“Where there is need, there is your mission.”

Venerable Mary Potter, Founder, Little Company of Mary Sisters
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In solidarity with the Sisters of the Little Company of Mary, we are entrusted to serve the community through our ministry of Catholic healthcare. We are the empowered laity – the Greater Company of Mary. Rooted in a deep heritage of prayerful support of the sick and dying, we strive to enhance the sacredness of life and human dignity.

Core Values

Professionalism- expresses our commitment to deliver quality, respectful care with personal pride. This gives individuals the opportunity to demonstrate Little Company of Mary’s standards of excellence through their appearance, attitude and actions.

Compassion- states our commitment to create an environment with respect for all. We show this by listening to our patients, assisting their families, encouraging our co-workers and supporting our physicians and leaders.

Quality- states our commitment to meet or exceed our standards of service, promoting the highest level of safety throughout the organization. We demonstrate this through Performance Improvement and our strong commitment to “Spirited Service.”

Responsibility- states our commitment to stewardship. We show this by wisely caring for and sharing human, environmental and financial resources held in our trust.

Mission Integration is the sum of processes that serve to enhance our understanding and commitment to the tradition and values from which the healing ministry of Mary Potter began and in which it continues. This mission is rooted in the deep Gospel stories from the life of Jesus. It is more than programs and celebrations; it is the work of the soul.

The Board Mission Committee is comprised of LCM Sisters, Administration, representatives from the Hospital Board of Directors, Medical Staff and community members. Its goals are as follows:

1. To integrate the philosophy and relate the identity of Little Company of Mary to our board, physicians and administration.
2. Collaborate with leadership in the decision-making processes of the institution.
3. Provide programs to meet the needs of the community through creative development.

The Mission Awareness Committee is comprised of staff members from various departments of the Hospital. Its goals are as follows:

1. To provide education to the employees of our Little Company of Mary Hospital and Health Care Centers in the history and tradition of Venerable Mary Potter.
2. To implement awareness through various activities that support and celebrate the diversity and uniqueness of who we are and who we serve.
3. To create an understanding of how our core values guide us in our work.
In June 2016, LCMH celebrated the opening of its renovated Southwest Orthopedic / Surgical Nursing Unit and a special photography exhibit by Saint Xavier University students. The students’ photography will permanently grace the walls of the hospital, inspiring healing for both current patients and as Little Company of Mary’s healthcare ministry continues for future generations. Designed to mirror the hospital’s West Pavilion patient tower, which opened in 2012, the new unit consists of 12 patient rooms complete with wooden floors, private bathrooms and full-size pullout beds for visitors. The photography exhibit by Saint Xavier University students adds a familiar feel and a sense of home to the hospital’s newest unit, giving patients the opportunity to admire beautiful, well-known local landscapes during their hospital stay.

In August 2016, LCMH opened its doors to its first Progressive Care Unit (PCU) for patients with acute medical illnesses who need special care. The PCU is a nine-bed unit that is a “step down” from the Intensive Care Unit (ICU) and is located adjacent to the ICU. Patients admitted to the PCU will be stable, but require intensive observation or a higher level of nursing care that is provided by our expertly trained nurses and interdisciplinary care team. Together, Little Company of Mary’s ICU and PCU provide intensive medical, surgical and nursing care, state-of-the-art electronic monitoring, life support systems and a complete range of diagnostic capabilities.

In October 2016, LCMH celebrated the opening of its newly renovated operating suites. The new state-of-the-art operating advancements provided in the new suites include integrated connectivity along PACS, which is a cutting-edge technology that provides a live, high resolution imaging feed to the surgical team throughout operation. Access to imaging at the operative field allows surgeon to increase patient safety and help the team to deliver highest level of surgical care. Additionally, the new suites also include: new ceiling-mounted surgical lights for lighting optimization, display monitors with equipment and service booms in each operating room designed to support the surgical team in providing optimal patient care, and enhanced HVAC, medical gas, electric, and communication systems.

In January 2017, Little Company of Mary Hospital celebrated its 87th anniversary of providing high-quality, compassionate healthcare to the Southwest Chicago area. We remain a strong, not-for-profit Catholic, community hospital, continuing the mission of our founding Sisters.

As the largest employer in Evergreen Park, we employ more than 2,100 full-time, part-time and registry employees who embody the mission of the Sisters of the Little Company of Mary, sponsors of the Hospital and Health Care Centers. We offer care and/or support through the Hospital and 10 affiliated facilities.
Throughout FY16, Little Company of Mary Hospital and Health Care Centers continued to provide healthcare access to the community by offering programs for health improvement to populations at risk, exercising appropriate stewardship over our resources and supporting community organizations sharing similar goals. Highlights of the FY16 community benefit endeavors include:

- Providing 27.8 MM* at cost of uncompensated care to those covered by government sponsored indigent healthcare.
- Providing 5.1 MM* at cost of charity care to patients who were unable to pay all or a portion of their hospital bills.
- Providing the Healthy Start Obstetrics (HSO) Program as a healthcare resource for women in the community in need of obstetric and gynecological care.
- Providing health promotion, awareness, education and screening to the participants in our community health programs by reaching nearly 35,000 community members through them.
- Providing a myriad of additional community benefits through programs such as cancer education and wellness, family wellness programs, volunteer resources and mission services.

The population of individuals who sought care at Little Company of Mary in 2016 reside across Chicagoland coming from the southwest area as well as surrounding suburbs across more than 300 zip codes. There are two maps that detail our Inpatient and Outpatient visits. The maps shows the concentration of patients residing in each area divided by zip codes with the heaviest shaded in dark rust color. The legend in the maps below illustrates that Little Company of Mary Hospital services were heavily concentrated by residents in the Southwest Chicago area including Evergreen Park and Oak Lawn. We cared for more than 70,000 patients in 2016.

Four additional graphs below provide a demographic description of patients who visited Little Company of Mary in our primary service area. The graphs provide visual data by gender, ethnicity, age, and marital status. This data was composed by visits made in 2016.

*Figure is from the close of 2016.
Little Company of Mary’s Inpatient Discharge by zip codes

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Little Company of Mary Hospital

Little Company of Mary’s Outpatient Discharge by zip codes

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Little Company of Mary Hospital
Demographics of Patients who were seen at Little Company of Mary in 2016.

**Gender**

- Female: 63%
- Male: 37%

**Ethnicity**

- Uncoded: 235
- African American: 25,515
- Western European: 3,438
- Hispanic: 2,741
- Other: 2,387
- Eastern European: 2,387
- Asian American: 1903

**Marital Status**

- Single: 33,054
- Married: 4,378
- Widowed: 657
- Divorced: 929
- Unknown: 10

**Age**

- 17 and under: 5,090
- 18-24: 8,538
- 25-34: 8,993
- 35-44: 7,951
- 45-54: 11,410
- 55-64: 6,351
- 65-74: 7,703
- 75-84: 5,090
- 85+: 3,604
The F18 plan, with regard to charity care and government sponsored indigent healthcare, will be similar to those benefits provided in FY17 and CY16. Little Company of Mary will continue to provide considerable charity care in FY18. This charity will be provided across all service lines and to all age groups. Considerable medical care will be provided to those covered by government sponsored programs. Major beneficiaries of this care are women and their children as well as those individuals suffering the loss of loved ones.

In addition to charity care provided to patients who are not able to pay, LCM does provide other community benefits. Community benefit services are provided for the general well-being of the communities we serve without regard for the ability to pay. Such programs as avoidance or early detection of health care problems, free health screenings, literature on health issues, services to the elderly and use of the hospital facilities are some examples of the hospital's response to community needs.

Therefore, we plan for community benefit because:
- We are committed to our mission
- We want to be proactive
- We strive to educate our leaders, employees and communities
- We seek collaboration and build coalitions
- We are challenged to make a long-term commitment to those we serve

We provide community benefit because:
- Our Catholic social teaching, our mission and our core values call us to
- We are called to serve and be advocates for the poor and vulnerable
- We are committed to human dignity and the common good

Health Needs Considered in Developing Plan
Little Company of Mary gathers information on the community’s health needs from many sources including the following:

1) Community Health Needs Assessment
   We provide health care access to the community by offering programs for specifically identified health improvement needs to populations at risk. From our 2015 Community Health Needs Assessment, facilitated by the Metropolitan Chicago Healthcare Council (MCHC), health risks were identified through a quantitative survey and publicly reported data as well as qualitative data gathered through focus groups. A comprehensive implementation strategy was developed based on the identified needs. New initiatives for identified areas will be developed for improved access, mental health, diabetes, stroke and heart disease. This Community Health Needs Assessment affirmed our awareness of our community’s health needs.

2) Internal records
   Little Company of Mary’s internal records is readily available, reliable source of timely information about the services used by our community. Information is compiled and analyzed on many levels, including by major diagnostic category (MDC) and diagnosis.
related group (DRG) to track changes in the community’s utilization of health services. For example, internal information shows that the utilization of medical services for circulatory and endocrine problems are increasing among our patients. As it has been in the past, this information will be critical to shaping future program offerings for the community at large.

3) **Patient Surveys**
   All participants in Health Education Department activities are encouraged to complete a survey of their experience and suggestions for future programs. A goal of 150 surveys per month with 25% solicited from outside the boundaries of the health education center has been set. Theses outside surveys are collected from community outreach sites including the Beverly Area Planning Association, Smith Village, Palos Township, Evergreen Park School District 124 and other community locations where screenings and programs are offered.

4) **Internal/external data**
   Another tool used by Little Company of Mary to determine the community’s health related needs is our patient relationship management system, DSS Workbench. Through DSS Workbench, Little Company of Mary provided information based on services used in 2016 by the community's previous health encounters with us.

5) **Physician input**
   Physician input is gathered through the Medical Executive Committee that meets monthly as well as physician departmental meetings. Physicians play an integral role in the hospital's operating committees and serve on, but not limited to the following; Hospital’s Board of Directors, Strategic Planning Committee, Mission Committee, Ethics Committee and Performance Improvement Council.

   In addition, physicians are periodically surveyed to assess the healthcare services needed by their patients. For example, if access to certain specialties is problematic, Little Company of Mary will work to attract physicians in those specialties to the community.
Women

Family Birth Center
Little Company of Mary believes that the birth of a child is one of life’s greatest miracles. Little Company of Mary’s Family Birth Center offers a compassionate environment focused on family-centered maternity care partnered with state-of-the-art medical technology as they now reside in a new home in the Hospital’s Women’s Center for Life and Health.

Known historically as “Chicago’s Baby Hospital,” Little Company of Mary has delivered more babies than any other hospital in the southwest area. We offer nationally recognized prenatal and post-natal classes and programs to support the family through pregnancy, birth and after.

Little Company of Mary’s maternal fetal experts offers the latest prenatal diagnostic services. In addition, our award-winning nurses and our lactation consultants help support every mom with the resources for a rewarding breastfeeding experience. Little Company of Mary offers the combination of an award-winning staff and the most sophisticated technology to make the process of planning a delivery as pain-free as possible.

- **Baby-Friendly Designation:** Little Company of Mary Hospital (LCMH) received the prestigious honor of being internationally recognized as a Baby-Friendly birth facility by Baby-Friendly USA in 2012. There are currently 417 designated Baby-Friendly hospitals and birth centers in the United States and 20,000 worldwide. LCMH is the third Baby-Friendly hospital and birth center in the state of Illinois and the first hospital in the Chicagoland area to achieve this designation.

Becoming a Baby-Friendly facility is a comprehensive, detailed and thorough journey toward excellence in providing evidence-based, maternity care with the goal of achieving optimal infant feeding outcomes and mother/baby bonding. It compels our hospital to examine, challenge and modify longstanding policies and procedures. It requires training and skill building among all levels of staff. It entails implementing audit processes to assure quality in all aspects of maternity care operations and can ultimately enhance patient satisfaction and improve health outcomes.

The Baby-Friendly Hospital Initiative (BFHI) is a global program that was launched by the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF) in 1991 to encourage and recognize hospitals and birthing centers that offer an optimal level of care for infant feeding and mother/baby bonding. It recognizes and awards birthing facilities who successfully implement the *Ten Steps to Successful Breastfeeding* (I) and the *International Code of Marketing of Breast-milk Substitutes* (ii). The BFHI assists hospitals in giving all mothers the information, confidence, and skills necessary to successfully initiate and continue breastfeeding their babies or feeding formula safely, and gives special recognition to hospitals that have done so. Since its inception in 2007, 3,447 moms have attended the free Breastfeeding Support Group that is offered weekly at LCMH.
A key objective in the government initiative - Healthy People 2020 - is to increase the proportion of live births that occur in facilities that provide recommended care for lactating mother and their babies. The Healthy People 2020 goal is 8.1% of babies will be born in a Baby-Friendly Hospital and the current statistic is 16.74%. The Baby-Friendly Hospital Initiative is an internationally model of this recommended care.

- **Baby TALK:** Maternal/Child and Volunteer Resources have teamed up to bring this very exciting program to Little Company of Mary Hospital. Ten professionally trained LCM Volunteers provide our Birth Center moms and babies with a “Newborn Encounter.” Visiting new parents while in the hospital has proven to be an effective means of reaching families in the community. Baby TALK volunteers visit, observe and provide families with resources to understand how a baby learns and grows. The goal of this nationally recognized model is to promote engagement and discovery from birth. Baby TALK Newborn Encounters are performed Monday through Friday. We have French and Spanish speaking volunteers who provide the Encounters in native languages. Each family receives a board book and periodic newsletters are available on the Hospital’s website until the age of three. Saint Xavier University is collaborating with us by providing information about their Birth to Three program, also a Baby TALK model program. From its inception in early 2012, more than 4,400 babies have been seen to date.

- **Great Expectations Nurse Program:** Every mom who chooses to deliver her baby at The Family Birth Center may participate in the Great Expectations Nurse Program. This unique program partners one of our highly skilled and trained nurses with a mom for the duration of her pregnancy. By maintaining a relationship with a nurse from early pregnancy through delivery, parents and family members can design the birth experience that best meets their wishes and needs. Through regular conversations, tours and visits, the nurse provides the mom with advice, options and answers to all those normal questions and concerns that arise during pregnancy.

- **Women, Infant and Children (WIC) Program:** The Women, Infant and Children Program is a government program funded through the Illinois Department of Health and Human Services. Little Company of Mary helps women in our community to be connected to these available resources and helps them begin their application process if they request assistance. Little Company of Mary staff work with the local Oak Lawn WIC program to educate their staff and ensure that each participant receives consistent information about the latest evidenced-based information on nutrition and healthy living. This educational support is made available through the grant Communities Putting Prevention to Work (CPPW)-Model Communities.

- **Our Breast Feeding Support Group:** A free offering to new mothers to have an opportunity to meet and share experiences with other breastfeeding women, and also provides guidance from an expert LCM Lactation Consultant.
Lactation Consultants also are available for all moms in the Family Birth Center.

- **Our Healthy Start OB Clinic:** The Healthy Start Obstetrics (HSO) program is a healthcare resource for women in the community in need of obstetric and gynecological care. Prenatal care is provided in accordance with established standards and practices. The women have prenatal labs and testing as indicated. A Peer Counselor who is in the Maternal-Fetal Medicine department Monday through Friday educates our pregnant women on the following topics:
  - Explain the importance of skin to skin contact for mother and baby at delivery and beyond
  - Describe and explain baby led feeding
  - Discuss rooming in-the benefits of keeping mom and baby together
  - Support and educate mothers on making an informed decision on infant feeding
  - Exclusive breastfeeding for six months: AAP recommendation
  - Formula preparation and proper feeding
  - Advise mothers of available support

Following birth, the women are seen for post-partum care as well. Women in the community have also been turning to the HSO for gynecological care as well. This community service is managed by one of the employed OB/Gyn physician groups and is located in one of our satellite physician office buildings.

- **Care Depot:** From newborn to 16 years of age, employees and community may bring their sick children to the Care Depot for a nominal fee. The Care Depot provides meals, snacks, rest periods and play therapy. We tailor our care to meet the child's individual needs. Last year, more than 156 children used the Care Depot.

**Little Company of Mary Care Station:** Offers free pregnancy testing to young women, in partnership with The COURAGE Program, which provides assistance to pregnant young women and those who are single parenting by offering resources to help them make important life decisions on issues of sexuality, self-esteem, parenting, personal growth, and maturity. The COURAGE Program is a special and unique ministry based at St. Germaine Parish in Oak Lawn, Illinois.

**The Comprehensive Breast Health Center:** Accredited by the National Accreditation Program for Breast Centers, a program administered by the American College of Surgeons, offers patients the latest information regarding breast health, including the treatment of benign diseases as well as the prevention, diagnosis and treatment of breast cancer. Little Company of Mary was also designated a Breast Imaging Center of Excellence. This designation is awarded to breast imaging centers that achieve excellence by seeking and earning accreditation in all of the ACR’s voluntary breast-imaging accreditation programs and modules, in addition to the mandatory Mammography Accreditation Program. Little Company of Mary Hospital has been named a recipient of the Women's Choice Award for four consecutive years (2014-2017) as one of America's Best Breast Centers, acknowledging its dedication to providing exceptional patient care and treatment. Breast cancer is the second most common form of cancer among
American women according to the American Cancer Society, and one in eight women in the U.S. will develop invasive breast cancer during their lifetime. Our website offers a free breast cancer risk test, which was taken by nearly 700 women since its inception.

In Balance: 120 community members, programs focused on cancer awareness and prevention including information on Cervical Cancer, which was identified in the 2015 Community Health Needs Assessment as an area of opportunity; bone health and gynecological health.

Girls’ Night Out: Girl’s Night Out; The focus of Girl’s Night Out is to empower women across the life span to make positive changes for enhanced health and well-being. This year is the tenth anniversary of this signature event for women and the focus is on building healthy relationships. The speaker will be Dr. Sonya Dinizulu, Ph.D., a pediatric psychologist from the University of Chicago/Little Company of Mary Hospital pediatric sub specialty collaboration who will focus on establishing and maintaining health relationships with adolescents. This outreach activity is focused on women raising children in the community as well as grandmothers. The second speaker will address grand parenting adolescents. It is anticipated that 150 women from the community will be in attendance.

Celebrate the Heart of Women: Studies demonstrate that vast majority of caregivers for elderly family members are women. Many times, they are responsible for loved ones suffering from dementia. Caregiving can lead to an increase in stress and stress-related illnesses in the caregiver. The focuses of the 2017 Celebrate the Heart of Women event are identifying caregiving challenges and providing information on self-care for the caregiver. A neuropsychologist will provide information about dementia followed by an interactive panel presentation with the psychologist, a family member of a person with dementia, a paid companion for dementia patients, and a counselor who will provide information on self-care. It is anticipated that 120 women will attend this event.

Women’s Advisory Board: The Women’s Advisory Board consisting of women from the business community, local churches, schools, social service agencies along with community residents collaboratively identifies needs of women in the community and outreach opportunities to meet those needs. Women’s Advisory Board activities focus on increasing awareness of and access to health, legal, social, and support services in the community. In 2017, the board will collaborate with key community sources to enhance community awareness of and participation in the development of advance directives for healthcare. As a result of this advisory board, multiple opportunities to enhance community awareness and participation in the development of advance directives for health care include information booths/assistance with completion of HC POAs at health fairs at local care facilities, Village of Evergreen Park senior fair, local townships, collaboration with local house representatives, a special event in April (National Healthcare Decision Month) to increase understanding of and access to health care power of attorney documents, and an opportunity to provide education to students at a local university.

Men

Men’s Wellness Event: This annual event addresses specific health issues for men. The men’s event is a day program that addresses health issues and concerns reflected in survey data (see above), current Community Health Needs Assessment and identified health trends. Based upon input from previous participants, this event was redesigned to incorporate
the prostate cancer screening program. Labs include a coronary risk profile, CBC, chemistry panel, Thyroid, h/s CRP, PSA, take home colon rectal cancer screening. Personal risk factors for cardiovascular disease, colon and prostate cancer are identified with recommendations for risk reduction. This year, we will collaborate with board certified urologists to educate men on current guidelines for prostate cancer screening and availability of both lab and physical exam to men who are at risk for development of prostate cancer. There will be a two-tier screening program for men who need prostate cancer screening in addition to the cardiovascular screening and for those men who do not need prostate cancer screening. This will provide appropriate health screenings for adult men of all ages. It is anticipated that 125 men will participate in this program in 2017.

Prostate Health: Other than skin cancer, prostate cancer is the most common cancer in American men. About one in seven will be diagnosed with prostate cancer during his lifetime.

- **Prostate Cancer on-line Risk Assessment Tool:** Little Company of Mary’s website, [lcmcancercare.org](http://lcmcancercare.org) offers a free Prostate Cancer Risk Test where the participant can learn their prostate cancer risk level, what factors put them at risk, and what that risk level means. A total of 743 men took the test on-line since its inception.

- **Us TOO:** A Prostate Cancer support group co-sponsored by Us TOO International. The monthly support group also offers special presentations on relative conditions participants may face as well as wellness presentations for daily living. In this past fiscal year there were 121 attendees at the Prostate Support Groups.

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**Seniors**

**Senior Billing Assistance:** This free Little Company of Mary service assists seniors with their Medicare claim forms and health insurance paperwork. A Senior Health Insurance Program (SHIP) counselor provides resources for insurance assistance, community agencies and information regarding Medicare Prescription Drug Plans.

**The Memory Clinic:** This program offers preventative care testing in addition to follow-up appointments and treatment options for those who have concerns about their memory or who would just like a consultation. A neuropsychological examination assesses a patient’s cognitive abilities that include, but are not limited to, memory, attention, language, visuospatial skills, and certain executive functions. These screenings can document problems with memory and other kinds of thinking skills and can indicate other behavioral and psychological issues, such as depression and anxiety, which may contribute to memory deficits. Caregiving for individuals with dementia was the focus of the Celebrate the Heart of Women event in 2017. This event provides an opportunity to increase awareness of the services provided through the Memory Clinic as well as sharing information about the importance of self-care for the caregiver.

**Health Academy:** This free lecture program is offered to the community on a monthly basis. Little Company of Mary Physicians, Dietician, Advanced Practice Nurses, and other hospital professionals provide a variety of health and safety information. Hospital employees and staff members are welcome to attend. This year topics include mental health, cardiac arrhythmias, benefits of medical massage therapy, stroke, thyroid health, vascular disease, shingles, diabetes, wound care and pelvic floor disorders. It is
anticipated that 300 community members will attend these programs. It is anticipate that over 350 community members, staff and employees will attend these programs.

The Renaissance Program: The Health Education Center has on an ongoing collaboration with St. Xavier University to bring health education to seniors in the community by providing a semester of health education through the Renaissance Program. This year the curriculum covers colon health, vascular health, sleep hygiene, management of atrial fibrillation, the effect of positive attitude on health, healthcare power of attorney, hospice care, and foot health. It is anticipated that 400 seniors will attend these programs.

Senior Clubs: Every Wednesday LCM offers two Senior Groups for community members to gather. The groups are hosted by staff from the Volunteer Resources Department. They enjoy crafts, educational talks, holiday celebrations, trivia, bingo and other social activities. These clubs are offered free to the community.

Halsted Medical Center: The Little Company of Mary Sisters recognized the need to provide healthcare access to the community in the Washington Heights area. A healthcare center is operating within this neighborhood that offers primary care physician services and specialists such as gynecologists and family medicine care for the whole family. Ancillary services that are on-site include laboratory, diagnostic imaging and cardiology testing. A quarterly health newsletter called “Health on Halsted” is disseminated to patients at the Halsted Medical Center. This year, information about flu prevention, dementia, skin cancer in people of color and hypertension was provided in addition to healthy recipes and community health programs available at the hospital.

Mobile Medical: Under this community outreach program, Little Company of Mary brings primary healthcare providers to homebound seniors. Nurse practitioners, working in collaboration with the Medical Director, make home visits to those who do not require hospitalization but are in need of regular to care manage acute or chronic conditions. A comprehensive healthcare plan is initiated during the first visit, and follow-up Mobile Medical Care home visits are scheduled as often as the Mobile Medical Team determines is necessary for continuity of care.

Little Company of Mary Volunteer Program:
There are more than 600 volunteers at Little Company of Mary that have provided more than 71,000 hours of service this year. According to A Healthier Evergreen, the Village of Evergreen Park has an older than average senior population, which consequently requires a greater need for programs and services that can cater to this population. Volunteer programs offer seniors in the community opportunities to socialize, keep physically active and attain a sense of belonging while helping others. Volunteering promotes a healthy lifestyle for seniors.

In addition to seniors, the volunteer programs spans across all age groups including high school students who provide help through various programs:

- Marist High School Senior Service Program: The Marist High School program extends throughout the school year. As a part of their religion class, they become involved through special programs like the Cuddle Program, where they can rock newborn babies. They also have first-hand experience in all departments, including Cancer Center, One Day Surgery, Radiology, Pediatrics, Food Services, Health Promotions, Public Relations and Marketing, Employee Education, and more.

- After School and Summer Program: These high school students are from various local community high schools. They have a variety of volunteer assignments, such as: greeting, way finding, clerical, special projects, linen room, and cafeteria. They also assist on the nursing units with refreshing water for patients, passing out meal trays, replenishing supplies, and running errands.
• **AERO**: These students are from Reavis High School’s AERO program and have all been diagnosed with a cognitive and physical disability. Their volunteer assignments at the Hospital include: window cleaning, cafeteria assistance and linen room. This program is indeed a motivator for their life experiences and teaches them that, although they may have certain limitations, they can succeed and feel good about themselves.

• **Evergreen Park High School**: This program is designed for students with IEPs (Individualized Education Programs) to help educate and prepare them for life after high school. These students have either intellectual or learning disabilities. We find placements that match their skill level, thus making them feel successful. Students are placed in various areas in the Hospital, such as: front desk (greeting and escorting), central transport, linen room, cafeteria, and in our volunteer workroom. This opportunity gives students real-life work experience in the community.

• **St. Lawrence High School**: This is a healthcare career focused high school program. The program was held six consecutive weeks. The first week is orientation and tours of the hospital. For the next five weeks, students visit various areas of the hospital including radiology, physical therapy, cancer center, and nursing departments for 90-minute sessions. A designated staff member from each of the departments talks to the students about the educational aspects of the career. Students are able to ask questions while observing.

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### Comprehensive Bereavement Services

**Grief and Bereavement Support**: Little Company of Mary independently, as well as in cooperation with outside agencies continues to sponsor our award winning and Nationally Recognized by Mutual of America bereavement and grief support groups. These programs are either free, available on a sliding scale or by voluntary donation, including:

- **The Heart Connection**: A children (5-18 yrs) and family program, since its founding in 1995, has supported 1,000 families coming with many circumstances of loss. Spanish speaking families are assisted by our bilingual social worker who helps them navigate through their grief and families mourning due to a traumatic death are supported by trauma trained facilitators.

- **Living When a Loved One Has Died**: An adult bereavement program formatted to offer psychoeducation on grief and its uniqueness to each individual, includes a support group specific to the participant’s loss

- **Coping with the Holidays**: An evening of education in preparing individuals on how to navigate through the holidays while grieving the loss of a loved one

- **Compassionate Friends**: A support group for bereaved parents due to the death of their child at any age

- **The Barr-Harris Children’s Grief Support Center**: Individual therapy services offered in the West Pavilion Counseling office for children experiencing grief due to death, divorce, separation or abandonment
Parents of Murdered Children, Inc.: A support group for families and friends who have lost a loved one to violence

Little Company of Mary Hospice Program: Bereavement services begin immediately with supportive counseling and spiritual guidance from the chaplain and social work staff as the needs of the families becomes apparent. This sensitive support and outreach takes place not only as the family prepares for their loved one’s death, but also continues with caring concern and contacts throughout the year. Support groups are offered twice a year, ordinarily in January and June.

Perinatal Loss Committee: Offers guidance and support by Little Company of Mary’s Family Birth Center Nurses and Pastoral Care Chaplains to any parents who have experienced perinatal loss, whether by miscarriage, stillbirth or neonatal death. Additionally, the Cherished Angel Memory Garden, located on the hospital’s campus, is available to provide a place of comfort to their grieving families; the stone benches provide a welcoming environment for families seeking the quiet time and reflection. The Garden is open from May through October and bi-annually, an invitation to the Remembrance Service is extended to families mourning the death of their baby either recently or in the past. It is an opportunity to remember and honor their baby, however brief their life.

School Support: The bereavement coordinator provides education to staff and faculty of schools in the community. The education is focused on childhood grief across development staged and is available upon request.

Support services for Spanish-speaking families: For those who have experienced a death of a loved one due to a variety of circumstances. Our bilingual consultant leads the support group for parents as the family navigates through their grief.

Hope for the Grieving Heart: In summer of 2016 a new program was offered during the summer in response to multiple requests for follow up support from previous participants in the “Living When a Loved One Has Died” program. There were fifty adult community members who attended this program.

Cancer

Cancer is a major health concern. The five most common cancers treated at Little Company of Mary are in this order: Breast, Lung, Colorectal, Prostate, and Bladder. Little Company of Mary identifies our commitment to the holistic and state-of-the art treatments for these cancers. Detailed below are the cancer programs, support groups and services offered at LCMH.

Integrative Therapy Program

Little Company of Mary recognizes the importance of holistic health in the healing process and thus has incorporated an Integrative Therapy Department. A full array of free education, support and instructional programs for cancer patients and their families is available. Picnic in the Park, which offers weekly educational programs, Art Therapy, Hypnosis, Restorative Yoga, Easy Yoga, Healing Touch, Look Good Feel Better, Guided Imagery, Meditation, Acupuncture, Nutritional Counseling, Mindfulness-Based Stress Reduction, and Mini Spa, are all designed to support cancer patients.

This year there were more than 6,675 attendees in the Integrative Therapy programs – including a special chef event.

Cancer Survivor Event

The Integrative Therapy Department held its first annual Cancer Survivor Event on November 5, 2016. There were 160 patients, survivors and family members in attendance. The patients were inspired by keynote speaker, Ethan Zohn, winner of the hit reality TV show Survivor and...
two-time cancer survivor. Attendees also were able to partake in breakout sessions which provided the participants with education and resources on important cancer-related topics such as stress management, fear of recurrence, diet, and nutrition.

The department is planning for the second annual Cancer Survivor Event which will be held on November 4, 2017. Keynote speaker will be Geralyn Lucas, author of *Why I Wore Lipstick to My Mastectomy*. Diagnosed with breast cancer at the age of 27, Geralyn will share her journey with poignancy and wit. Informative breakout sessions, including a physician panel, will once again be offered as a part of this inspirational event.

**Support Groups:** Include Breast Cancer Support and *Us TOO* Prostate Cancer support group. There were 71 women who attended the Breast cancer support group and 121 men who participated in the Prostate Cancer Support Group.

**The Ellyn Rose Cronin Community Resource Center:** We are excited to announce that in 2017 the Ellyn Rose Cronin Community Resource Center will undergo a transformation. The center will still serve as a lending library, where patients have access to books, brochures and pamphlets. However, the center also will serve as a multipurpose room for programs and patient meetings. Updating the space will help us better meet the needs of our patients and their families.

**Cancer Nurse Navigator:** The Cancer Center has a full time oncology Nurse Navigator and a Breast Nurse Navigator. The nurse navigators guide patients through diagnosis and treatment by providing educational support, resource material, as well as assisting them with any needs they may have. They see both inpatients and outpatients.

**Screenings:** The lung cancer screening program which has earned Little Company of Mary Hospital and Health Care Centers the designation of Lung Cancer Screening Center of Excellence has provided Low dose CT scans to approximately 200 community members since inception. The program has identified previously undiagnosed lung cancer in 2 asymptomatic community members resulting in early access to care and treatment.

In 2017 the Cancer Committee and Endoscopy Center developed a self-referral colonoscopy screening program. This is in response to the most recent Community Health Needs Assessment which identified colorectal cancer as an area of opportunity. This program will increase access to colonoscopy and early identification of precancerous and cancerous bowel lesions before advanced disease is present.

**LCMCCANCERCARE.org** is an on-line tool that provides an overview of Little Company of Mary's oncology services and serves as a resource for cancer information. This valuable on-line resource helps viewers understand their risk of developing cancer. It offers tools and information about detecting, preventing and fighting breast, colon and prostate cancer. It is important to know the risk factors and symptoms of cancer because catching it early can greatly improve the results of treatment - saving time, pain and potentially a life. The site also features the capability to find a physician from the privacy of your own home and take a free risk test for breast, colon and prostate cancer. We have had more than 1,500 members of the community take this free on-line test. 743 people have taken the online risk test for Prostate Cancer, 730 people have taken the risk test for breast cancer and 112 people have taken the risk test for colon cancer.
Cardiology

Healthy Heart Screening: This adult screening, conducted in the Health Education Center, includes comprehensive blood testing for lipids and chemistries, thyroid panel, an h/s CRP, blood oxygen levels, blood pressure, height, weight, and body composition. A follow-up meeting with the nurse educator and the participant is also included to discuss screening results, risk reduction, education and recommendation for behavior change, physician follow-up and referral. In 2017, a Metabolic Screening was added. For individuals with an elevated WBC count, a differential will be added to the screening to provide appropriate information for follow up by the primary physician. There is a minimal charge for this program. Many individuals who have participated in this program have been identified as being at high risk for heart disease and diabetes. This program enables individuals to make lifestyle changes to reduce their health risks and achieve an optimal state of wellness. All participants who have a fasting glucose of greater than 130 also receive a Hemoglobin A1C test to provide estimated blood glucose for the past two to three months. This facilitates identification of previously undiagnosed diabetes as well as poorly controlled diabetes, serious risk factors of cardiovascular disease. More than 350 individuals received this screening. All participants receive information about personal risk factors for heart disease and stroke. Basic stroke and Congestive Heart Failure awareness included.

Wake Up Call Screening: This comprehensive program screens adults in the community for risk factors for stroke and heart disease. Little Company of Mary is an accredited and certified primary stroke center. The Wake Up Call Screening assesses each participant’s knowledge of stroke signs and symptoms. The exit counseling provides education related both general and personal risk factors for stroke, stroke prevention and recognition as well as basic Congestive Heart Failure awareness. Emphasis is placed on immediate activation of the EMS to assure timely treatment and decrease the incidence and severity of long term disability. This is a comprehensive program that targets adults and is held monthly for a significantly discounted fee. Wake Up Call screening consists of ultrasounds of the carotid arteries as well as the abdominal aorta, and evaluation of peripheral vascular circulation to detect risk for stroke and heart attack. A heart rhythm screening to detect atrial fibrillation is performed by the wellness nurse educator. The Wake Up Call also includes the comprehensive screenings from the Healthy Heart Screening program (see above). It is estimated that over 200 community members will participate in this program in 2018.

Community at Large

Catholic Identity: Little Company of Mary has a strong commitment to the spiritual needs of our patients and their families, our physicians and staff and our community. This is evidenced by a substantially supported Pastoral Care Services Department. Ten chaplains (catholic and non-catholic) comprise this department and are available to offer various services 24 hours a day, seven days a week, such as:

- Monday through Friday Daily Mass
- Sacraments and Anointings
• Reconciliation Services
• Memorial Masses three times a year for patients and employees
• Special Liturgies for Physicians and Volunteers
• Lenten, Holy Week and Advent celebrations
• Eucharistic Minister Program
• Blessing of Hands Ritual
• Commissioning services for staff, management, administration and hospital Board of Directors for committing and re-committing to our Mission and Core Values
• Advance Directives Education
• Prayer Services
• Blessing of new and renovated units
• LCMH Heritage Education and Celebration
• LCMH Choir

Our Chaplains minister to various other faith traditions; there are resources and information readily available to them as we respect and honor other faith traditions. These resources provide insight to end of life preferences as well as cultural specificities. Additionally, we have a Religious Outreach program that works with ambassadors for more than 30 local churches.

Diabetes Center: According to the Centers for Disease Control and Prevention, diabetes is the seventh leading cause of death in the United States and is on the rise. It is a contributing factor in cardiovascular mortality and renal failure. In response to this growing health concern, the Diabetes Center will continue to provide comprehensive outpatient diabetes services to the adult community. Patients with diabetes may receive services from a board certified endocrinologist and medical director; a registered nurse with certification in diabetes education (CDE); and a registered dietitian with certification in diabetes education (CDE). Little Company of Mary offers treatment, nutrition, medication education, support and glucose monitoring for patients and support services for family members. The American Diabetes Association certifies this program. We offer two support Diabetes support groups. The diabetes educators also provide community education through the Health Education Center with a monthly program “Diabetes Toolkit,” and four programs per year (between April and October) at the Stickney Township Health Center as well as a program for the local school district for teachers and faculty working with students living with diabetes. We are also present at the Evergreen Park Children and Senior Health Fair.

Domestic Violence and Sexual Assault Advocacy Program: In 2017, a new alliance between Little Company of Mary Hospital and the Crisis Center for South Suburbia resulted in on site screening, support and referral services for victims of domestic violence and sexual abuse. Two specially trained medical advocates are available 5 days a week in house to increase appropriate identification, assessment and referral of domestic violence victims who present with injuries or other symptoms of abuse; identify needs of hospital personnel, staff and patients related to intimate partner violence and to enhance capacity to recognize and respond to intimate partner violence. Through this new program 305 people were screened for domestic violence, 40 individuals were referred for services and counseling and 14 peoples became clients of the crisis center. In addition to patient related services, there were 20 trainings offered to staff and employees of the hospital. This new program has enhanced the relationship between the hospital and local law enforcement to provided education and assistance with victims of domestic violence. It is anticipated that over 1,000 people will be screened for domestic violence during the year increasing access to services for those in need.
Flu Vaccinations: Little Company of Mary administered 93 flu shots to community organizations and local parishes. 2,047 flu shots were given to Little Company of Mary employees and volunteers.

Health Education Center: The Health Education Center continued to provide free and discounted screenings to detect cardiovascular risk factors, orthopedic health concerns, skin cancer, lung cancer, diabetes and other health conditions at three convenient locations in the community. These programs provide broad access to health screenings with the opportunity for referral for ongoing care as needed. Orthopedic and skin cancer screenings are being offered at a local senior living facility, the village school district and a local community center. Lab screenings continue at local townships and community events. It is expected that more than 7,000 community members will have approximately 5,500 different screenings during 2017.

- **C.H.E.E.R.:** This unique program brings people with chronic disease together and empowers them to utilize humor and positive attitude to improve the quality of their lives. Each month 20-25 community members attend this free program offered by Little Company of Mary professionals, staff and community representatives. This unique program will be offered quarterly in a variety of community locations.

- **Smoking Cessation:** Little Company of Mary is a smoke-free environment and in an effort to support and assist our employees and community to successfully stop smoking, programs has been held at a minimal charge and employees receive a $25 rebate. The Great American Smoke Out is supported with the availability of smoking cessation literature, hypnosis classes, and information regarding smoking cessation programs available in the community. Participants in the lung cancer screening program who are current smokers are referred to the hypnosis program for smoking cessation. Hospital employees receive wellness points through the hospital healthcare insurance program for participating.

- **Local Veterans Program:** In collaboration with the local American Legion Hall, the health education center is providing quarterly awareness programs for local veterans. Four different topics were presented to 80 veterans over the year which has resulted in veterans participating in other programs offered at the Little Company of Mary Health Education Center.

- **Special Presentations for Community:** In addition to scheduled community events, the Health Education staff provided health awareness programs throughout the community, participated in multiple health fairs in the local townships and provided health programs to various community groups. This allowed the sharing of health information and assistance with access to care to 3,500 community members.

**Palliative Care:** an interdisciplinary approach that aims to relieve suffering and improve the quality of life for patients with chronic and/or life-threatening illness. Little Company of Mary’s Palliative Care inpatient unit also helps provide extended support services for their families. The Palliative Care Team includes a Medical Director, Registered Nurse, Advanced Nurse Practitioners, a Social Worker and a Chaplain. End of life care education has been offered to all staff and continued collaboration between this staff and Hospice staff is ongoing.
Physician and Allied Health Professional Lectures: Little Company of Mary will continue to provide lectures by physicians and other healthcare professionals, including pharmacists, respiratory therapists, speech pathologists, dieticians, etc. on important health-related topics at Little Company of Mary facilities free of charge. Approximately 2,000 participants attended these lectures in 2015.

Physician Match: Little Company of Mary’s free community service that matches patients with physicians based on a number of criteria such as specialty, office location and health plan participation. Physician Match provided more than 3,945 free physician referrals in 2015.

Special Health Events: The Adult Health Fair and Personal Health Day for hospital employees provide an opportunity for free and discounted health screenings and resources for adults both in the community and hospital. Exit counseling is provided to all participants and is conducted by Little Company of Mary Community Wellness Nurse Educators to discuss screening results. This enables an opportunity for appropriate referral as identified. The comprehensive blood testing and colon rectal cancer kit screening have been an effective tool in identifying individuals at high risk for cardiovascular disease, diabetes and cancer. Staff in the Little Company of Mary laboratory processes all blood tests. These important screening have detected numerous abnormal health conditions and allows a great opportunity for obtaining treatment and making lifestyle changes. A total of 124 people participated in the two events and each received stroke and congestive heart failure education.

Stroke Accreditation: After undergoing a vigorous certification process that involved an on-site evaluation and demonstration of compliance with nationally developed standards for stroke, Little Company of Mary’s Stroke Center earned the Gold Seal of Approval through the assessment. We began a Stroke Survivors Support Group in February 2015. Additionally, Little Company of Mary Hospital’s Primary Stroke Center was named a recipient of the Women’s Choice Award as one of America’s 50 Best Hospitals for Stroke Care in 2015. Hospitals earning the Stroke Care Award must be accredited by the Joint Commission and certified as a Primary Stroke Center. In addition, publicly available data from the Centers for Medicare and Medicaid Services (CMS) and patient recommendation ratings data were included, when assessing each hospital’s clinical performance.

Think First Programs: In partnership with the Evergreen Park Fire Department, Little Company of Mary Hospital joins in presenting a free yearly program to eighth grade students in local schools on the risks of acting without thinking.

Interpreter Services for Limited English Proficiency: Little Company of Mary is committed to providing our patients and community with appropriate and adequate communication regarding their healthcare needs. We engage the services of Pacific Interpreters, which provides telephonic and virtual interpreters in hundreds of languages; this service is available 24 hours a day, seven days a week at no charge to the patient.

The Huff and Puff Club: This support group lends help to adults of all ages with chronic pulmonary disease. It is an informative, social and emotional support group that offers free monthly educational programs and special events.
Online Resources

Online Risk Assessments: There are three free online risk assessment tests available including breast, prostate, and colon cancer for participants to take to on-line evaluate their risks for these areas. Based on the outcome, participants receive information customized to their risk factors and symptoms of the respected diseases because catching it early can greatly improve the results of treatment. We have had more than 1,500 members of the community take this free on-line test. 743 people have taken the online risk test for Prostate Cancer, 730 people have taken the risk test for breast cancer and 112 people have taken the risk test for colon cancer.

Social Media and E-Newsletters: We provide up-to-date information to members of the community by offering real time communication via several social media tools, including our LCMH blog, Facebook, Twitter, Instagram, YouTube, and e-newsletters. Information about screenings, classes, hospital updates, and community topics are provided to provide the community with the latest hospital information and news.

Community Collaboration and Support

Little Company of Mary’s community benefit plan is driven by identified unmet community needs and focuses on the underserved, women and seniors. We believe that matching our areas of expertise with unmet community needs will drive improvement in community health.

As a not-for-profit community partner, Little Company of Mary Hospital and Health Care Centers understands the importance of supporting and giving back to the communities it serves. We participate with other organizations in the community to leverage community resources toward mutual goals. Though we cannot assist everyone, we try to fulfill as many requests that fit our mission also; we believe this is a model for sustained community health improvement.

A Community Resource Directory is prepared and distributed to other community organizations that provide care and services to the community at large including, schools, churches, physician offices. It is available upon request. Monthly Health Newsletters are distributed to schools, churches and townships to provided health awareness and availability of programs and services through Little Company of Mary Hospital. The Health Education Center collaborates with schools in the community to identify needs and provide assistance with health awareness and screening.

*Little Company of Mary partners with organizations which may include financial sponsorships, partnerships or support services to help their cause as well.*
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