CARING for our COMMUNITY
Silver Cross Hospital
2018
Message from OUR PRESIDENT/CEO

Silver Cross Hospital has a longstanding tradition of caring for our community that dates back to Thanksgiving Day in 1895 when the Will County Union of King’s Daughters and Sons opened the doors to our original 33-bed hospital. Their promise was to provide quality healthcare with compassion for the citizens of Will County and surrounding communities.

More than a century later, Silver Cross Hospital remains true to that promise, which extends not only to the outstanding quality of our personal service, but also to our commitment to clinical quality, patient safety, and how we respond to the expanding needs of our community.

In the pages of this report, you will see how Silver Cross is living its pledge to provide added benefit to the people we serve. We're proud of our ongoing efforts and feel privileged to serve the community.

Ruth Colby

Our MISSION

As a not-for-profit organization, we are dedicated to meeting the healthcare needs of all people we serve. We promise to care for patients with competence and compassion, by providing quality services with a personal touch.

Our Vision

We, the Silver Cross Family, are committed to our culture of excellence, and will deliver an unrivaled healthcare experience for our patients, their families and the community.

Core Values

- Safety — do no harm
- Integrity — always demonstrate expected behaviors
- Leadership — take initiative and be accountable
- Virtue — treat others as you would have them treat you
- Excellence — provide quality and service that exceeds standards
- Reliability — consistently deliver the best for our patients. In addition, our employees are held to specific standards of conduct and behaviors.
Caring for Our COMMUNITY

Total Community Benefit*

**$35 Million**

- Charity Care (at cost) $8,244,000
- Unreimbursed Medicaid $821,000
- Additional Benefits:
  - Language Assistance $162,000
  - Donations $253,000
  - Volunteer Services $3,481,000
  - Education $1,971,000
  - Unreimbursed Medicare $15,301,000
  - Subsidized Health Services $988,000
  - Bad Debt (at cost) $4,587,000
  - Other $49,000

*Silver Cross Hospital Community Benefit Report for 2018

Community Benefit

In 2018 Silver Cross Hospital provided over $35 million in community benefit.

Charity Care: Pledge to Provide Free Care

Over **$8 Million** was in Charity Care (at cost) for which Silver Cross does not expect payment.

Over **$800,000** in unreimbursed Medicaid services at cost was also provided to the community.

Plus **42%** of all non-emergent patients treated in the Silver Cross Emergency Departments in 2018 were uninsured or on public aid.

HEALTHCARE IMPACT on the COMMUNITY

Oct. 1, 2017– Sept. 30, 2018

- 172,084 Outpatient Registrations
- 76,047 Emergency Visits
- 26,666 Surgical Procedures
- 20,470 Inpatient Admissions
- 2,774 Deliveries

**32%** of all ER patients are underinsured or on public aid.

In 2008, the Hospital pledged to provide at least **$4 Million** a year for ten years in charity care to serve the poor and uninsured in Will County. In the past ten years, Silver Cross has already provided over **$79 Million** in charity care to people in Will County. That number reflects the actual cost of health care provided free of charge to patients.

Silver Cross provides financial assistance to patients who maintain a household income up to **300%** above the Federal Poverty Level. In addition, the hospital provides a **50%** discount off of charges to all uninsured patients.
Healthy Community Commission

Realizing that social and economic well-being are often factors impacting an individual’s health, the Silver Cross Healthy Community Commission is committed to creating a stronger, healthier future for Joliet’s east side neighborhood, which has suffered from lack of economic development over the past decades.

The Commission’s scope includes:

- Development of scholarship programs related to healthcare and construction jobs for residents living in zip codes 60432, 60433, 60436 and Fairmount Grade School District #89
- Identification of gaps in workforce development programs and provision of grants to existing and/or new organizations
- Coordination of healthcare services throughout the community

Since 2008, the Commission has given a total of **$2.5 Million** in healthcare and construction scholarships and grants to numerous east side Joliet residents and organizations including those pictured on this page:
Silver Cross Hospital was voted Top Employer in Will County for 3 years in a row.

Blue Cross and Blue Shield of Illinois has designated Silver Cross Hospital as a Blue Distinction Center for Knee and Hip Replacement, Spine Surgery, Bariatric Surgery, and Maternity Care.

Southwest Choice Award 2019

Silver Cross Hospital was once again recognized in 22nd Century Media’s third annual Southwest Choice Awards as the Best Hospital, Best Emergency Room, and Best Place to Have a Baby.

Herald-News BEST OF WILL COUNTY 2018 Readers' Choice Awards

Silver Cross Hospital was voted Top Employer in Will County for 3 years in a row.


Silver Cross Hospital has been recognized as the Best Emergency Clinic and Best Home Health Care in Chicago Southland for the second year in a row.

Joint Commission's Gold Seal of Approval

Silver Cross Hospital has earned The Joint Commission's Gold Seal of Approval™ by demonstrating compliance with the Joint Commission’s national standards for health care quality and safety.
ALIGNING OUR PROGRAMS AND SERVICES TO MEET COMMUNITY NEEDS

SILVER CROSS HOSPITAL utilizes the Will County Community Health Needs Assessment (CHNA) and Strategic Plan as a resource tool to develop programming and improve community health. The three main areas of focus include: increased access to primary care, expanded mental health and substance abuse services, and meeting the needs of chronic disease patients.

INCREASED ACCESS TO PRIMARY CARE

- Partnering with physicians to become certified as “Medical Homes”
- Recruiting Primary Care Physicians
- Launching a Mobile Integrated Health Program for at-risk patients
- Offering low-cost Telemedicine Services
- Using Technology to enhance continuum of care
- Partnering with Federally Qualified Health Center

EXPAND MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Opened Silver Oaks Behavioral Health Hospital – Jan. 2019

- Partnering with US HealthVest to expand inpatient and outpatient mental health and substance abuse services for adolescents, adults, and seniors, regardless of their ability to pay
- Increasing access to more mental health providers and coordinating services across the continuum of care

FOCUS ON THE NEEDS OF CHRONIC DISEASE PATIENTS

- Providing convenient access to UChicago Medicine Cancer specialists, innovative therapies, genetic testing & counseling and support services
- Expanding Cardiac Services to include open heart surgery and minimally invasive structural heart surgery
- Continuing to operate the Diabetes Management Center and offering inpatient and outpatient services including free glucose screenings to at-risk individuals
- Obtaining recertification as a Bariatric Center of Excellence and continuing to provide a full continuum of service to help patients struggling with Obesity

SILVER CROSS HOSPITAL
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