

July 1, 2024

Dear Neighbor,

While you are hopefully enjoying summer, I want to let you know our work to improve health and wellness on the South Side continues.

We recently hosted several small focus group discussions to help determine how we start identifying solutions for the ideas and suggestions you shared during our Spring listening sessions. We heard you want health care that is all encompassing – that cares for the whole person, including physical health, mental health, fitness and nutrition – that makes it easier to see doctors and other clinicians closer to home.

We came away from these discussions committed to expanding Advocate Health Care's presence in the community. So, keeping your input in mind — and our promise to keep patients at the center or everything we do — we are exploring the concept of offering multiple neighborhood locations to support health care, education and activities that support a healthy lifestyle.

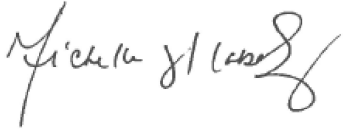
Some core ideas starting to take shape under this guiding concept include:

- **More ways to receive care outside the emergency room:** To help manage chronic conditions like high blood pressure, diabetes and non-emergency concerns, we are thinking about how we might add neighborhood care sites to expand access to care. These neighborhood care sites could bring health services into familiar locations like community centers, places of worship, senior centers, and even grocery stores. As a reminder, we recently opened a walk-in clinic across the street from Advocate Trinity Hospital to help patients with non-life-threatening conditions find easier access to care and shorter wait times outside of the Emergency Room. You can find more information [here](#).
- **Easier access to providers:** We continue to explore how technology can help us reduce wait times, deliver high-touch service for patients who want in-person care, and offer more convenience for those who prefer virtual visits.
- **Easier access to specialty care:** We are looking at ways to bring more diagnostics, procedures and surgeries directly into the community, so patients won't have to travel far to see a cardiologist, urologist and others.
- **State-of-the-art community hospital:** We believe you deserve a modern, high-tech facility that provides programs and services tailored to the unique needs of our community. We are committed to delivering exceptional care right where you live, and as part of a comprehensive network, connecting you with advanced treatments, leading-edge technology and the highest standard of care in the best possible setting.

So, what do you think? How does all this connect with you? We are still seeking input so please go to www.myvoicemyhealth.com and share your thoughts.

Our goal is to ensure you have the best options to live a long and healthy life. Thank you for your input and ideas, which have been valuable as we begin to formulate new plans to have a greater impact on health and wellness in our community. Please keep the suggestions coming! We look forward to your continued input and partnership.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Y. Blakely". The signature is fluid and cursive, with a large initial "M" and a stylized "Y".

Michelle Y. Blakely, PhD
President, Advocate Trinity Hospital