

UChicago Medicine AdventHealth GlenOaks

2026 – 2028 Community Health Plan



**UChicago
Medicine**

 **AdventHealth**

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Acknowledgements

This community health plan was prepared by Fabiola Zavala with contributions from members of UChicago Medicine AdventHealth GlenOaks Community Health Needs Assessment Committee representing health leaders in the community and UChicago Medicine AdventHealth GlenOaks leaders.

We are especially grateful for the internal and external partners who helped guide the development of the community health plan which will enable our teams to continue fulfilling our mission of Extending the Healing Ministry of Christ.

Executive Summary



Executive Summary

Adventist GlenOaks Hospital dba UChicago Medicine AdventHealth GlenOaks will be referred to in this document as UChicago Medicine AdventHealth GlenOaks or the “Hospital”.

Community Health Needs Assessment Process

UChicago Medicine AdventHealth GlenOaks in GlenOaks, Illinois, conducted a community health needs assessment in 2025. The assessment identified the health-related needs of the community, including low-income, minority and other underserved populations. The priorities were defined in alignment with Healthy People 2030, the national initiative aimed at improving the health and well-being of people in the United States.

In order to ensure broad community input, UChicago Medicine AdventHealth GlenOaks created a Community Health Needs Assessment Committee (CHNAC) to help guide the Hospital through the assessment process. The CHNAC included representation from the Hospital, public health experts and the broad community. This included intentional representation from low-income, minority and other underserved populations.

The CHNAC met throughout 2025. The members reviewed the primary and secondary data, helped define the priorities to be addressed and helped develop the Community Health Plan (CHP) to address those priorities. Learn more about Healthy People 2030 at health.gov/healthypeople.

Community Health Plan Process

The Community Health Plan (CHP), or implementation strategy, is the Hospital’s action plan to address the priorities identified from the CHNA. The plan was developed by the CHNAC, and input was received from stakeholders across sectors, including public health, faith-based, business and those individuals directly impacted.

The CHP outlines targeted interventions and measurable outcomes for each priority noted below. It includes resources the Hospital will commit and notes any planned collaborations between the Hospital and other community organizations and hospitals.

The defined goals and activities were carefully crafted, considering evidence-based resources and sought to align with AdventHealth’s organizational and strategic plans. UChicago Medicine AdventHealth GlenOaks is committed to addressing the needs of the community, especially the most vulnerable populations, to bring wholeness to our communities.



Executive Summary

Priorities Addressed

The priorities addressed include:

1. Mental Health
2. Diabetes
3. Health Care Access and Quality

See page 10 for the defined strategies and next steps for each priority selected to be addressed.

Priorities Not Addressed

The priorities not addressed include:

1. Cancer
2. Heart Disease and Stroke
3. Drug and Alcohol Use
4. Physical Activity
5. Tobacco Use
6. Economic Stability
7. Education Access and Quality
8. Neighborhood and Built Environment-Food Security

See page 17 for an explanation of why the Hospital is not addressing these issues.



The Community Health Plan is a three-year strategic plan and may be updated during implementation based on changing community needs and priorities. AdventHealth recognizes community health is not static and high-priority needs can arise or existing needs can become less pressing. The Hospital may pivot and refocus efforts and resources to best serve the community.



Executive Summary

Board Approval

On September 24, 2025, the UChicago Medicine AdventHealth GlenOaks Board approved the Community Health Plan goals, activities and next steps. A link to the 2026-2028 Community Health Plan was posted on the Hospital's website on November 15, 2025.

Ongoing Evaluation

UChicago Medicine AdventHealth GlenOaks' fiscal year is July 1 – June 30. For 2026, the Community Health Plan will be deployed beginning January 1, 2026, and evaluated at the end of the fiscal year. Beginning July 1, 2026, the CHP will be evaluated annually for the 12-month period beginning July 1 and ending June 30. Evaluation results will be attached to the Hospital's IRS Form 990, Schedule H. The collective monitoring and reporting will ensure the plan remains relevant and effective.

For More Information

Learn more about the Community Health Needs Assessment and Community Health Plan for UChicago Medicine AdventHealth GlenOaks adventhealth.com/community-health-needs-assessments.

About AdventHealth



About AdventHealth

AdventHealth UChicago Medicine AdventHealth GlenOaks is part of AdventHealth. With a sacred mission of Extending the Healing Ministry of Christ, AdventHealth strives to heal and restore the body, mind and spirit through our connected system of care. More than 100,000 talented and compassionate team members serve over 8 million patients annually. From physician practices, hospitals and outpatient clinics to skilled nursing facilities, home health agencies and hospice centers, AdventHealth provides individualized, whole-person care at more than 50 hospital campuses and hundreds of care sites throughout nine states. Committed to your care today and tomorrow, AdventHealth is investing in new technologies, research and the brightest minds to redefine wellness, advance medicine and create healthier communities.

In a 2020 study by Stanford University, physicians and researchers from AdventHealth were featured in the ranking of the world's top 2% of scientists. These critical thinkers are shaping the future of health care. Amwell, a national telehealth leader, named AdventHealth the winner of its Innovation Integration Award. This telemedicine accreditation recognizes organizations that have identified connection points within digital health care to improve clinical outcomes and user experiences. AdventHealth was recognized for its innovative digital front door strategy, which is making it possible for patients to seamlessly navigate their health care journey. From checking health documentation and paying bills to conducting a virtual urgent care visit with a provider, we're making health care easier — creating pathways to wholistic care no matter where your health journey starts.

AdventHealth is also an award-winning workplace aiming to promote personal, professional and spiritual growth with its team culture. Recognized by Becker's Hospital Review on its "150 Top Places to Work in Healthcare" several years in a row, this recognition is given annually to health care organizations that promote workplace diversity, employee engagement and professional growth. In 2024, the organization was named by Newsweek as one of the Greatest Workplaces for Diversity and a Most Trustworthy Company in America.



About UChicago Medicine AdventHealth Glen Oaks

UChicago Medicine AdventHealth is a connected system of care for every stage of life and health. A shared vision, common values, focus on whole-person health and commitment to making communities healthier unify the system's four hospitals located in Bolingbrook, Glendale Heights, Hinsdale and La Grange. The system also includes nearly 50 primary and specialty practice locations and two multispecialty ambulatory centers. In January 2023, The University of Chicago Medicine and AdventHealth launched a joint venture, bringing academic medicine to the western suburbs. The partnership builds on UChicago Medicine's national reputation for specialty and subspecialty care and AdventHealth's exceptional quality and rich legacy of whole-person care.

UChicago Medicine AdventHealth GlenOaks is a 140- bed, full service medical facility that provides high-quality, compassionate and family centered medical care to the residents of Glendale Heights and the surrounding communities. UChicago Medicine AdventHealth GlenOaks offers emergency medical services, heart care, lab and imaging services, behavioral medicine services, cancer care and surgical services. UChicago Medicine AdventHealth GlenOaks has earned a number of nationally recognized awards and safety grades including the Joint Commission Certified Primary Stroke Center designation, Level II Trauma Center and American Heart Association/ American Stroke Association's Get With the Guidelines Stroke Silver Plus Quality Achievement Award. It offers a Therapeutic Day School and Transition Program and Hepatitis C Clinic. It is also the only disproportionate share hospital in DuPage County.



Priorities Addressed



Mental Health

According to secondary data, 16.8% of residents in the Hospital's PSA have depression. According to the community survey, more than 10% of respondents have been diagnosed with a depressive disorder, and more than 10% have been diagnosed with an anxiety disorder. Stakeholders also chose mental health as one of the top health conditions affecting the community. Awareness and the need to address mental health disorders has been growing in the country. Including mental health as a priority, the Hospital can align to local, state and national efforts for resources and to create better outcomes opportunities over the next three years.

Goal

Improve mental health in the Great Lakes Region through education, awareness, access to services, and community collaboration.

Activity

Provide education about mental health, services and resources to patients, community members, and hospital staff.

Output

- Number of mental health services and resource workshops offered
- Number of attendees
- Number of brochures or flyers distributed
- Number of collaborating partners who implement education
- Number of searches on the Whole Health Hub for mental health services or resources
- Pre and post assessments
- Amount of funding
- Number of team member volunteer hours

Outcome

By June 30, 2028, at least 90% of participants who complete both pre-post assessments will demonstrate an increase in knowledge about mental health topics, services, and available resources.

Hospital Contributions

- Team members from various departments will support this activity: Behavioral Health, Medical Group, Mission, and Community health staff
- Board engagement with community organizations that support mental health
- Allocate \$1,500 annual budget to purchase class materials
- Allocate \$3,500 annually to support community mental health events.

Community Partnership

- Pillars Community Health, DuPage County Health Department, Will County Community Center, VNA Health Care, DuPage Health Coalition, NAMI Metro Suburban and NAMI DuPage.

Mental Health

Activity

Develop and share mental health content through UChicago Medicine (UCM) AdventHealth's social media platform to raise awareness, reduce stigma and connect the public with services and resources. to post on UCM AdventHealth social media pages.

Output

- Number of mental health related posts published
- Number of impressions (views)
- Number of accounts reached
- Number of engagements (likes, shares, comments, clicks)

Outcome

By June 30, 2028, achieve a 3% engagement rate on mental health-related social media content, indicating strong audience connection and relevance.

Hospital Contributions

- UCM AdventHealth Behavioral Health, Marketing and Communications and Community Health staff time

Community Partnership

- Pillars Community Health, DuPage County Health Department, Will County Community Center, VNA Health Care, DuPage Health Coalition, NAMI Metro Suburban and NAMI DuPage.

Diabetes

In the Hospital's community, 11.8% of residents have a prevalence of diabetes, which is higher than the state average of 10.4%. According to the community survey, more than 23% of respondents have reported having diabetes. Diabetes was highest among community survey respondents who identified as Black or African American. When addressing diabetes as a priority, the Hospital can work collaboratively with organizations already addressing this issue to promote prevention activities over the next three years.

Goal

Reduce the burden of diabetes and improve quality of life for individuals living with, or at risk for, diabetes through education, screenings and connection to care.

Activity

Deliver monthly diabetes education classes that include:

- **Information on disease prevention, management, nutrition, and physical activity.**
- **On-site blood glucose screenings**
- **Distribution of culturally appropriate educational materials**
- **Navigation and referral support for follow-up care**

Output

- Number of diabetes education classes offered
- Number of attendees reached
- Number of educational materials distributed
- Number of blood glucose screenings performed
- Number of referrals to Federally Qualified Healthcare Centers(FQHC's) or free clinics for ongoing care
- Funding for screenings and diabetes classes
- Number of team member volunteer hours

Outcome

By June 30, 2028, 75% of eligible participants who attend two or more diabetes classes and complete both baseline and follow-up screenings will show a reduction in their A1c levels. Baseline: A1c baseline data will be established during initial screenings starting in 2025. Participants will be tracked longitudinally over 3–6 months through screening follow-up and/or care coordination notes.

Hospital Contributions

- Team members from the following departments will support: Nursing, Case Management, Mission, Medical Group and Community Health
- Board engagement with community organizations that support diabetes education and management
- Allocate \$1,500 annual budget to purchase class materials a year
- Allocate \$3,000 annual budget to conduct blood glucose screenings
- Nurses will perform pre- and post-screenings
- Community Health Navigator will refer uninsured patients and community members to free clinic for primary care and disease management

Community Partnership

- DuPage Health Coalition, DuPage County Health Department, University of Illinois Extension to help with hosting classes.

AWM1

Slide 13

AWM1

[@Zavala, Fabiola] Confirming the screenings will start this year (2025) or next year 2026.

Miller, Amber W., 2025-08-29T18:23:39.269

Health Care Access and Quality

In the Hospital's community, 7.24% of residents do not have health insurance. Cook county had the highest rate of uninsured, with 9% of residents. According to the community survey, more than 35% of respondents said they needed to see a doctor in the past 12 months but weren't able to due to cost. Stakeholders also mentioned difficulty accessing care due to long wait times for appointments and low provider availability further exacerbating the issue. Focus group participants also highlighted lack of insurance and affordability as barriers to seeking care. The Hospital will focus its efforts on initiatives which address health care access and have an equity-based lens and approach. The Hospital will also work with others who are addressing this priority

Goal

Increase access to comprehensive, high-quality health care services for uninsured, underinsured, and underserved populations across the community.

Activity

Support and participate in coordinated efforts that improve access to health care services and community-based resources through:

- Community events
- Preventative screenings
- Health care navigation and referrals
- Promotion and use of the Whole Health Hub
- Funding to support partner-led services

Output

- Number of people connected to health coverage
- Number of searches with Whole Health Hub for Health care access
- Number of community engagement events
- Number of clinical community relationships
- Number of health screenings offered
- Amount of funding
- Number of team member volunteer hours

Outcome

By June 30, 2028, connect 500 individuals to healthcare coverage.

Hospital Contributions

- Team members from various departments will support this activity: Community Health, Consumer Access, Mission, Case Management, Senior Leadership and Medical Group
- Board engagement with community organizations that support health care access and quality
- Allocate funding to continue to support community-based organizations that provide health care services and or coverage to uninsured or underinsured on a yearly basis.

Community Partnership

- Will County Community Center, Will County Health Department, VNA Health Care, DuPage Health Coalition, Pillars Community Health, Cook County Department of Public Health, Southwest Suburban Immigrant Project

Health Care Access and Quality

Activity

Increase the health literacy of the populations in the Great Lakes Region primary service area

Output

- Number of health literacy workshops that will provide guidance on how to access health care and medication resources, interact with their provider or gain access to their medical records
- Number of attendees
- Pre and post assessment
- Number of educational materials distributed
- Assessing and addressing non-medical challenges; limited health literacy is often a symptom of limited general literacy, which can affect a consumer's ability to navigate services for housing, transportation, food, and other resources related to social determinants of health.

Outcome

By June 30, 2028, workshop participants will have increased their knowledge of navigating, understanding, and utilizing health information and services.

Hospital Contributions

- Community Health, Consumer Access, Mission, Case Management, Quality & Patient Safety, Patient Experience and Medical Group
- Allocate \$1,500 a year for monthly workshops.

Community Partnership

- People's Resource Center, Cook County Department of Public Health, Literacy Works

Health Care Access and Quality

Activity

Expand access to primary care services by increasing the number of practicing providers across the Great Lakes Region, with emphasis on underserved areas and continuity of care.

Output

- Number of primary care physicians hired
- Number of advanced practice providers (APP) hired
- Patient panel sizes

Outcome

By June 30, 2028, increase the number of primary care physicians and advanced practice providers in the Great Lakes Region.

Hospital Contributions

- AdventHealth Medical Group Provider Recruitment will work collaboratively with AH Family Medicine Residency leadership and faculty in Hinsdale and La Grange to recruit PGY3 residents.
- AdventHealth Business Development Physician Liaisons will assist with hospital tours for visiting physicians and APP candidates.

Community Partnership

- N/A

Priorities Not Addressed



Priorities Not Addressed

UChicago Medicine AdventHealth GlenOaks also identified the following health needs during the CHNA process. In reviewing the CHNA data, available resources and ability to impact, the Hospital determined these needs will not be addressed.

Cancer

In the Hospital's community, 7.3% of residents have cancer, which is higher than the state average of 6.5%. Only 3% of community survey respondents have been diagnosed with cancer. When asked if they were up to date on preventative cancer screenings, 65% of survey respondents said yes. The Hospital did not select this need as a priority, as it is not positioned to directly address this in the community at large.

Heart Disease and Stroke

In the Hospital's community, 29.6% of residents have high cholesterol, while 28% of residents have high blood pressure. According to community survey, 25% of respondents reported having high blood pressure, and only 4% of respondents reported having coronary heart disease. While the CHNAC was in agreement that this is an important issue, they agreed that the Hospital was better positioned to focus on other issues based on current available resources

Drug and Alcohol Use

In the Hospital's community, 18.8% of residents binge drinking, with Cook County (20.8%) surpassing the state average (20.4%). According to community survey, 12% of respondents reported taking prescription medication for non-medical reasons. Stakeholders also chose drug and alcohol use as a top health behavior of concern in the community. Drug and alcohol use has been a growing concern in the country. However, the Hospital believes other organizations are better positioned to address this need in the community and will support those efforts.

Physical Activity

In the Hospital's community, 21.7% of residents have not exercised in the past 30 days, which is slightly higher than the state average of 21.5%. According to community survey, 11% of respondents reported zero exercise in the past 30 days. The Hospital did not perceive the ability to have a measurable impact on the issue within the three years allotted for the Community Health Plan with the current resources available to the community and the Hospital at this time.

Tobacco Use

In the Hospital's community, 12.1% of residents smoke cigarettes, which is close to the state average of 13.5%. According to community survey, 3% of respondents smoke cigarettes, and 2% vape or use e-cigarettes. The Hospital believes other organizations in the community are better positioned to address this need in the community, therefore it was not selected to be addressed.

Economic Stability

In the Hospital's community, 5.2% of residents are unemployed and actively seeking employment. According to community survey, 21% of community survey respondents are worried about stable housing in the next two months. Stakeholders indicated living wage and affordable housing were two concerns impacting the health of the community. While the CHNAC was in agreement that this is an important issue, they agreed that the Hospital does not have the resources to effectively address this issue in the community.

Priorities Not Addressed

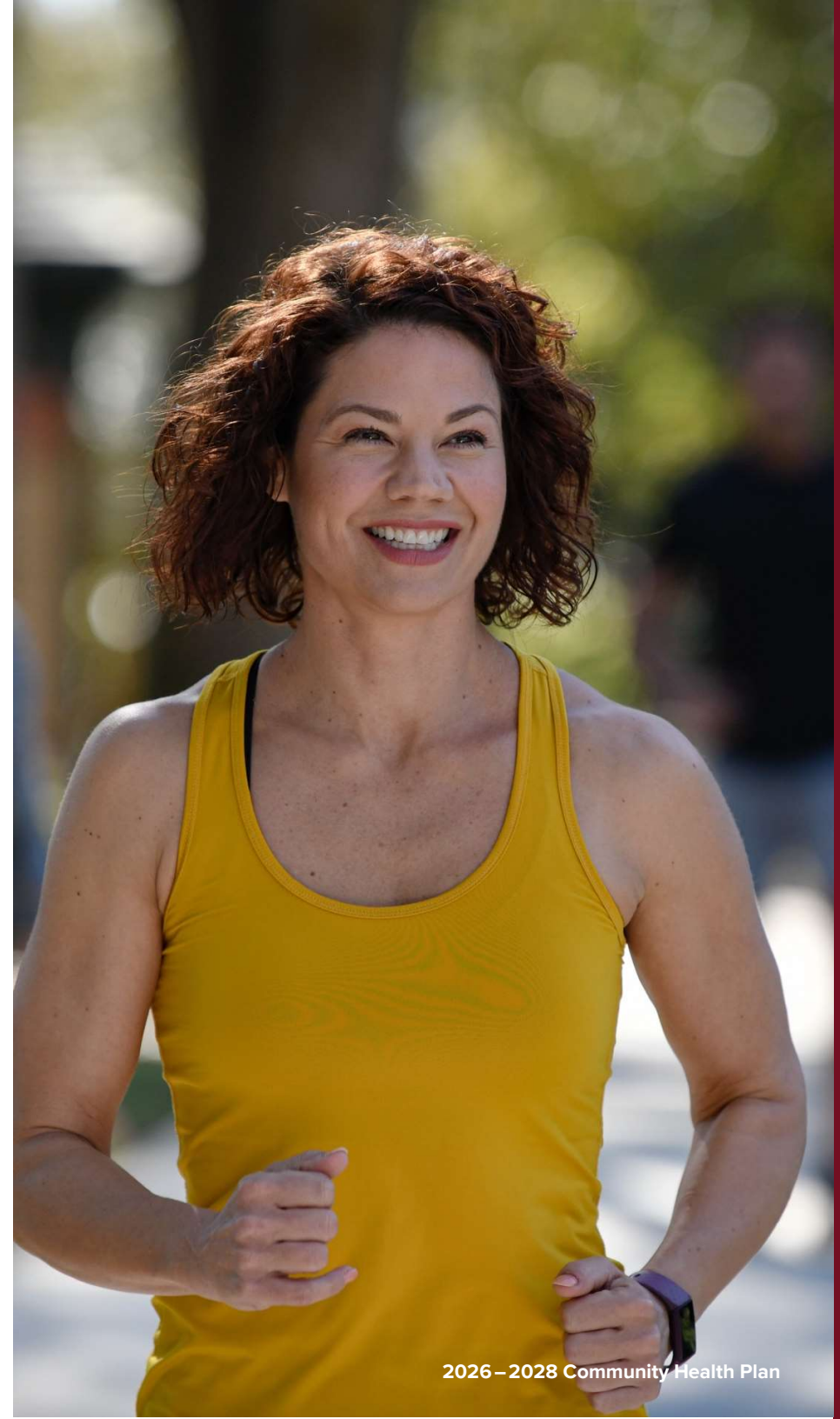
Education Access and Quality

In the Hospital's community, 88.5% of residents have at least a high school diploma which is slightly below the state average of 90.4% of residents. Preschool enrollment in the Hospital's PSA is also below the state average. The Hospital did not select this need as a priority, as it is not positioned to directly address this in the community at large.

Neighborhood and Built Environment-Food Security

In the Hospital's community, 10.1% of households received food stamps (SNAP), while 62.7% in poverty do not receive food stamps (SNAP). According to community survey, 17% of respondents said they ate less than they should due to cost in the past 12 months.

The neighborhood and built environment (food security) need in the community is significant, however, the CHNAC did not perceive the ability to have a measurable impact on the issue within the three years allotted for the Community Health Plan with the current resources available to the community and the Hospital at this time. While the CHNAC was in agreement that this is an important issue, they agreed that the Hospital was better positioned to focus on other issues based on current available resources.





**UChicago
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Advent Health

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CHP Approved by the Hospital Board on: September 24, 2025

For questions or comments please contact:
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