



STRATEGIC PLANNING UPDATE

Central Campus Update

We are pleased to report that planning for the new central campus building is on schedule. Meetings with clinical and administrative teams to plan for the appropriate utilization of the space are ongoing. The new central campus building is the first of several that we hope to construct or renovate in the next few years to enhance outpatient services both on the central campus and in the communities where our patients live. We expect to have a schematic design later this Spring and look forward to sharing it. The new building will serve as an outpatient hub as well as provide administrative office space allowing us to centralize the staff currently located in four separate buildings. The new building is expected to be completed in 2018.

At the same time, to provide an immediate improvement in the patient experience, we are working to relocate many of the services currently housed in the Fantus building into Stroger as well as expand services in our health centers. Reconfigurations of space in the first and second floor Specialty Care Clinics will provide additional capacity for some services while co-locating other services on related hospital floors provides us with an opportunity to better serve our patients. For instance, the co-location of the pediatric intensive care unit with inpatient pediatrics will allow us to build out a women and children's center on the 4th floor that includes pediatric primary and specialty care.

A second development project on the far north and east side of the campus is being led by the Cook County Bureau of Asset Management and a third project by the Illinois Medicaid District is also in the planning stage west of the campus. These construction projects, once complete, will revitalize the Illinois Medical District making it a more appealing place to live, work and visit. There will, however, be short term inconveniences that are part of any building project.

One of the immediate impacts on CCHHS is parking. We expect an already difficult parking situation to grow more challenging throughout the construction phase.

Patient and employee parking/transportation surveys are being conducted by the central campus development team. Responses will assist in further understanding parking demand, transportation alternatives to arrive at the Central Campus and traffic flow once on the Central Campus. These surveys will

guide the development of additional strategies to ensure that upon completion of the various construction projects, ample parking and transportation alternatives are in place.

In the interim, we continue to turn away as many as 300 patients from the Stroger parking garage every day. As we have talked about for many months, we will be implementing a new parking strategy that will include a Pay on Foot system in the Stroger garage that will 'go live' on March 15th. With payment kiosks in the parking garage elevator lobby, patients and visitors will no longer wait in long lines to exit the garage which should expedite employee exit time as well. Affordable flat rates for patients and visitors are being established and higher rates will be implemented to discourage non-CCHHS parkers from utilizing the garage. Employee rates WILL NOT change, however as we have stated, we will be moving several hundred employees from the garage into other available parking, including the new lot at 13th & Hastings and the JTDC to create additional space for patients. The new Pay on Foot system will provide us with detailed information around parking habits allowing us to adjust our strategies to best meet demand.

The schedule below provides an outline of the activities necessary to implement the new strategy.

February 23 – March 2

- All staff currently parking in the Stroger garage or the Wood Street lot will be given a new key card that will be activated on March 15th. Employees will hold two cards until the Pay on Foot system goes live on March 15th. A detailed schedule will be distributed/posted shortly.
- First wave of individuals will move out of the Stroger garage. Impacted parkers will be notified via email or letter. The first wave will be contractors working daytime hours.
- Employees who currently park in the Stroger garage or Wood Street lot during daytime hours can volunteer to relocate to the new lot at 13th and Hastings. Employees will not be charged to park at 13th & Hastings. The shuttle system that will service the new lot will be separate from the JTDC shuttle. Employees who wish to volunteer should talk to a representative when they get their new key card.



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March 15

- Pay on Foot system activated. Our parking vendor will have additional staff on site to assist parkers with the new system. New key cards for staff will be activated. Previous cards will no longer work.
- The second wave of individuals will be moved out of the Stroger garage. Impacted employees will be notified via email or letter. Additional employees will be relocated to other garages at a later date and following impact bargaining.
- Patient and visitor parking will expand. New signage will be installed to provide clear guidance. Non-authorized vehicles parked in areas designated for patients and visitors will be subject to towing.

Emergency Room Services at Stroger

The consolidation of the pediatric emergency room into the main emergency room was completed on February 1st. Much appreciation to Drs. Jeff Schaidler and Tom Senko, nurse leaders Mamatha Bajappa and Claudia Wilson and nurses Leelamma Joy, Imelda Paed and Mony Koshy for their leadership on this project.

Mammography Services

CCHHS has entered into an Intergovernmental Agreement with the City of Chicago to provide as many as 4,300 free mammograms to uninsured Chicago residents over the next year at the Prieto Health Center and Provident Hospital. CCHHS will be reimbursed by the City for each mammogram. This program will provide a needed service, generate revenue and provide us with an opportunity to empanel these individuals in a primary care medical home.

CCHHS already provides nearly 20,000 screening mammograms and diagnostic tests annually and provides the full continuum of high quality breast cancer care from screenings to diagnostic and treatment services.

Ambulatory Changes

In our continued effort to provide comprehensive services to our patients, we have reassigned **Woody Winston** patients to a primary care medical home convenient to them. This change will allow patients to access additional services such as dental.

CountyCare Update

CountyCare continues to prepare for the transition to a new third party administrator (TPA) which will occur on April 1st.

The initial phase of the 2016 **CountyCare marketing campaign**

launched this month with billboards and bus shelters in the top 25 Medicaid and CountyCare zip codes in Cook County. The billboards and bus shelter ads will run through April. This

February – April period is when a majority of our ACA adult members are in the plan choice window. Phase 2 will commence later this year following market research.



We continue to make significant progress toward our goal to become a modern, integrated health system – a system that will better position us in the new healthcare environment. I appreciate that change is not always easy but I hope that our efforts to communicate the rationale for changes are appreciated and understood. I am grateful for the continued cooperation from employees and leaders throughout the system. Should you have any questions, please feel free to contact me or your executive leader.

Sincerely,

Dr. Jay Shannon
Chief Executive Officer