



STRATEGIC PLANNING UPDATE



Dear CCHHS employees,

At today's Cook County Health & Hospitals System Board of Directors Meeting, we presented initial plans to enhance the services we provide and improve our competitive position on the south side of Chicago. This is in keeping with our mission to ensure the continued access to quality care for all.

The growth of CountyCare in the Provident catchment area coupled with a solid payor mix at Provident/Sengstacke presents substantial opportunity for CCHHS to deliver increased state-of-the-art healthcare in a community we have long and proudly served.

I am pleased to announce that we intend to pursue construction of a new health and diagnostic center in the Provident community. We envision a regional outpatient center (ROC) focused on primary care and prevention, accessible to our patients and integrated with community services. We plan to build a center that is whole-person and family-centered while delivering evidence-based care in a safe, coordinated and modern environment.

A new ROC will provide primary and specialty care services, laboratory and diagnostic services including a full spectrum of radiology services. We hope to ultimately provide dental, behavioral health, orthopedics and geriatric services. In expanding our same day surgery capabilities, we are thrilled to offer ophthalmology as a center of excellence providing state-of-the-art eye care putting us on the cutting edge of treatment and bringing a much needed service to this community.

We hope to move deliberately through the approval, planning, design and construction phases but it will take some time. This facility will provide expanded services and convenient access for patients who historically travelled to the central campus for some of their care.

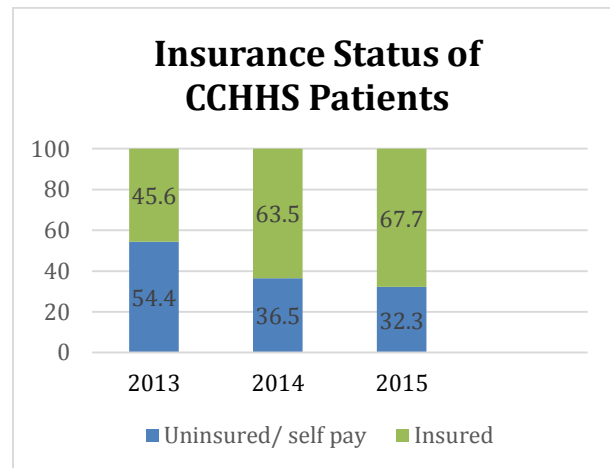
From an inpatient perspective, admissions at Provident remain low but as the healthcare environment around us continues to change,

there may be additional inpatient opportunities. We will need to right size Provident in the coming budget to more appropriately reflect the current and projected inpatient census. But we are optimistic that the dynamics in the market coupled with the new ROC may increase CCHHS' share of necessary acute care hospitalizations over time.

As we move ahead with these ambitious plans, we will keep you informed. For now, I hope you share our excitement as we expand services for our patients and improve the working environment for our staff.

Sincerely,

Dr. Jay Shannon
Chief Executive Officer



The insurance status of our patients should serve as a constant reminder that the majority of our patients can now choose their provider. Every interaction we have with them can influence their loyalty. Please do your part to improve the patient experience. And remember that the services we provide to the insured allow us to remain true to our mission to care for the uninsured.