

Giving Back

TO OUR
COMMUNITY



SILVER CROSS
HOSPITAL



FY **2023** | Community Benefit Report

Message from

Our PRESIDENT/CEO



At Silver Cross, we're deeply committed to improving the health of those we serve while advancing wellness and equity in our surrounding communities. Guided by our mission and our values – Safety, Inclusiveness, Leadership, Virtue,

Excellence and Respect – we've made significant strides in removing barriers to care and providing support to those who need us most.

Silver Cross has been a driving force in our community for more than 128 years, helping individuals and families celebrate some of life's greatest moments and overcome some of their most significant challenges.

In Fiscal Year 2023 alone, we invested over \$61 MILLION in services and activities that benefited our patients and neighbors through financial assistance, health improvement programs, healthcare provider training, and more. We also provided \$225,000 in healthcare-related scholarships, workforce development grants and quality-of-life initiatives through our Silver Cross Healthy Community Commission.

Through these programs and many others, we continue to drive positive change so that everyone has an opportunity to achieve better health – and lead better lives.

At Silver Cross, that's the way you *should* be treated.

Michael Mitterer

RN, MA, LCPC, CADC, LNHA

Access to HEALTHCARE

Superior STROKE Care When Every Minute Counts.



When it comes to treating a stroke, **time is brain**. The sooner the care, the better the outcome.

At Silver Cross, our stroke program is part of our larger **Midwest Institute for Neurosciences at Silver Cross Hospital**, which provides the very latest care for brain and spine disorders, including stroke.

Our goal – and the goal of every person involved in this lifesaving endeavor – is to make Silver Cross a destination program for neuro care... with our patients right at the center of it all!

Thanks to our top-notch specialists, including Dr. Matthew Reynolds and Dr. Sreepathy Kannan pictured here, that cover every aspect of neurological care and our partnerships with the **University of Chicago Medicine and Shirley Ryan AbilityLab at Silver Cross**, we've assembled the very best of the best and brought them to Silver Cross in New Lenox.

Our comprehensive stroke program features everything our patients need starting with a prompt diagnosis; the latest clot-busting therapies; remote monitoring through our tele-stroke program; interventional procedures using the most advanced equipment available anywhere; excellent inpatient care; world-class inpatient and outpatient rehabilitation care; and a monthly support group.

And for your added peace of mind, Silver Cross is certified by The Joint Commission as an Advanced Primary Stroke Center. That means we have all the care, technology and resources you or your loved ones need for the highest-quality stroke care and the very best outcomes. For more information, visit silvercross.org/neuro



GIVING BACK to Our COMMUNITY

Total Community Benefit*

\$61.2 Million

CHARITY CARE (AT COST).....\$2,506,000

UNREIMBURSED MEDICAID..... \$12,867,000

ADDITIONAL BENEFITS:

LANGUAGE ASSISTANCE \$145,105

DONATIONS\$291,160

VOLUNTEER SERVICES.....\$2,280,702

EDUCATION \$766,561

UNREIMBURSED MEDICARE\$37,030,000

SUBSIDIZED HEALTH SERVICES\$1,049,036

BAD DEBT (AT COST) \$4,289,000

OTHER.....\$115,910

*Silver Cross Hospital Community Benefit Report for 2023

HEALTHCARE IMPACT on the COMMUNITY

Oct. 1, 2022—Sept. 30, 2023

247,742 OUTPATIENT REGISTRATIONS

78,763 EMERGENCY VISITS

24,582 SURGICAL PROCEDURES

21,067 INPATIENT ADMISSIONS

3,126 DELIVERIES



29% of all **ER** patients are underinsured or on public aid.

Community BENEFIT

In 2023, SILVER CROSS HOSPITAL provided over **\$61.2** MILLION in COMMUNITY BENEFIT.



Over **\$2.5 Million**

was in Charity Care (at cost) for which Silver Cross does not expect payment.



Over **\$12.8 Million**

unreimbursed Medicaid services at cost was also provided to the community.



Plus **40%** of all non-emergent patients treated in the Silver Cross Emergency Departments in 2023 were uninsured or on public aid

CHARITY Care



Silver Cross provides **100%** financial assistance to uninsured patients who maintain a household income up to **200%** of the Federal Poverty Level (FPL). Discounts will be provided to insured and uninsured patients whose income is between **201%** and **400%** of the FPL. Uninsured patients who do not apply for financial assistance currently receive a **65%** discount for medically necessary services. Additional information regarding our Financial Assistance can be found on our website at silvercross.org

Stabilizing the BUILT ENVIRONMENT

2024 Economic Impact

\$1.2 Billion

Annual amount infused into local economies



For every dollar Silver Cross spends on payroll, supplies and capital, an **additional \$1.40** is generated in spending in state and local economies.

	PAYROLL	SUPPLIES/ SERVICES	CAPITAL
TOTAL	\$480,751,096	\$597,332,956	\$97,054,115

For every Illinois hospital job, **1.4 jobs** are created in other sectors.



4,784 Jobs

Supporting Working Families

SILVER CROSS HOSPITAL not only cares for the health of our patients, we're also a powerful economic driver within our community, contributing **\$1.2 billion** to our local economy through jobs, supplies and services. We offer highly competitive salaries, create jobs in other sectors and purchase goods and services locally.

Silver Cross **Healthy Community Commission**

Healthy Community Commission Celebrates **15 Years** in 2023

Long before Silver Cross opened our New Lenox campus in early 2012, we had a plan to ensure continued support for residents living near the hospital's former Joliet campus.



\$3.25M
in **GRANTS**
& **EDUCATIONAL SCHOLARSHIPS**

The plan included creating a unique organization that would provide support for education, workforce development training and enrichment activities for youth – all with the purpose of enhancing the quality of life for residents on Joliet's east side. The Silver Cross Healthy Community Commission (HCC) was born and has accomplished so much in that time.

The HCC led the charge for the Veteran's Administration to open a mega-outpatient clinic for area veterans in the former Silver Cross Emergency Department, as well as construction of Hope Manor Joliet, a three-story, 67-unit multi-family housing development that offers affordable housing for veterans with disabilities, who were either homeless or at high risk of homelessness.

In 2013, Silver Cross and the HCC also brought to the former campus Aunt Martha's, a federally qualified healthcare center, that provides medical, dental, and behavioral health services to low-income and underinsured populations.

Since its founding in 2008, the HCC has invested more than \$3.25 million for the betterment of our community.



Advancing **DIABETES Care**

Managing the symptoms of diabetes can be a lifelong battle, but at Silver Cross, patients don't have to face it alone.

As one of the first American Diabetes Association's recognized quality comprehensive diabetes

management programs since 1996, the **Silver Cross Diabetes Center** is focused on helping



individuals with diabetes manage their chronic condition and lower the risk of comorbid conditions such as heart disease and stroke.

Services include medication management and insulin instruction; insulin pump therapy; continuous glucose monitoring sensor training; self-blood glucose



monitoring; meal planning and weight management; exercise planning; and management of diabetes during pregnancy.



Taking **WOUND CARE** *One Step Further*

For individuals with non-healing or hard-to-heal wounds, **Silver Cross Wound Healing and Hyperbaric Medicine** offers the most advanced care available. In 2023, the center added two hyperbaric oxygen (HBO) therapy chambers that use oxygen under pressure to enhance the body's natural ability to heal.

HBO therapy is especially effective for treating diabetic foot ulcers or leg ulcers; non-healing skin grafts or surgical flaps; surgical wounds that have opened; symptoms arising from radiation therapy; chronic bone infections; and crush injuries.

Best of all, our wound center provides comprehensive care, leading wound experts and the latest technology in one single, convenient location.



Access to FOOD & NUTRITION

Access to healthy, affordable food is a key component of obesity and chronic disease prevention and is cited in the **2023 Silver Cross Hospital/Will County Community Health Needs Assessment (CHNA)**.

To bridge the gap between chronic disease and food insecurity, Silver Cross Hospital partners with the Northern Illinois Food Bank to address social determinants of health, specifically food insecurity, through its Screen and Intervene Program. The target population of this initiative is food-insecure patients with chronic diseases.

At Silver Cross, all patients are screened to ensure they have proper food, nutrition and healthcare services. As a result, over **4,000 patients** have been screened for food insecurity, and hundreds now have access to this weekly benefit through the online food pantry, **My Pantry Express (MPX)**.



Access to BEHAVIORAL HEALTH CARE

SANE Coordinator Continues to Assist Victims of Sexual Assault

Sexual Assault Nurse Examiners ensure that sexual assault patients receive more compassionate care. In Illinois, specially trained nurses are able to reduce re-traumatization of patients and improve the quality of forensic evidence collection, which in turn increases prosecution rates of offenders.



At Silver Cross, all victims of sexual assault are first examined by a physician to make sure there are no immediate physical traumas to be addressed, such as any wounds or head injuries. They are then offered the services of a **Sexual Assault Nurse Examiner (SANE)**, who is available to the victim within 90 minutes of arrival.

This assures quality patient care; full, fair and accurate forensic evaluations; and a multidisciplinary approach that holds offenders accountable for sexual assault crimes.

Patients are counseled about sexually transmitted diseases, human immunodeficiency virus (HIV) and acquired immunodeficiency virus (AIDS),

pregnancy concerns and referred to other local agencies for additional assistance, including the Guardian Angel Home and the Will County Children's Advocacy Center.

