

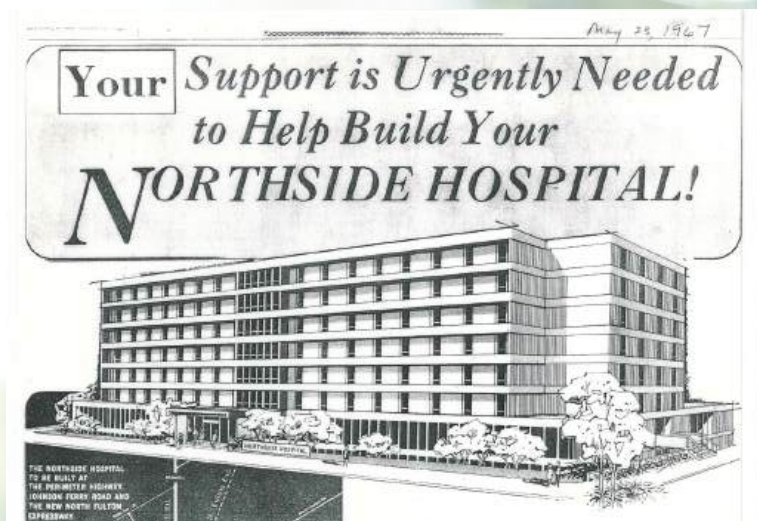


COMMUNITY BENEFIT REPORT FY 2024



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 2,200 inpatient beds, a network of more than 4,000 physicians, and 32,000 employees. Additionally, Northside operates nearly 500 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

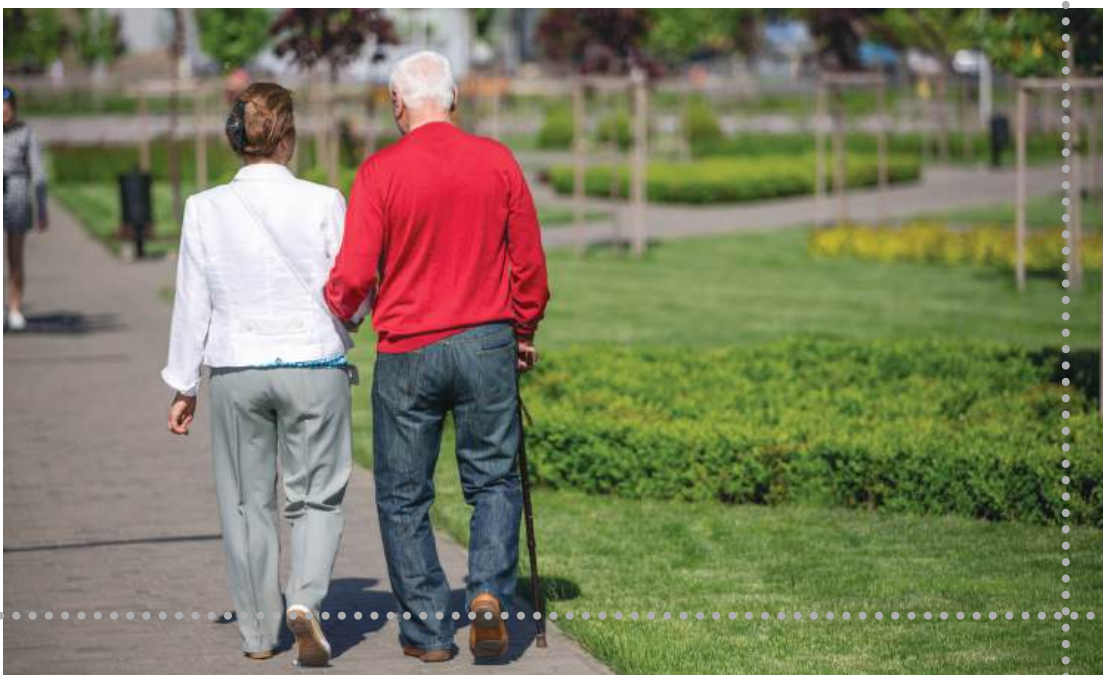
We recognize a personalized expression of caring which transcends physical aspects of health. We realize that this depth of service to others can be the source of our own growth and well-being, while maintaining a financially successful organization.

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 2024, Northside provided \$30.9 million in Community Benefit Programs, reached over 350,000 people, and devoted over 182,000 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**



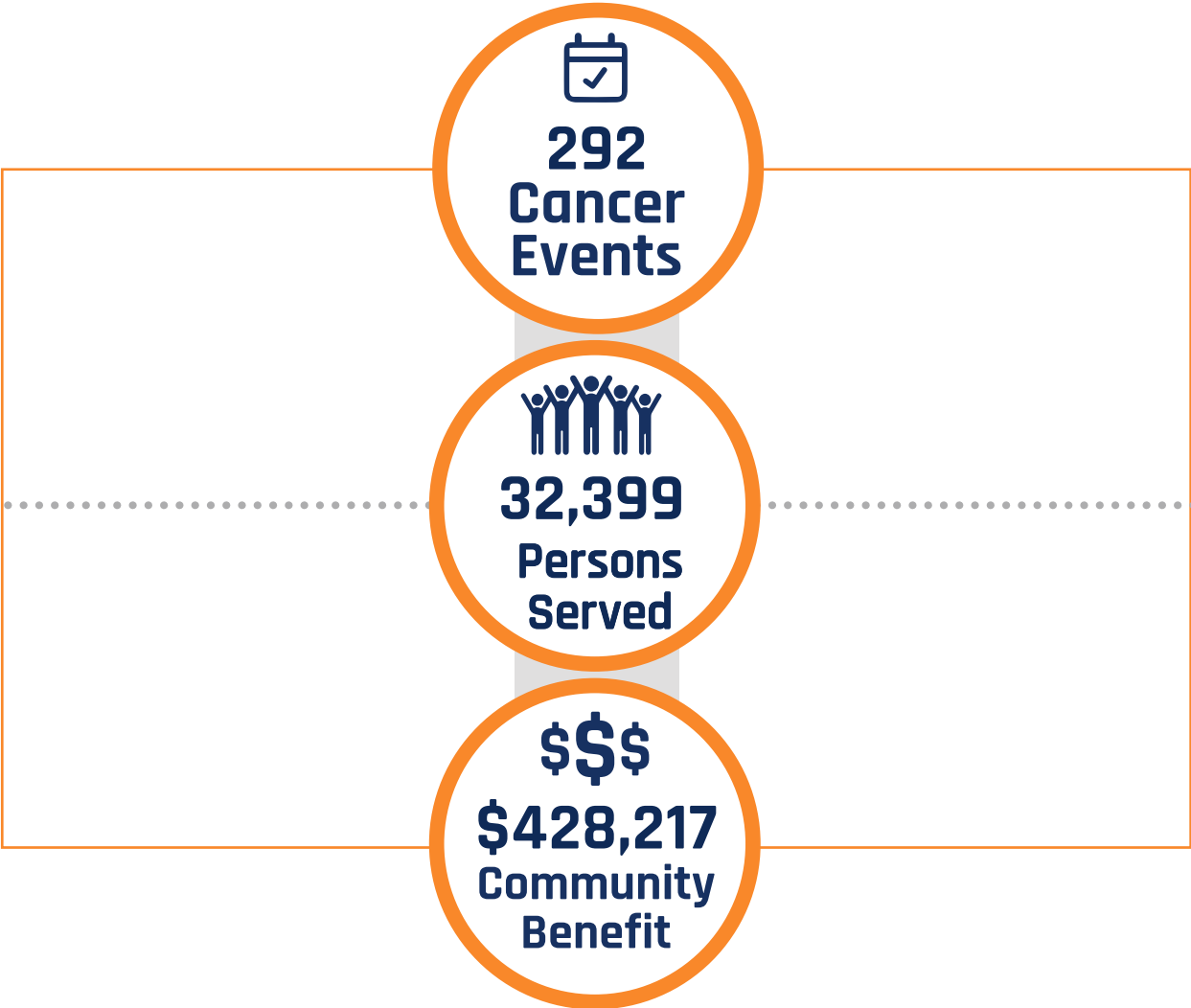
Our Community Benefit Programs:

Cancer



In the current CHNA cycle, Cancer accounts for 21% of deaths in the Northside community. 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 2024 Highlights

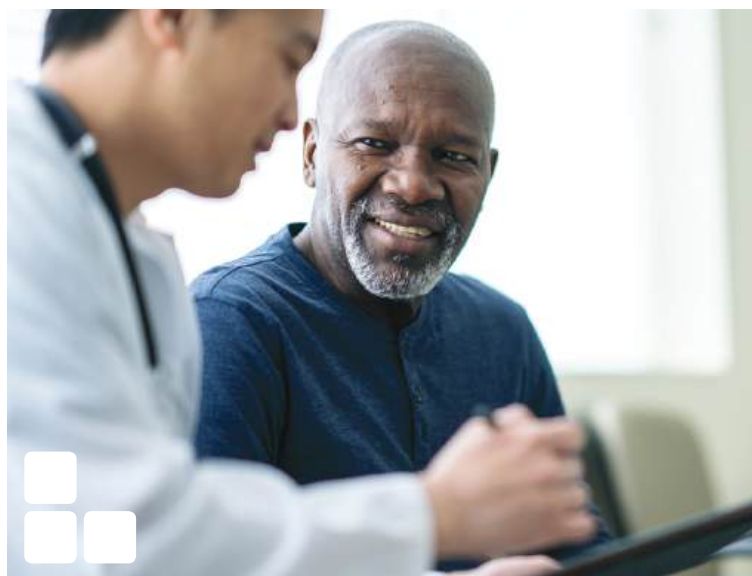


Prostate Cancer Health Disparities

- 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 **13 free prostate cancer screening events** in FY 2024. Eight of the screening events were through partnerships with other community organizations and five were held at Northside Hospital locations. The screening event at Beulah Missionary Baptist Church provided screenings to 86 men, **17 (20%) of whom received abnormal results**. At All Nations Church's prostate cancer screening event, 37 men were screened and **3 (8%) individuals received abnormal results**. The prostate cancer screening event at New Mercies Baptist Church provided prostate screenings to 37 men where **6 (16%) individuals received abnormal results**. The screening event partnering with the Omega Psi Phi Fraternity provided prostate screenings to 49 men, **3 (6%) of whom received abnormal results**. All four of these events targeted men who were Black, uninsured/under-insured or were low-income. 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.



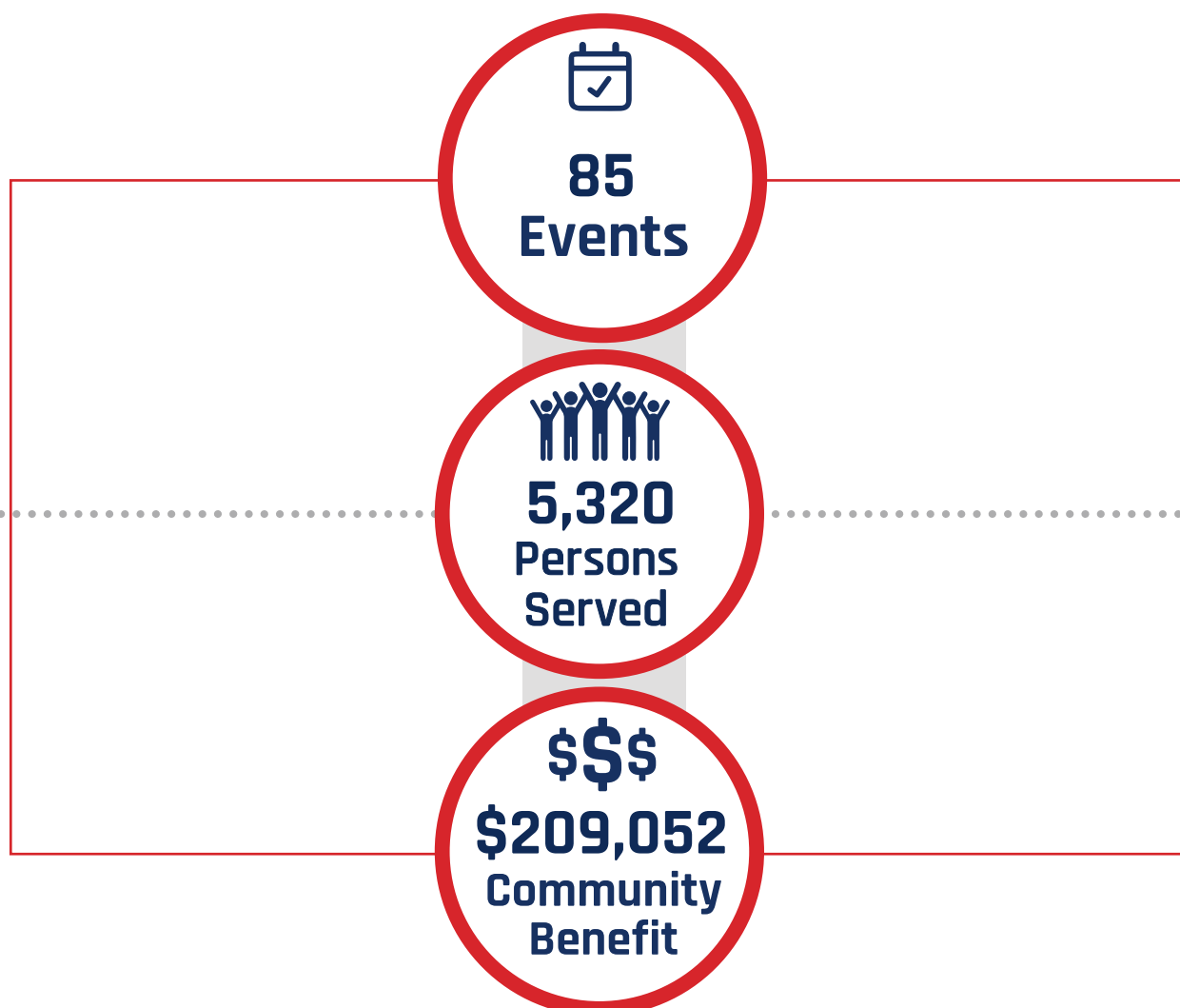
Our Community Benefit Programs: *Cardiovascular Disease*

Diseases of the Heart and Cerebrovascular Diseases (Stroke) are the second and fourth leading cause of death in the community respectively. 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 2024 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 58 events throughout the Community in FY 2024. In order to target populations with lower screening rates, Northside partnered with community organizations that serve populations with disparate health outcomes, including Hispanic, Black, Asian, uninsured and Senior Communities. These community outreach activities provided **2,654 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 2024, all of which were free to community members. A total of **88 participants received screenings** during these events. Any participants with abnormal or elevated results were provided with resources for additional medical evaluation.

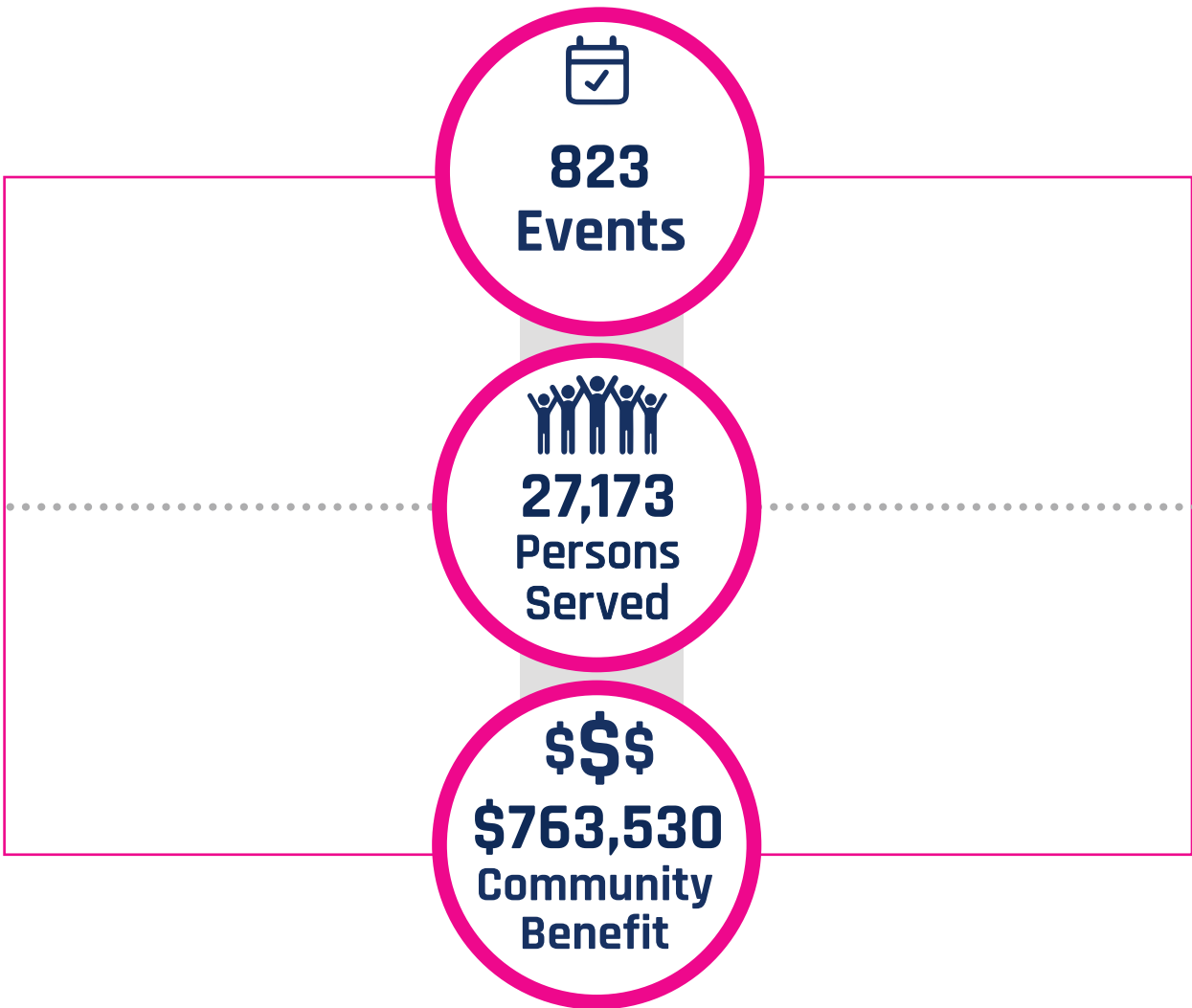


Our Community Benefit Programs:
Maternal & Infant Health



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 2024 Highlights



Addressing Health Needs

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 2024, 76 women participated in the maternal diabetes program. Between 2022 and 2024, participants **increased their knowledge by 44%**. Participants’ average confidence level pre-class in managing their diabetes was rated 3.6 out of 5 and post-class was rated 4.6 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 2024, Northside’s Lactation Hotline provided 3,068 hours of assistance to 5,623 new parents in the community.

3,068 hrs of assistance
to **5,623** new patients

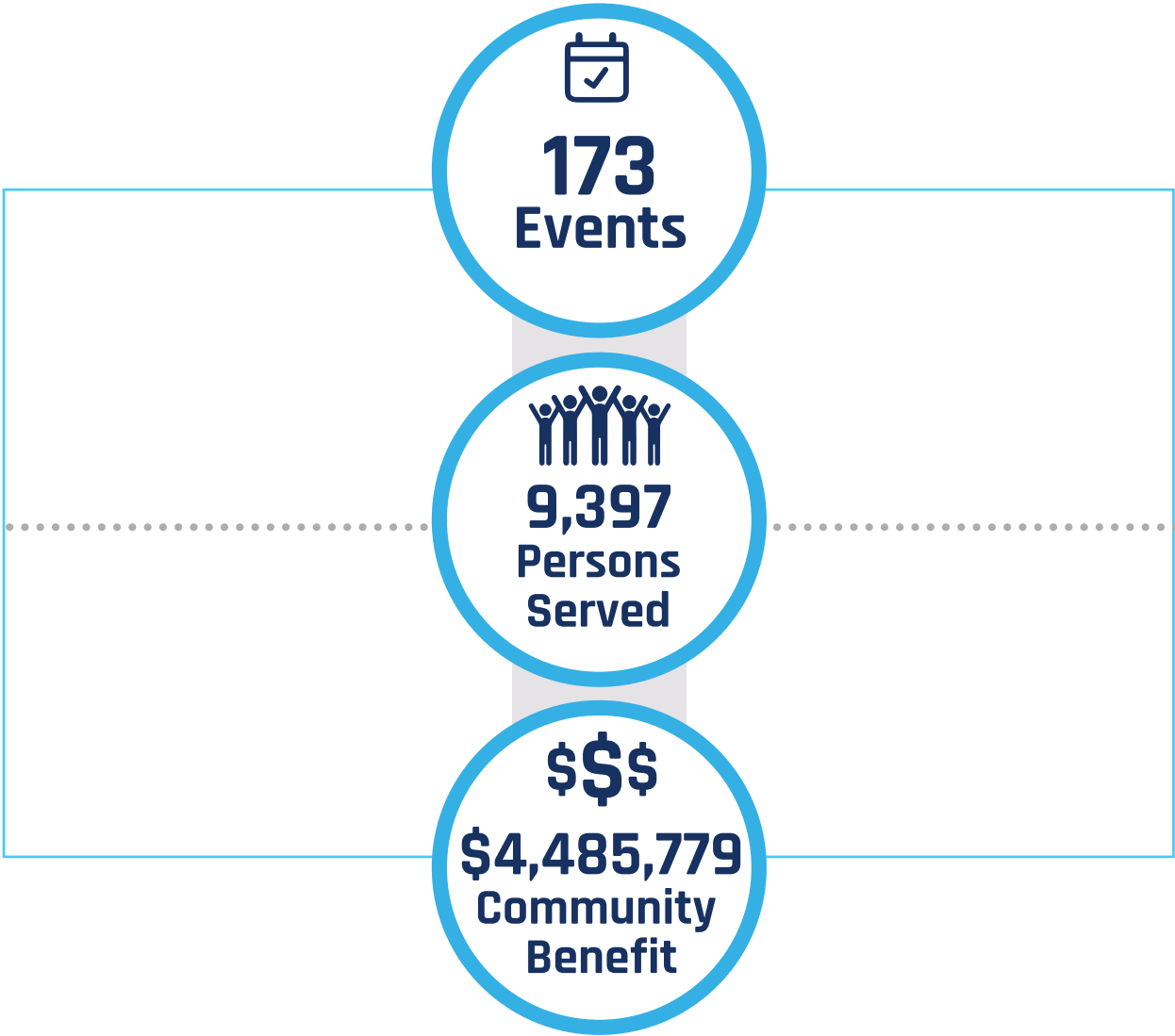


Our Community Benefit Programs:

Obesity & Diabetes

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. Additionally Northside provides much needed diabetes education services and renal healthcare services to the community despite a financial loss.

FY 2024 Highlights



Reaching Vulnerable Populations

Subsidized Health Services means clinical services provided to the community despite a financial loss to the hospital. Two of these clinical services are connected to the Diabetes and Obesity health need: diabetes education services and renal dialysis services.

Diabetes education services provide much needed intervention to both manage and prevent diabetes. Renal dialysis services are a service that is provided to patients who experience kidney failure. Diabetes is the leading cause of kidney failure (National Kidney Foundation). In FY 2024, Northside provided 2,613 patients with diabetes education services accounting for \$3.2 million in community benefit. In FY 2024, Northside provided 730 patients with renal dialysis services accounting for over \$1 million in community benefit. In summary, Northside provided \$4.26 million in net community benefit for critical services that were unprofitable to the hospital but made available to the Northside community.

Addressing Heath Needs

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 2024, the Northside University program provided pre-diabetes and nutrition education at no charge to 49 community members.**



Our Community Benefit Programs:

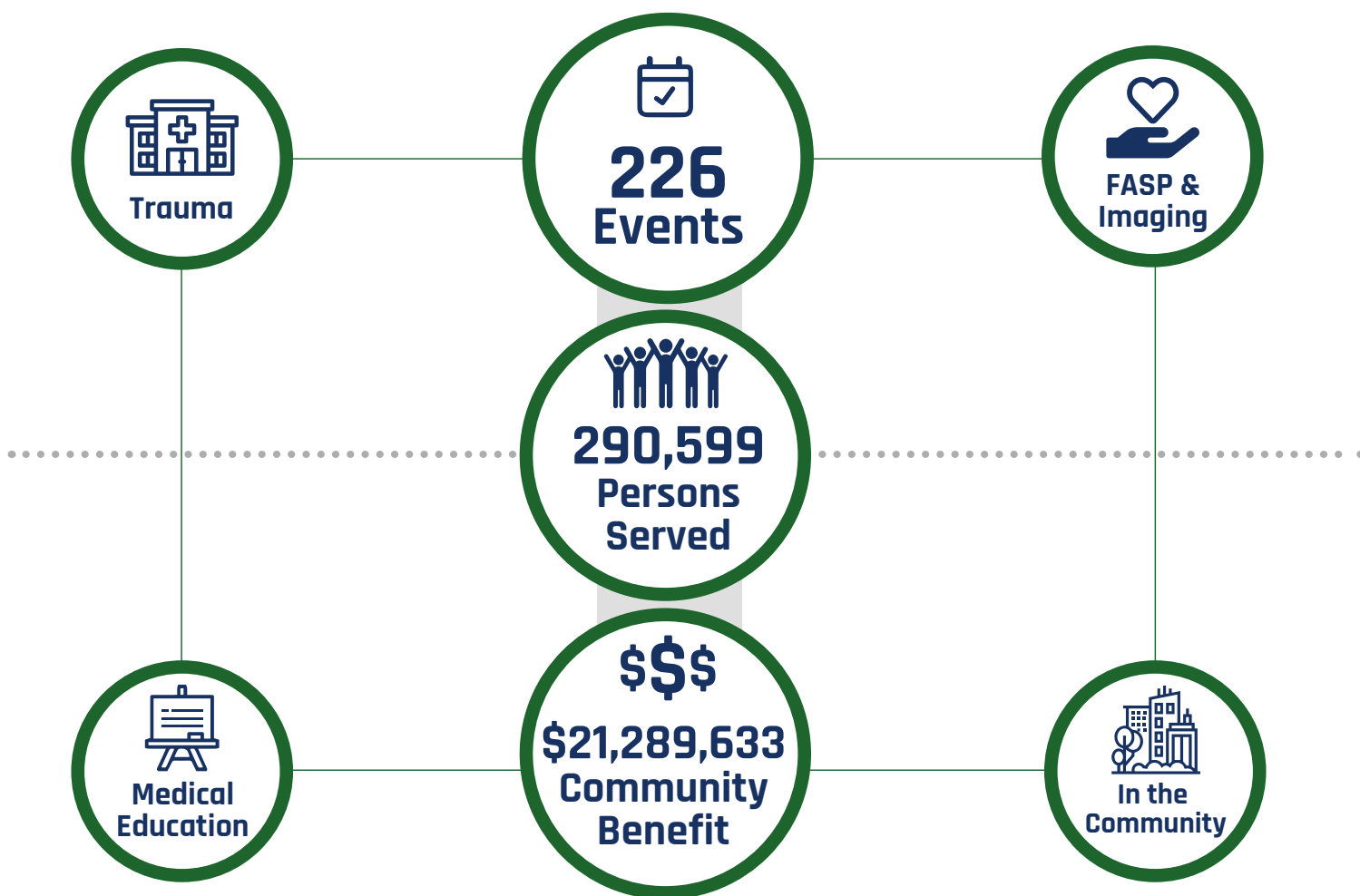
Access to Care

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 2024, Northside employed all of these approaches in order to improve access to care in our Community.



FY 2024 Highlights



Access to Care Health Disparities

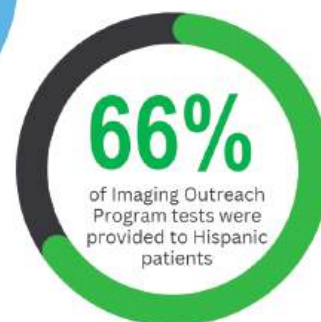
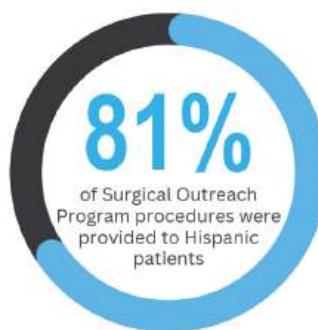
- According to CDC survey data, Hispanic respondents were least likely to have someone they thought of as a personal doctor or healthcare provider.
- Within the Northside Community, uninsured rates were highest among the Hispanic population (35%) compared to other populations: Black (13%), Asian (11%), 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 2024, 661 procedures were completed across all of Northside's Surgical Outreach programs, 535 (81%) of which were provided to Hispanic patients.

In CY 2024, the Imaging Outreach program completed 772 imaging tests, 510 (66%) 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.



325
Staff
hours



3,994
Persons
Served



\$2,842,319
Community
Benefit

Reaching Vulnerable Populations

According to Healthy People 2030, mental and physical health are closely connected. Mental health disorders like depression and anxiety can affect people's ability to take part in healthy behaviors. Similarly, physical health problems can make it harder for people to get treatment for mental disorders. Northside provides much needed behavioral health clinical services to the community despite a financial loss to the organization. Without providing these clinical services the responsibility would fall more heavily on the government and other tax-exempt organizations in the community. In FY 2024, Northside **provided 3,056 persons** with behavioral health services accounting for over **\$2.8 million in community benefit**.

Addressing Access to Behavioral Health

Northside has a **Behavioral 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 2024, the Behavioral Health Crisis Line's team of Behavioral Health professionals **impacted the lives of 363 individuals** as a result of their commitment to helping those dealing with emotional health emergencies.



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 2024 Reportable Community Benefit

Cost of providing charity care

\$374.0 million

Unreimbursed cost of providing care to Medicaid beneficiaries

\$132.1 million

Cost of other community benefit programs

\$30.9 million

Total FY 2024 Reportable Community Benefit
\$537.0 million

FY 2024 Total Community Spend

Unreimbursed cost of providing care to Medicare beneficiaries

\$242.7 million

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

\$140.9 million

Reportable Community Benefit

\$537.0 million

Total FY 2024 Total Community Spend
\$920.6 million



NORTHSIDE HOSPITAL