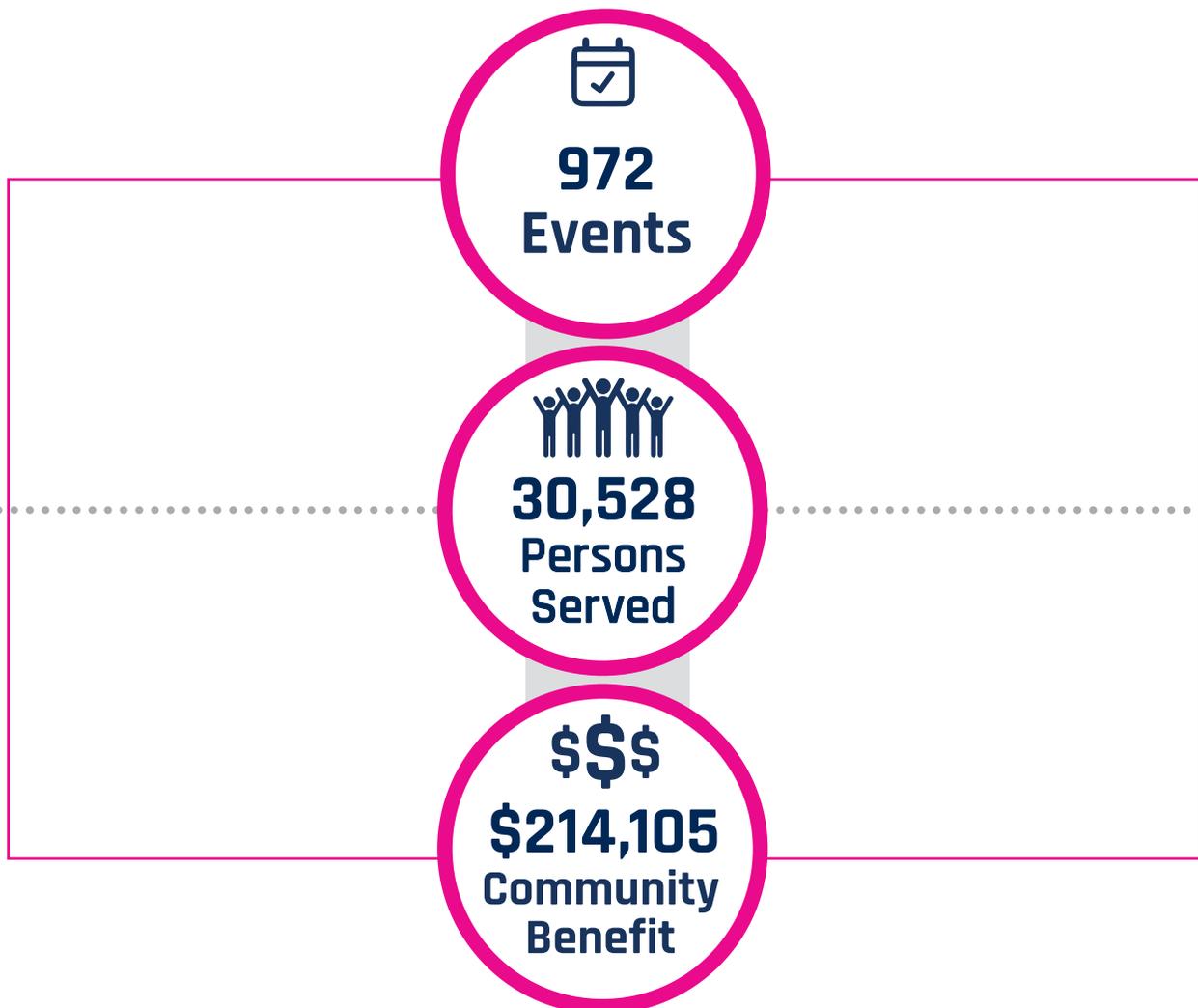
Northside also held an advanced cardiovascular screening event and two stroke screening events during FY 2023, all of which were free to community members. A total of **ninety (90) participants received screenings** during these events. Any participants with abnormal or elevated results were provided with resources for additional medical evaluation.

Our Community Benefit Programs: *Maternal & Infant Health*



Northside is recognized as a leader in obstetrical and newborn care and consistently delivers more babies than any other Georgia hospital, and often even across all hospitals nationally. An important measure of the Community's health status is the health status of the Community's mothers and babies, a population of particular concern to Northside. Northside provides a variety of free and low-cost resources to educate and support women throughout their pregnancy and following the birth of their child. These resources are provided to Community members through a variety of avenues such as online, telephone, and through partnerships with other community organizations.

FY 2023 Highlights



Addressing the Need for Accessible Education

Gestational diabetes mellitus (“GDM”) is a condition that affects between 2%-10% of pregnancies in the U.S. each year. About half of those will go on to develop type 2 diabetes postpartum.

Northside continues to partner with a local practice that specializes in providing maternity services to uninsured, low-income Hispanic women. Through this partnership, Northside’s Certified Diabetes Educators, along with interpreters, are educating women with maternal diabetes.



In FY 2023, 72 women participated in the maternal diabetes program, which was an increase of 22 patients (44%) from FY 2022. Recognizing a need for more education, beginning in February 2023 Northside started offering the classes weekly instead of biweekly. Overall, participants **increased their knowledge by 88%**. Participants’ average confidence level pre-class in managing their diabetes was rated 3.46 out of 5 and post-class was rated 4.53 out of 5.

Improving Health Outcomes

Breastfeeding has been proven to have significant short-term and long-term benefits for infants and mothers; however, it can be a difficult process, especially in the beginning.

Northside provides a variety of resources to help parents with the breastfeeding process. Through Northside’s Lactation Center, a lactation hotline is available 7-days a week. The support line has a certified lactation consultant available for callers to speak with, for free. The lactation consultant will provide breastfeeding advice to anyone in the community and connect callers to medical services if needed.

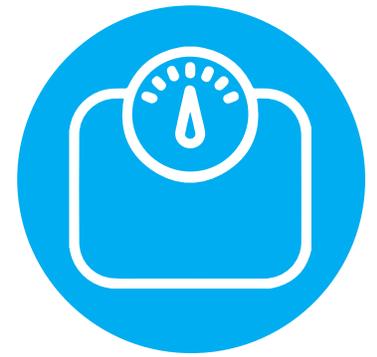
In FY 2023, Northside’s Lactation Hotline provided 3,143 hours of assistance to 6,167 new parents in the community.

3,143 hrs of assistance
to **6,617** new parents

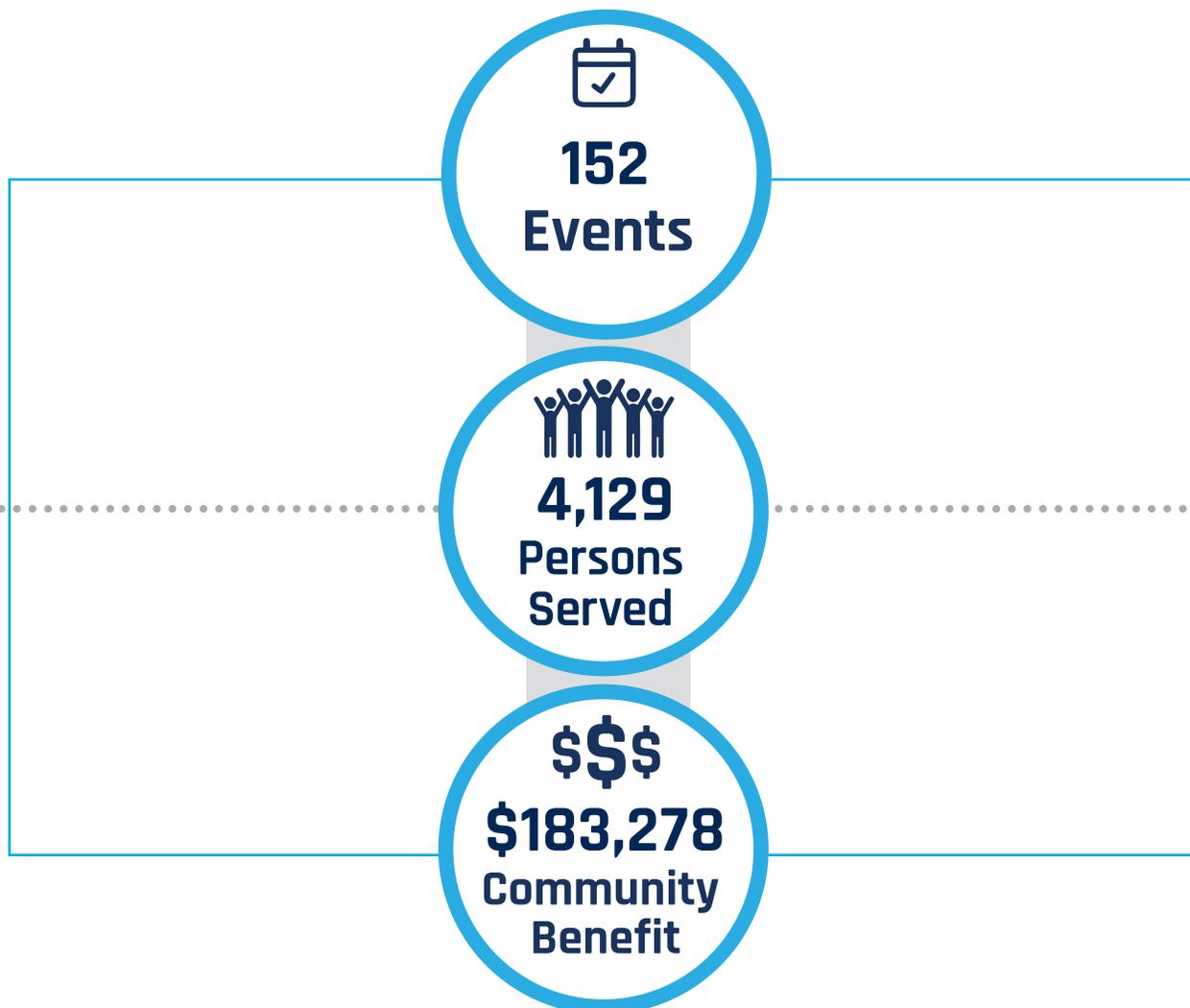


Our Community Benefit Programs: *Diabetes & Obesity*

Diabetes was the seventh leading cause of death in the Northside Community. Northside helps the Community improve its health status by emphasizing healthy eating, regular exercise, and quitting smoking through group education and health material distribution and, in particular, reaching out to uninsured and low-income residents to help them improve their health.



FY 2023 Highlights



Diabetes and Obesity Health Disparities:

- Barrow, DeKalb, and Walton Counties had inpatient discharge rates due to diabetes that were higher than Georgia's.
- Barrow and DeKalb Counties had death rates due to diabetes that were higher than Georgia's.
- The Black population had the highest inpatient discharge and death rates due to diabetes in almost all of the Community's counties.
- Barrow County had the highest rate of obesity (39%) and Fulton County had the lowest (25%).
- Pickens County had the highest rate of diabetes (17%) and Forsyth and Fulton Counties had the lowest (8%).
- Community members who were insured were twice as likely to have had BMI and diabetes screenings compared to those who were uninsured.

Addressing Health Needs:

Pre-diabetes is a condition where blood sugar levels are higher than normal, but not high enough yet to be diagnosed as diabetes. Pre-diabetes puts an individual at an increased risk of developing type 2 diabetes, heart disease, and stroke. According to the CDC, 1 out of 3 Americans has pre-diabetes. Without lifestyle changes, 15-30% of those with pre-diabetes will develop type 2 diabetes within 3-5 years.

In FY 2022, Northside implemented a program called Northside University. This program aims to increase access to diabetes prevention education for community members who have been diagnosed with pre-diabetes. The class format is online and offered three times per month.

In FY 2023, the Northside University program provided pre-diabetes and nutrition education at no charge to 38 community members.

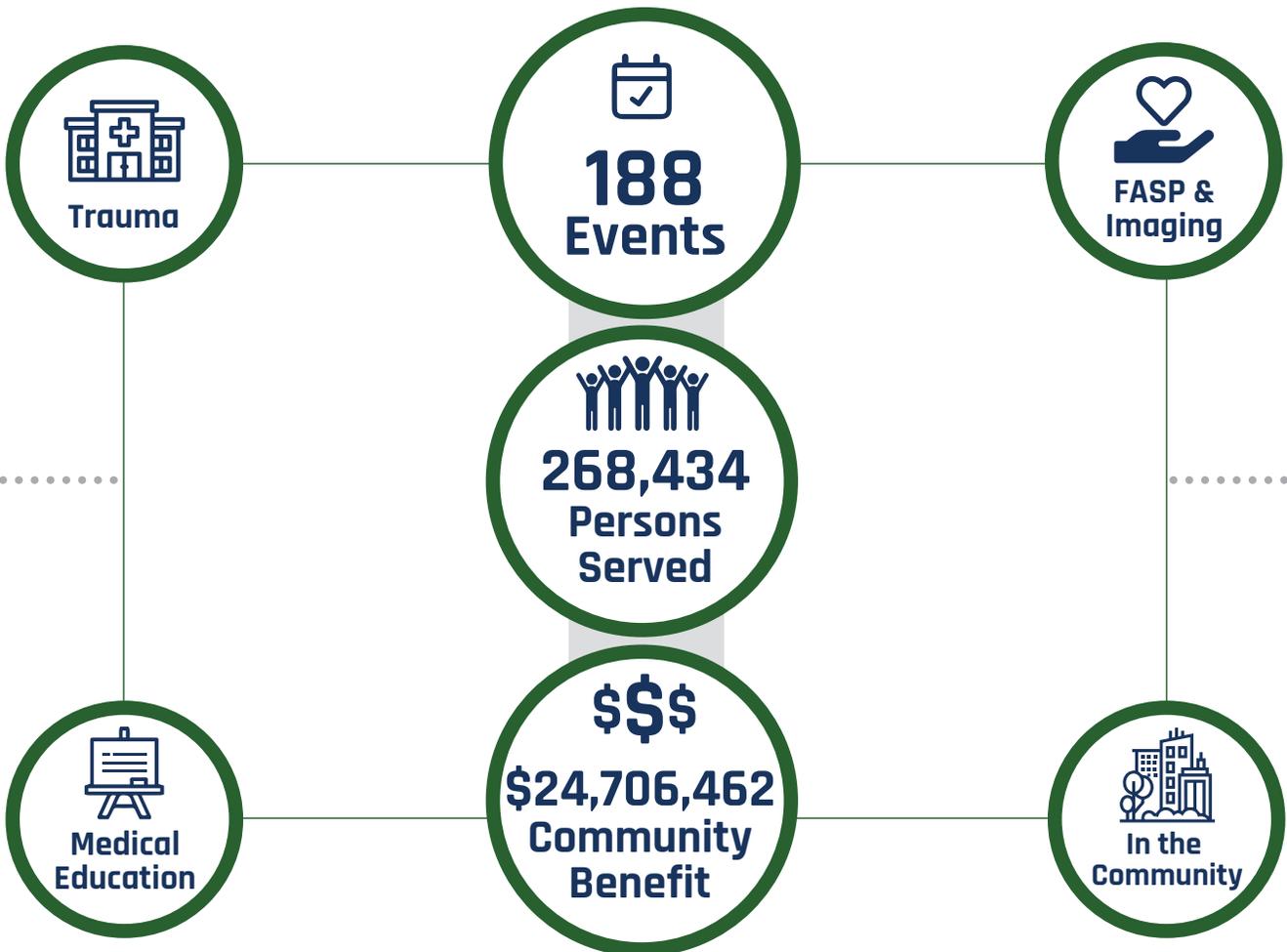


Our Community Benefit Programs: *Access to Care*

Access to healthcare is a multifaceted health need. Providers have many ways in which they can work to improve access such as: 1) offering health professions education to train the future workforce, 2) providing subsidized health services like trauma care, despite a financial loss to the provider or 3) by taking healthcare services to the people through community-based events and screenings. Throughout FY 2023, Northside employed all of these approaches in order to improve access to care in our Community.



FY 2023 Highlights



Access to Care Health Disparities:

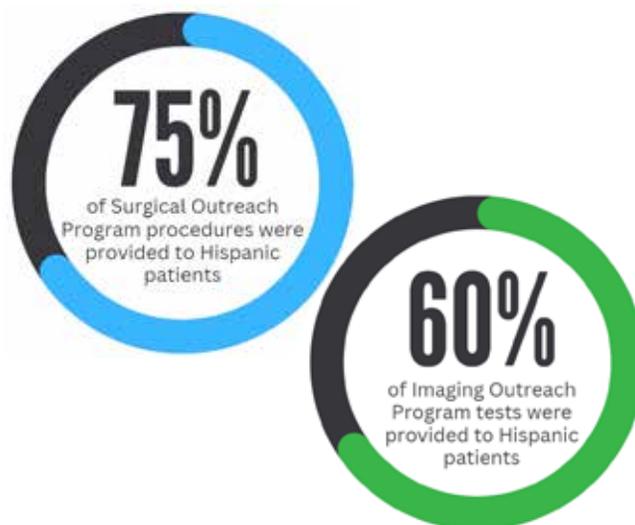
- According to CDC survey data, Hispanic respondents were least likely to have someone they thought of as a personal doctor or healthcare provider.
- Within the Northside Community, uninsured rates were highest among the Hispanic population (35%) compared to other populations: Black (13%), Asian (11%), and White (10%). This is of particular importance because half of Georgia’s Hispanic population lives in the Northside Community.

Addressing Health Disparities:

People who can’t get the care they need may have more preventable complications, hospitalizations, emotional stress, and higher costs (Healthy People 2030, 2023). To help improve access to care in our Community, Northside created several programs specifically designed to provide non-emergent, medically-necessary outpatient specialty care for community members who are low-income, under-insured or uninsured. Northside partners with an extensive network of safety net clinic and Federally Qualified Health Center referral partners to identify patients in need of such services.

In CY 2023, 621 procedures were completed across all of Northside’s Surgical Outreach programs, 487 (75%) of which were provided to Hispanic patients.

In CY 2023, the Imaging Outreach program completed 654 imaging tests, 393 (60%) of which were provided to Hispanic patients.



Our Community Benefit Programs: ***Behavioral Health & Substance Use Disorder***

Northside is committed to encouraging, equipping, and empowering our Community to achieve and maintain recovery from distress, mental illness, or addiction. This commitment is of growing importance given that depression/anxiety disorders was the fifth most prevalent chronic condition in the Community between 2018-2020, affecting 17% of households. Northside is dedicated to improving the mental health of our Community and helping the most vulnerable gain access to the tools needed to help them on their journey to self-sufficiency. In FY 2023, Northside provided over \$2.4 million in community benefit.



A Partnership to Address a Public Health Issue:

In the community there are facilities that specialize in health conditions like behavioral health and substance use disorder. **Hospitals cannot address complex health issues without the work of community partnerships and collaboration.**

That is why **Northside continues its partnership with the Gateway Center.** Gateway Center works to end homelessness in Metro Atlanta through therapeutic programs and community collaboration. The Gateway Center is designed to serve as the “gateway” to the community continuum of care that helps individuals move out of homelessness. **They strive to provide a supportive and IAMCHANGED setting where individuals can receive the tools they need to end their homelessness and achieve self-sufficiency.**

In 2023, Northside provided continued support for community-based clinical services to help fund the position of a full-time Behavioral Health Specialist. The Behavioral Health Specialist strengthened the service delivery model and increased the capacity to ensure that clients served by Gateway Center are linked to the necessary community health supports, including psychiatric services and medication when appropriate. **Northside’s support allowed for the Gateway Center to serve 185 unique individuals in FY 2023 with Behavioral Health Services.**

Addressing Access to Mental Health During a Pandemic:

Northside has an **Emotional Health Crisis Line that operates 24 hours a day and 7 days a week** for anyone in the community that calls the crisis line. The reason for the calls can range from suicidal thoughts, depression, anxiety, and substance abuse related behaviors. In FY 2023, Emotional Health Crisis Line’s team of Behavioral Health professionals **impacted the lives of over 300 individuals** as a result of their commitment to helping those dealing with emotional health emergencies.



311 phone calls to the Crisis Line in FY 2023

Reporting Our Community Financials

Northside follows the best practices outlined by the Catholic Health Association when reporting its community benefit. Accordingly, Northside presents its financials in two categories:



Reportable Community Benefit

includes indigent and charity care, Medicaid shortfall and other community benefit programs.



Total Community Spend

includes Reportable Community Benefit plus bad debt and Medicare shortfall.

FY 2023 Reportable Community Benefit

Cost of providing charity care

\$358.5 million

Unreimbursed cost of providing care to Medicaid beneficiaries

\$54.6 million

Cost of other community benefit programs

\$33.4 million

Total FY 2023 Reportable Community Benefit
\$446.5 million

FY 2023 Total Community Spend

Unreimbursed cost of providing care to Medicare beneficiaries

\$212.9 million

Unreimbursed cost of providing care to other patients (i.e. Bad Debt)

\$120.7 million

Reportable Community Benefit

\$446.5 million

Total FY 2023 Total Community Spend
\$780.1 million



NORTHSIDE HOSPITAL

