

COMMUNITY BENEFIT REPORT

Fiscal Year 2025



The way you *should* be treated.™

Silver Cross Hospital Community Benefit Report Fiscal Year 2025

Introduction:

Our Tradition of Caring for the Community

Our History

For 130 years, families have trusted Silver Cross Hospital to care for them in moments big and small. That trust began on Thanksgiving Day 1895, when the Will County Union of King's Daughters and Sons opened a 33-bed, not-for-profit hospital in Joliet. Inspired by their emblem, the Maltese cross, they named it Silver Cross and made a heartfelt promise: to offer the very best care, delivered with compassion and dignity, to everyone who came through our doors.

Fast forward to the present, that spirit of kindness, excellence and service continues to guide our every action. Silver Cross has grown into a 348-bed regional medical center—still proudly independent, still rooted in our community, and still committed to caring for our neighbors like family. Today we provide advanced services often found only in large academic centers, including complex heart and lung procedures, robotic-assisted surgeries, and Will County's first and only Level III Neonatal Intensive Care Unit, the 24-bed Amy, Matthew and Jay Vana NICU.

Through every change, one thing remains constant: our belief that every person deserves to be seen, heard, and cared for as an individual. That's the heart of what we call the **Silver Cross Experience**—care that honors each patient's unique story, concerns, and hopes.

We're understandably proud of our team and the excellence they bring to our community.

In Fiscal Year 2025 alone, Silver Cross earned its 21st consecutive "A" for patient safety from The Leapfrog Group (now at 22 and a Leapfrog **Top Hospital Award**); was named **#1 in Illinois for Surgical Care** for the second year in a row by Healthgrades; earned numerous accolades from *U.S. News & World Report*, including a **Best Regional Hospitals** title; and once again appeared on Newsweek's list of the **World's Best Hospitals**—our seventh consecutive year (we're now at 8). These recognitions reflect the dedication, skill, and compassion our staff brings to work every day.

In the pages that follow, you'll see how Silver Cross continues to honor its 1895 promise—caring for all who turn to us, strengthening the health of our communities, and creating a place where exceptional care and genuine kindness go hand in hand.



Mission *(see Silver Cross Hospital Values Statement Attachment #1)*

Our mission is to improve the health of those we serve and advance wellness in our community.

Vision

We, the Silver Cross Family, are known for our culture of excellence and will deliver an unrivaled healthcare experience for patients, their families and the communities we serve.

Core Values

We, as members of Silver Cross Hospital team, are dedicated to meeting the needs of the people we serve by living our Core Values.

Core Value	Guiding Principle
Safety	We do no harm.
Inclusiveness	We work collaboratively and transparently.
Leadership	We take initiative, demonstrate professionalism and accountability.
Virtue	We demonstrate integrity and ethical behaviors.
Excellence	We achieve distinction for high reliability in quality and service.
Respect	We honor the feelings, traditions and rights of others.

Standards of Conduct

1. Promote quality health care and ethical behavior
2. Ensure compliance with the law
3. Demonstrate respect, fairness, and courtesy in the workplace
4. Understand, avoid and disclose conflicts of interest
5. Maintain confidentiality of information
6. Ensure safety and security

Seven Behaviors

1. Speak up for patient safety
2. Always introduce yourself
3. Wear your name badge appropriately
4. Always give explanation of processes
5. Escort patients and visitors
6. Keep the environment clean and safe
7. Always greet patients, visitors, physicians and colleagues



SAFETY Habits

1. Support Each Other
2. Ask Questions
3. Focus on the Details
4. Explain Clearly

Defining Who We Serve

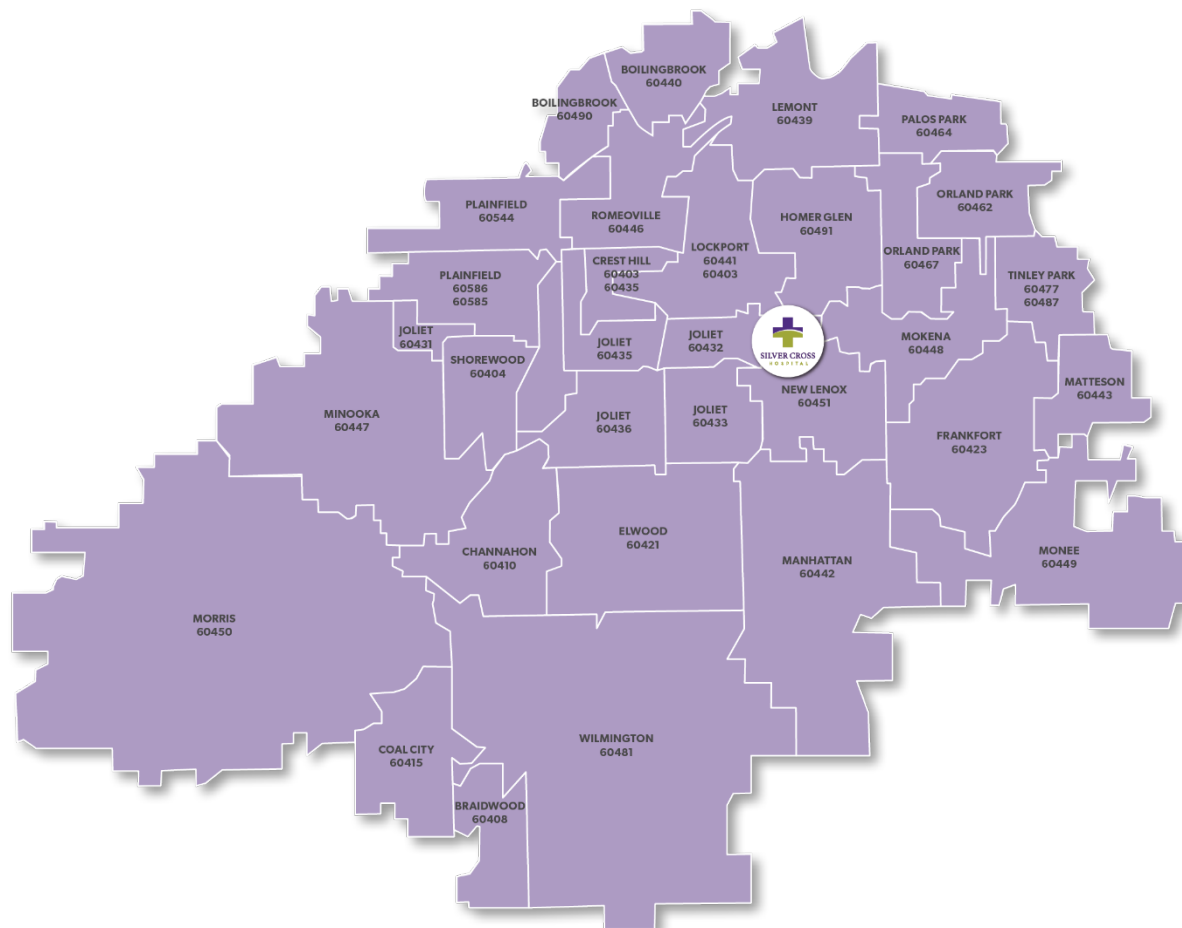
Community Health Needs Assessment (CHNA): Community Definition and Population Served

Silver Cross Hospital's Primary Service Area (PSA), as defined for the purposes of the Community Health Needs Assessment, consists of the following residential ZIP Codes in portions of Will and southwestern Cook counties, Illinois:

60403; 60421; 60423; 60432; 60433; 60435; 60436; 60439; 60441; 60442; 60448; 60451; 60467; and 60491.

Silver Cross' Secondary Service Area (SSA) includes: 60440; 60446; 60490; 60544; 60586; 60404; 60410; 60431; 60447; 60450; 60408; 60416; 60481; 60487, 60443; 60449; 60462; 60464; and 60477.

Our service area is composed of widely diverse cross-sections of the population. Large sections of our community are more established suburban areas and are rapidly growing. There are also segments that are becoming more racially and ethnically diverse and that are more densely populated. Median incomes range broadly throughout the community – with distinct pockets that have very low incomes, and with other areas that are significantly more affluent. Other sections of the community could be considered more rural in nature and are much smaller in terms of population size but growing and are less ethnically and racially diverse. A geographic description is illustrated in the following map.



Defining How Much We Provide

Financial Assistance Program

Silver Cross Hospital is committed to ensuring that every person who turns to us for care gets the care they need – regardless of their financial circumstances. We maintain clear, compassionate guidelines to identify and assist low-income and uninsured individuals in our community, as well as those who have exhausted their insurance benefits and need additional support.

Honoring our mission, we provide high-quality care to all people who seek our help. Every patient – no matter their race, creed, sex, national origin, income level, sexual orientation, disability, or age – is welcomed with dignity and respect.



For patients who are medically or financially indigent, we are here to bridge the gap so cost never stands between them and the care they need.

To make care more accessible, Silver Cross offers charity care to patients with household incomes up to 400% of the federal poverty level (see Charity Care Policy, Attachment #2). We also extend a 65% discount off hospital charges to all uninsured patients (see Self-Pay Discount Program Policy, Attachment #3). These programs reflect our belief that healthcare

is personal, and that every patient deserves the opportunity to heal without carrying an overwhelming financial burden.

Eligibility for assistance is determined through a simple, respectful process that includes completing a Determination of Eligibility Application or providing proof of household income. Each application is reviewed individually to ensure fairness and to meet patients where they are.

We know navigating healthcare and financial systems can feel overwhelming, especially during times of illness. That's why Silver Cross offers bilingual financial counselors who walk alongside patients and families—helping them understand their options and apply for programs such as Medicare, Medicaid, All Kids, FamilyCare, and Get Covered Illinois. Our goal is to provide reassurance, guidance, and support so patients can focus on what matters most: their health and well-being.

Financial Assistance	Complete and Incomplete Applications Submitted Including Presumptive Eligibility	Patients Approved	Patients Denied
Financial Assistance Applications Submitted	1,858	1,734	124

The only reasons for denial for the fiscal year included:

1. Incomplete documentation to determine eligibility
2. Over income for charity guidelines

Race/ethnicity/sex/preferred language information is currently provided by the patient as part of the financial assistance application process. The distribution of the information for this fiscal year is as follows:

Race	% of Total Charity Care Applicants
White	63.43%
Other	15.81%
Black	13.27%
Unknown	5.17%
One or More	1.65%
Asian	0.20%
Amer Ind-Alaskan	0.04%
Pacific Island/Hawaiian	0.14%
N/A	.028%
Total	100.00%

Preferred Language	% of Total Charity Care Applicants
Unknown/Unwilling to Answer	56.84%
English	38.10%
Spanish	5.07%
Total	100.00%

Ethnicity	% of Total Charity Care Applicants
Non-Hispanic	73.93%
Hispanic	22.45%
Unknown	3.34%
Total	100.00%

Gender	% of Total Charity Care Applicants
Female	60.32%
Male	39.66%
Total	100.00%

Notice of the hospital's financial assistance policy is clearly posted and available in the Emergency Department in English and Spanish, at all registration areas, in the Patient Handbook and on the hospital's website (www.silvercross.org).

Defining How Much We Provide

Community Benefits Data Summary

Silver Cross Hospital is dedicated to caring for and serving our community that extends far beyond the walls of our organization.

In Fiscal Year **2025 (Oct. 1, 2024 – Sept. 30, 2025)**, Silver Cross provided over **\$62 million** in charity care and other community benefits. The numbers reported below are reported at cost:

Community Benefit

Charity Care (at cost)	\$6,063,000
Government sponsored Indigent Healthcare (unreimbursed Medicaid at cost)	\$22,854,000
Subtotal Uncompensated Care (Charity Care & Medicaid)	<u>\$28,917,000</u>
Additional Community Benefits	
Language Assistance	\$196,170
Donations	\$300,334
Volunteer Services	\$2,957,881
Government-sponsored program services (unreimbursed Medicare at cost)	\$21,340,000
Education	\$674,065
Subsidized Health Services	\$1,825,118
**Bad Debts (at cost)	\$6,367,000
Other Community Benefits	\$114,300
Total Community Benefit	<u>\$62,691,868</u>

Of Note:

****13.32%** of bad debt patients are uninsured = **\$1,959,274**(at cost)

Reporting at cost gives a more accurate picture of true community benefit. Therefore, Silver Cross Hospital has chosen to present the data in this fashion.

Defining How Much We Provide Uninsured in Will County

According to the Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2023, lack of health insurance is a key driver of health status:

- 5.9% of Will County residents are uninsured.
 - A larger percentage reside in zip codes 60432, 60433 and 60484, in the Joliet area, as well as parts of Eastern Will County.
- 7% of males and 4.8% of females are uninsured.
- Most of Will County's Medicaid recipients are 18 years old and younger (24.9%), compared to ages 18-64 years (9.7%) and ages 65+ (6.0%).

Uninsured and Medicaid at Silver Cross

Every day, Silver Cross Hospital cares for patients who face real barriers to accessing the healthcare they deserve. Our Emergency Department reflects this need clearly: in FY25, **24%** of all ED patients were uninsured or covered by public aid, and many relied on the ED for primary care. In fact, **17%** of all visits were for non-emergent needs.

We also see firsthand how the lack of insurance or coverage can prevent people from getting the right care at the right time. Across both our hospital and Homer Glen Emergency Departments, **15%** of all visits were classified as non-emergent, and a third of those were from uninsured or public-aid patients.

Despite these challenges, our commitment remains unwavering; we care for every person – regardless of their ability to pay. Our Emergency Department teams embody this promise every day, meeting patients where they are and ensuring they receive compassionate care when they need it most.

(Please note non-emergent was defined as Acuity 4 and 5)

Charity Care

In FY25, Silver Cross provided **\$6.1 million in charity care at cost** – care for which we do not expect payment. Through our financial assistance program, we offer support to every eligible patient, ensuring that cost is never a barrier to receiving needed medical care. Our Patient Accounts team, including bilingual financial counselors, is available to guide patients and families through questions, applications, and available resources.

As part of the screening process, applicants share basic income and employment information. From there, our social workers, case managers, and discharge planners help connect low-income patients with follow-up services offered on a sliding scale or at no cost.

At Silver Cross, providing quality care with compassion – regardless of a person's ability to pay – is central to who we are. We work closely with each patient to explore all available options, including government programs, payment plans, grants, and charity care, so they can focus on healing with dignity and peace of mind. (*Charity Care Policy Attachment #2*)

Uncompensated Care (at cost) % of Net Revenues

Charity Care	\$6,063,000	1.10%
Government-Sponsored Indigent Healthcare (Unreimbursed Medicaid at Cost)	\$22,854,000	4.09%
Total Uncompensated Care (Charity Care & Medicaid)	\$28,917,000	5.19%
Emergency Department	\$7,785,000	1.41%
Total Net Patient Revenue	\$551,149,947	

Bad Debt (at cost)

In FY25, Silver Cross absorbed **\$6.3 million in bad debt** – care delivered but never paid for. Many of these patients were facing financial hardship, and **13.32% were uninsured**, potentially qualifying for **\$1.96 million in charity care**. We know that fear, embarrassment, or overwhelm can prevent patients from completing assistance paperwork. That's why we're strengthening outreach and simplifying processes to help more people access the support available to them. At Silver Cross, no one should feel alone when seeking care, and we remain committed to helping every patient find a path forward.

Government-Sponsored Healthcare

Silver Cross provided **\$44,094,000** in unreimbursed services at cost through the Medicaid (**\$22,854,000**) and Medicare (**\$21,340,000**) programs.

Obstetrics Care

Silver Cross is proud to provide compassionate obstetrical care to low-income and uninsured expectant mothers referred by the Will County Community Health Center, a division of the Will County Health Department, and Aunt Martha's Joliet Community Center.

In Fiscal Year 2025 alone, our team delivered **929 babies** from uninsured or Medicaid-covered populations – helping mothers welcome their children into the world with dignity, safety and support. These newborns represent **31%** of all deliveries at Silver Cross; in addition, mothers-to-be received prenatal services and testing at Silver Cross.

To ensure that even the most fragile newborns receive the highest level of care close to home, Silver Cross opened Will County's first and only Level III Neonatal Intensive Care Unit (NICU) in August 2022. This milestone reflects our deep commitment to keeping families together and surrounding them with the advanced clinical resources they need during some of life's most challenging moments.

The **Amy, Matthew and Jay Vana Neonatal Intensive Care Unit** features 24 private, single-family rooms designed to promote bonding, healing, and comfort. Modeled after the NICU at Ann & Robert H. Lurie Children's Hospital of Chicago, our unit is staffed around the clock by Lurie neonatologists and equipped to care for newborns requiring the most specialized treatment, including:

- Assisted ventilation
- Neonatal surgery

- Nitric oxide therapy
- Subspecialty diagnosis, consultation, and treatment for congenital anomalies

As the only Level III NICU in Will County, Silver Cross also serves as a destination for premature or critically ill babies born at nearby hospitals, ensuring they can receive advanced care without being transferred far from home.

Every day, our NICU team combines expertise with heartfelt compassion – supporting babies and their families through their earliest and often most challenging days. This work embodies the very best of who we are and why we remain committed to meeting the needs of our growing community.

Pediatric Care

Silver Cross cared for more than **229 pediatric inpatients** in Fiscal Year 2025, and nearly **30%** were covered by Medicaid or were uninsured – children from families who often face the greatest challenges during a hospital stay.

And, as a hospital licensed as an Emergency Department Approved for Pediatrics (EDAP) by the Illinois Department of Public Health, we're equipped to provide specialized, child-focused emergency care.

We're proud to support our youngest patients and their families with compassionate care, guidance, and resources when they need it most.

Aligning Our Programs and Services with MAPP

At Silver Cross Hospital, caring for our community has always been at the heart of what we do. For generations, we've listened to our neighbors and shaped programs that truly meet their needs.

Since 2009, Silver Cross has been an active partner in Will County's healthcare assessment and planning efforts. Through the **Mobilizing for Action through Planning and Partnerships (MAPP)** initiative, we collaborate with healthcare providers, public health leaders, social service agencies, and community organizations to develop the **Will County Community Health Needs Assessment (CHNA)** and Strategic Plan.

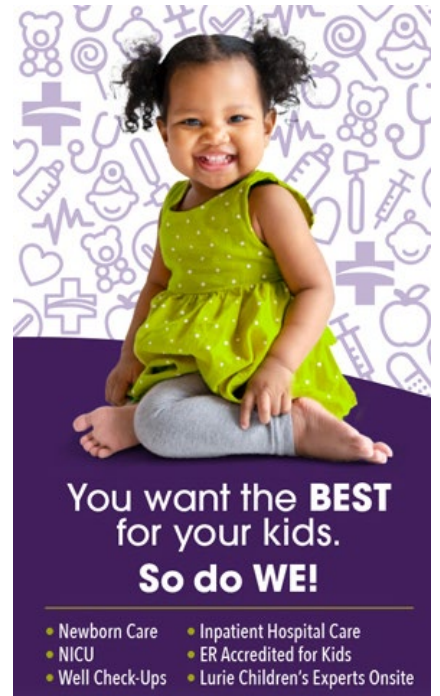
This process follows nationally recognized CDC public health standards and draws on community surveys, focus groups, and local health data. MAPP brings organizations together around a shared goal: ensuring every resident has access to strong, coordinated public health services.

To stay aligned with emerging community needs, Silver Cross experts serve on the MAPP Steering Committee and the Behavioral Health, Primary Care, and Chronic Care Action Teams. Their insights help ensure that countywide strategies reflect the realities faced by patients and families every day.

The findings of the CHNA guide our approach to community programming. Our efforts focus on four key areas where we can make the greatest impact:

- **Access to Healthcare**
- **Access to Food and Nutrition**
- **Behavioral Health and Substance Use**
- **Stabilizing the Built Environment**

Through this work, Silver Cross is not only delivering medical care—we're strengthening partnerships, expanding access, and helping build a healthier future for Will County.



MAPP Members

UChicago Medicine Advent Bolingbrook	Silver Cross Hospital
Ascension Saint Joseph Joliet	Stepping Stones, Inc.
Aunt Martha's Youth Services	United Way of Will County
Catholic Charities	Valley View School District
Chestnut Health Systems	Will County Center for Community Concerns
Easterseals Joliet Region, Inc.	Will County Community Health Center
Edward Hospital	Will County Executive's Office
Governors State University	Will County Health Department
Greater Joliet YMCA	Will-Grundy Medical Clinic
Senior Services of Will County	

1.) Access to Healthcare



At Silver Cross Hospital, our mission – to “*improve the health of those we serve and advance wellness in the community*” – is much more than a statement on paper. It's the compass that guides every step we take. Ensuring that every person has **access** to high-quality healthcare, regardless of their circumstances, is central to who we are. In FY25, we continued moving that mission forward by expanding programs, enhancing technology, and creating more opportunities for patients to connect with the care they need.

We also broadened access in several meaningful ways: by welcoming additional primary care providers across our service area; offering convenient urgent care both on our hospital campus and in nearby Mokena and Crest Hill; expanding services at our Homer Glen freestanding emergency department; and strengthening our partnerships with federally qualified health centers throughout the community. Each of these efforts reflects our belief that healthcare should be close, convenient, and responsive to the people we proudly serve. Together with our community partners, we are working to ensure that no one has to travel far—or wait too long—for the compassionate care they deserve.

Primary Care

Silver Cross is committed to making healthcare easier to reach for every family in our community. We continue to actively recruit primary care physicians and advanced practice providers so that more people can find trusted care close to home at more than a dozen locations across our service area.

In June 2025, we expanded that commitment by opening a much-needed urgent care center in Crest Hill, bringing convenient, immediate care to the west side of our service area. This new location helps ensure that families can get timely care for injuries and illnesses without traveling far or delaying treatment. It's open seven days a week and also offers on-site X-ray. We also expanded access to lab and imaging services at our Orland Park and Mokena health centers.





We're equally dedicated to supporting residents on the east side of Joliet. Through our partnerships with the Will-Grundy Medical Clinic, Aunt Martha's, and the VA Clinic on our former Joliet hospital campus, we help connect at-risk individuals – including the uninsured, underinsured, and veterans – to compassionate reliable primary care.

At every step, our goal is simple: to meet people where they are, remove barriers to care, and strengthen the health of our community one relationship at a time.

General Communication

Silver Cross provides consumer information, physician and service referrals through our 24/7 Call Center.


In FY25, we provided more than **2,000 physician and service referrals** to several thousand individuals at no charge. In addition, we continued to provide important health education through community programming and screenings, e-blasts, videos and social media.

IMatter Health Podcasts

Podcasting has become one of the most popular ways people learn and stay informed, and healthcare is no exception. To meet our community where they are and share reliable health information in fresh, accessible ways, Silver Cross launched the **IMatter Health Podcast** in January 2024.

Each month, we release a new episode covering topics that matter most to patients and families, including weight loss, colorectal cancer prevention, stress management, vaping and lung health, dementia care, heart health, and more. Every episode includes both audio and video formats so people can listen or watch however they prefer.


All IMatter Health Podcast episodes are available for free on our website, YouTube channel, and major podcast platforms. We also share them through our monthly e-newsletter and across social media, making it easier than ever for our community to access clear, trustworthy health information.



Can Nutrition Really Help Manage Fibroid Symptoms? i

Featured Speaker: Gamilah Pierre, MD

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Lo que no sabes sobre la insuficiencia cardíaca congestiva i

Featured Speaker: Gregory Macaluso, MD

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Transportation

According to the 2023 Will County Community Health Needs Assessment, transportation remains a significant barrier for many residents.

At Silver Cross, we see this firsthand. Some patients arrive by ambulance with no way to get home after discharge. To support them, we provided **\$7,990 for taxi and bus rides in FY25**. We also partner with Kaizen Health for medical rideshare options and offer free valet and shuttle services on our campus for

patients and families. In addition, we collaborate with Pace, Uber, and local officials to help improve public transportation access for our community whenever possible.

Donations

Area churches, schools, and other not-for-profit organizations often turn to community anchors like Silver Cross Hospital for support, and we're grateful to be a partner they can count on. When these groups work to lift up our neighbors, we're honored to stand beside them. Through monetary donations, goods and services, and the gift of our time, Silver Cross is proud to help strengthen the programs and projects that make our community a more caring, connected place for everyone.

Coverage for the Uninsured/Underinsured

At Silver Cross, we believe everyone deserves the right care at the right time in the right setting. Our Emergency Department embodies that commitment. Many of the patients who come to us with non-emergent needs – more than 15% of all ED visits – simply have nowhere else to turn. More than a third of these patients are uninsured or receive public aid, and we provide exceptional care to all, regardless of their ability to pay.

The 2023 Will County Community Health Needs Assessment reminds us how important it is to expand access to affordable, culturally sensitive care. Silver Cross is actively involved in this work through the MAPP Access to Care Committee, helping improve resources across the county.

To support patients who are uninsured or underinsured, we partner closely with the Will-Grundy Medical Clinic. In FY25, we contributed **\$20,000**, provided over **\$1.2 million** in free surgical and related services, and encouraged our staff and Medical Staff to volunteer.

We also help patients connect with essential coverage by assisting with applications for Medicaid, Medicare, All Kids, Family Care, and Get Covered Illinois. Every step of the process reflects our belief that access to care is a right for all.

Rehabilitation Services

Silver Cross Hospital is proud to continue its partnership with the **Shirley Ryan AbilityLab**, helping hundreds of patients each year rebuild strength, mobility, and confidence. In Fiscal Year 2025, we further supported community wellness by offering free fall-risk and balance screenings for seniors, as well as post-natal screenings for new mothers – services that provide reassurance and promote safer, healthier recovery. We also invested **\$189,448** to support rehabilitation student interns, helping prepare the next generation of therapists who will care for our community in the years ahead. At Silver Cross, healing is a shared journey and one we're honored to walk alongside our patients and partners.

Health Equity Plan

Silver Cross Hospital's mission to "improve the health of those we serve and advance wellness in the community" serves as the foundation of our efforts to promote health equity and reduce health disparities for the patients we are privileged to serve.

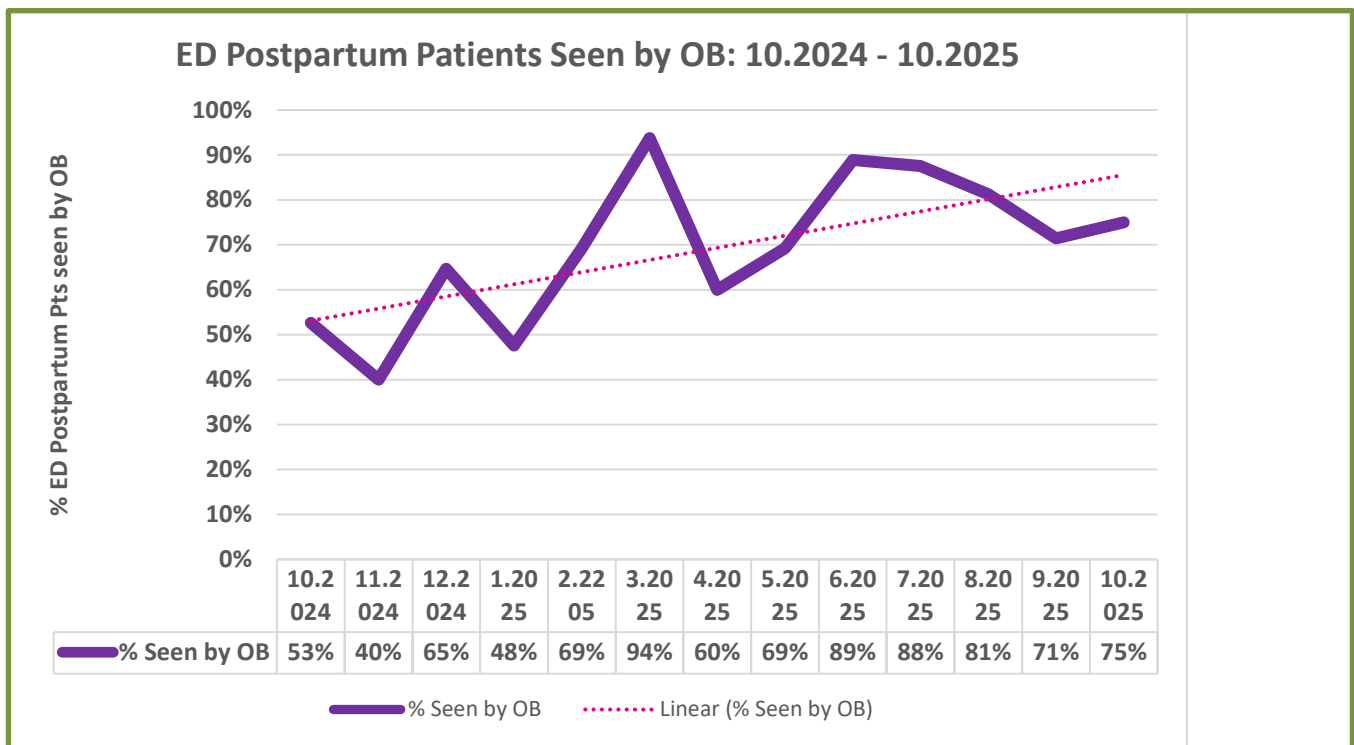
Our **Health Equity Steering Committee**, chartered in 2024, is committed to collaborating with our patients and community partners to understand and develop interventions that focus on whole-person health and aligns the priorities of our Community Health Needs Assessment and our Community Benefit Implementation Plan with Health Equity. The committee provides strategic direction, coordination and oversight of health equity initiatives, and to ensure compliance with CMS, Joint Commission and Leapfrog requirements for addressing health disparities and social drivers of health.

In 2025, the committee set seven health equity goals, five of which have been met and two that are in progress:

- Prioritize consistent and standardized health equity data collection and analysis to drive action

and report transparently to the community. (Met)

- Make care more accessible by ensuring interpreter services are provided to those patients with an identified need for interpreter services. (Met)
- Decrease the rate of severe maternal morbidity, pregnancy-related mortality and pregnancy complications in the hospital setting by providing education for ED providers on high-acuity recognition of sick post-partum patients and timely escalation of care to obstetrics. (Met)
 - See graph on next page showing our results between October 2024 and October 2025.
- Decrease infant mortality by participating in the Illinois Perinatal Quality Collaborative (ILPQC) on Equity and Safe Sleep for Infants. (Met)
- Connect Community Health Needs Assessment, Community Benefit Implementation Plan, and the Health Equity Committee to leverage intersectionality. (In progress)
- Engage community partners in developing solutions and continue to invest in and strengthen key partnerships. (In progress)
- As one of Will County's largest employers, we will continue to be an economic engine for the communities we serve. (Met)



Through the execution of our Health Equity plan, Silver Cross Hospital continues to live its promise to treat all patients the way they *should* be treated while providing added benefit to the communities we serve.

Prenatal Care

Silver Cross is committed to supporting families well beyond our hospital walls. We connect parents with

the Will County Health Department's Healthy Families Program, which promotes positive parenting and healthy child development – giving babies a stronger, healthier start in life.

We also work closely with the Joliet Area Breastfeeding Alliance (JABA) and the International Lactation Consultant Association (ILCA) to reach and support mothers who are breastfeeding or hoping to breastfeed. Through our partnership with Ann & Robert H. Lurie Children's Hospital of Chicago, we ensure neonatal experts are at the bedside for high-risk deliveries whenever they're needed most.

What's more, our Maternal-Fetal Medicine program strengthens the care we provide to families with high-risk pregnancies. Our team works hand-in-hand with our NICU, ensuring a seamless transition from specialized prenatal care to expert neonatal care the moment a baby arrives. Together, we provide a safety net for high-risk pregnancies—one that brings comfort, continuity, and confidence to families during some of their most vulnerable moments.

Finally, our certified lactation consultants provide compassionate education and hands-on support before and after birth – even for families whose babies were born elsewhere – helping new mothers feel confident, cared for, and connected during one of life's most important moments.

Premature Births

Premature birth can be one of the most frightening moments a family faces, and it remains a serious concern for many in Will County. That's why opening the county's first and only NICU in 2022 meant so much to our community.

Our 24-bed Amy, Matthew and Jay Vana NICU was created with families at the heart of every decision – featuring private, single-family rooms right beside our birthing center so parents can stay close to their newborns during such a vulnerable time.



Staffed 24/7 by neonatologists from Ann & Robert H. Lurie Children's Hospital of Chicago, our Level III NICU provides highly specialized care for very premature or critically ill babies. Each child is surrounded by a dedicated team of neonatologists, neonatal nurse practitioners, nurses, therapists, and other caregivers, with immediate access to Lurie Children's pediatric medical and surgical experts whenever they're needed.

Since opening, we've cared for more than **1,000 babies and their families** – offering comfort, skill, and hope during some of life's most delicate moments.

Emergency Services

Silver Cross Hospital's Emergency Department in New Lenox and our Free-Standing Emergency Care Center in Homer Glen cared for **81,800 patients in FY25**, reflecting the growing demand for timely, high-quality emergency care. To better serve our Homer Glen patients, we invested **\$3 million** in 2024 to expand capacity – adding three new treatment rooms, a procedure room, an enlarged lab with a second blood-draw station, and expanded ultrasound services.

Beyond emergency care, we make it easier for families to get help fast through our four Urgent Care Centers in New Lenox, Mokena, Crest Hill, and Orland Park, with a fifth opening in Lemont in fall 2026. These centers treat everyday health concerns – from flu and infections to fractures, sprains, asthma, and minor burns – giving our community convenient access to the care they need, when they need it most.

Silver Cross Emergency Medical Services System

Silver Cross has long been the backbone of emergency medical care in our region – and in 2025, we proudly celebrated the 50th anniversary of our Silver Cross EMS System, a milestone that honors five decades of lifesaving partnership, precision, and progress.



Today, our commitment is stronger than ever. As the region's resource hospital, Silver Cross continues to lead the Silver Cross EMS System, providing the intensive training and oversight that keep our communities safe.

Our EMS System now spans a powerful network of more than 2,000 highly trained professionals across 34 fire departments, ambulance services, industrial response teams, dispatch centers, and four associate hospitals – all united by one mission: delivering seamless, high-quality care before patients ever reach our doors.

And our reach extends far beyond Illinois. Silver Cross also provides EMS training and program development assistance to medical teams in other states, strengthening emergency care across the region and beyond.

In Fiscal Year 2025, **46 students graduated** from our program; in all, we invested **\$939,281** in our EMS program.

For 50 years, our EMS System has stood ready – day and night, mile after mile – bringing expertise, coordination, and compassion to the moments that matter most.

Language Assistance

More than **126,000 Will County residents – about 18% of our community – identify as Hispanic**, making culturally responsive care essential to how we serve our patients.

To ensure every patient feels understood and supported, Silver Cross maintains a strong Limited English Proficiency (LEP) policy and provides **24/7 Voice language assistance**. With just an iPad, patients and caregivers can instantly connect with professional interpreters through clear video or audio, including sign-language interpretation when needed.

We go beyond translation and strive for true connection. Important health education materials, discharge instructions, and other vital documents are translated into Spanish and other languages, helping families feel confident about their care. Our bilingual Physician Referral Service is available around the clock, and campus navigation is made easier with Universal Hospital symbols—ensuring language never becomes a barrier to treatment, comfort, or dignity.

At Silver Cross, we're committed to meeting people where they are – linguistically, culturally, and compassionately – so every patient can access care with clarity and confidence.

Coverage for Senior Citizens

To better care for our growing senior population, Silver Cross offers personalized education and outreach on health topics that matter most to older adults – like heart disease, colon cancer, joint pain and more. And through our partnership with LifeSmart Senior Services, we help seniors navigate the often-confusing world of Medicare plans and prescription options, ensuring they feel informed, supported, and confident in their choices.

We also understand how overwhelming medical bills can be, especially for those managing multiple providers. That's why Silver Cross provides dedicated billing experts who take the time to walk seniors through their statements, answer questions, and help determine the appropriate payments for services—not only from our hospital, but from other healthcare facilities as well. It's one more way we strive to ease stress, offer clarity, and honor the dignity of every senior who places their trust in us.



Prevention and Management of Disease

It takes more than blood pressure checks and medications to sustain a healthy lifestyle. It requires an understanding of the behaviors that cause poor health. At Silver Cross, we combine education and support to promote healthier lifestyles and improve health through health screenings, clinical lectures and educational classes. In Fiscal Year 2025, we offered nearly **two dozen free lectures** – at the hospital and in the community – on a variety of health-related topics including heart disease prevention, chronic heartburn, cancer prevention, arthritis and more.

Silver Cross Connected Care

Nearly **70% of Medicare beneficiaries** live with two or more chronic conditions: arthritis, diabetes, heart disease, high blood pressure, and others that require ongoing attention and confidence in managing symptoms between medical appointments. For many older adults, that daily responsibility can feel overwhelming, and we want them to know they're not facing it alone.

That's why Silver Cross offers our **Connected Care** program – to wrap meaningful support around patients in the moments *between* visits, when they often need it most. Through Connected Care, a patient's doctor and clinical team stay actively involved in their health journey, offering guidance that doesn't end when the appointment does. Each patient is paired with a personal health coach, a registered nurse or mid-level provider, who works with them to build a care plan that's truly their own. From there, patients receive two supportive text messages each week to help them stay on track, and health coaches remain available to review labs, explain medications, schedule appointments, and help prevent unnecessary and stressful hospital visits.

In FY25, Connected Care delivered **nearly 12,000 hours of in-between-visit support** to approximately **4,000 seniors** managing multiple chronic conditions—making it one of the largest chronic care management programs in the nation. Our team focuses on prevention, expanding access to primary care, identifying social factors that influence health, and connecting patients with community organizations for added support. This compassionate, coordinated approach is making a real difference—improving access, reducing hospitalizations and ER visits, and helping Medicare patients feel more supported, more informed, and more in control of their health. By focusing on preventative primary care and screening for social health factors—such as food insecurity—the team has successfully reduced hospitalizations and ER visits. A key highlight of these efforts includes screening all Silver Cross patients for nutritional needs, granting hundreds of individuals weekly access to healthy groceries through the My Pantry Express online pantry.

Addressing Heart Disease and Heart Failure

Cardiovascular disease remains one of the most pressing health concerns in Will County, with hypertension and heart conditions among the most common issues affecting local households. To support those at risk, Silver Cross partners with MAPP's community-wide efforts to expand cardiac education and services. Nationally, heart disease continues to be the leading cause of death for women, underscoring the importance of this work.

We continue to reach women and families through ongoing education, including social media, e-blasts to more than 100,000 subscribers, articles, and newsletters. We also offer an affordable \$49 Heart Scan and make it easy to schedule imaging services online through SCHEDULE NOW.

Recognizing that heart failure is one of the leading causes of hospitalization and readmission – especially among Medicare patients – Silver Cross launched its Advanced Heart Failure Clinic in early 2023. Patients receive care from an Advanced Heart Failure physician and nurse practitioner, with visit frequency tailored to their needs. The program also uses daily monitoring through a Carium-powered app. Our cardiologists work closely with each patient's primary cardiology team to ensure coordinated, comprehensive care.

Comprehensive Cancer Care

Cancer is the second leading cause of death in the U.S., and Will County reflects this trend. To expand access to high-quality cancer care, Silver Cross opened the 20,000-square-foot Carolyn J. Czerkies Pavilion in 2012, home to the UChicago Medicine Comprehensive Cancer Center at Silver Cross Hospital.

This powerful partnership brings world-class academic cancer specialists, advanced chemotherapy and radiation therapy, and access to more than 100 clinical trials directly into our community, along with supportive services through the Cancer Support Center.

To ensure patients receive individualized, expert-driven care, multidisciplinary teams meet weekly for **Breast Cancer** and **Lung Cancer Conferences**. In FY25 alone, **82 conferences** were held and **647 patient cases** were reviewed, with specialists across surgery, oncology, radiology, pulmonology, and pathology collaborating to develop unified treatment recommendations. Nurse navigators then share these plans with each patient's physician within 24 hours.

Silver Cross also provides free colon cancer screening kits to anyone who requests them.

Last fall, we hosted a free Cancer Prevention and Screening Event attended by more than 75 community members, offering education on breast and colon cancers, as well as access to clinical trial information. Participants also received free colon cancer kits.

Additionally, Silver Cross has developed a plan to impact cancer prevention and awareness in the community by implementing the following programs:

- **Colon Cancer**

In **FY25**, Silver Cross provided more than **75** free colon cancer kit screenings to the community and continues to encourage individuals ages 45 and over that have never been screened for colon cancer to have a colonoscopy.

- **Breast Cancer**

Breast cancer continues to weigh heavily on women in our community, with lifetime risk climbing from 1 in 20 to nearly 1 in 8 – often without any known warning signs. To help women catch breast cancer earlier and with greater confidence, Silver Cross expanded access to life-saving mammograms in 2024 by adding a new state-of-the-art digital mammography unit at our main campus, an additional ultrasound machine and expanded screening hours, making high-quality screening faster, easier, and closer to home.

- **Lung Cancer**

Silver Cross continues to expand access to life-saving lung cancer screening through our low-dose Lung Scan, which has seen strong, steady growth since its reintroduction in 2019. This simple scan can detect even the smallest lung nodules—spots that often show no symptoms—and has been proven to reduce lung cancer deaths by 20%. To guide patients every step of the way, our dedicated lung cancer nurse navigator helps confirm insurance coverage, coordinates appointments, and ensures a smooth, timely experience from the very first screening through

diagnosis, treatment, and follow-up. And to catch lung cancer earlier than ever before, Silver Cross has invested in the Ion robotic-assisted bronchoscopy platform, allowing our specialists to precisely reach and remove tiny nodules in some of the hardest-to-access areas of the lung.

Stroke

Stroke continues to be a leading cause of death and disability. To offer the most advanced care and treatment, Silver Cross Hospital collaborates with the University of Chicago Medicine to expand upon our already robust neuroscience program, which includes neurological cancer care, stroke care and neurosurgery. Through this arrangement, residents in Will County and beyond have even greater access to these vital services close to home. Additionally, Silver Cross recruited an additional neurosurgeon and neurologist to Silver Cross Medical Group, greatly enhancing access to neurological care.

Silver Cross is also an Advanced Certified Primary Stroke Center, meaning it has demonstrated the ability to provide expert stroke care around the clock. A multi-disciplinary team that includes highly skilled neurologists, neuro-interventionalists, emergency department specialists, radiologists, neurosurgeons, nurses, therapists, pharmacists, technicians and more works together in a coordinated, collaborative system to ensure the best outcomes for patients who have suffered a stroke.

Silver Cross also has a robust stroke presence on its website and offers stroke prevention tips, especially during Stroke Awareness Month every May.

Diabetes

As one of the first American Diabetes Association-recognized comprehensive diabetes management programs (since 1996), the Silver Cross Diabetes Center is committed to helping individuals manage diabetes and reduce their risk of serious complications like heart disease and stroke.

In 2025, we expanded that commitment by introducing monthly pre-diabetes classes, giving those at risk the tools, support, and confidence to *prevent* diabetes before it starts.

Silver Cross also offers advanced care through our Center for Advanced Wound Healing and Hyperbaric Medicine, which treats complex wounds including diabetic foot ulcers, another example of how we're helping patients heal, stay healthy, and reclaim their quality of life.

Obesity

Obesity remains one of the most significant health challenges in our region. In fact, 36.6% of Will County residents were living with obesity in 2022. That's why Silver Cross is committed to offering meaningful support, education and tools that empower individuals and families to live healthier lives.

Silver Cross provides accessible nutritional counseling, wellness education, and lifestyle-focused resources to help our community address obesity before it leads to more serious illness. We also continue to invest in the well-being of our own workforce through our award-winning iMatter Health/Employee Wellness Program, which helps employees make sustainable choices around nutrition, activity, and overall health.

Beyond our walls, the Warren-Sharpe Community Center, supported by the Silver Cross Healthy Community Commission, extends this commitment to local families with hands-on programs like Backyard Basics Classes, Kids in the Kitchen, and other activities designed to build lifelong healthy habits.

Together, we're making wellness more accessible: one class, one conversation, and one healthy choice at a time.

2.) Access to Food and Nutrition



Food is foundational to good health. Yet many chronic diseases – heart disease, type 2 diabetes, hypertension, and obesity – are closely linked to poor nutrition. These conditions remain among the leading causes of death in the United States, underscoring just how vital it is for families to have access to healthy, nourishing foods.

That's why ensuring access to nutritious food is a priority at Silver Cross Hospital. We know that when people can feed themselves and their families well, they are better equipped to thrive. Silver Cross supports this effort in several important ways.

Screen and Intervene Community Relations Program

Food insecurity and chronic disease often go hand in hand. Studies show that individuals facing food insecurity are significantly more likely to experience conditions such as obesity, hypertension, and Type 2 diabetes. When people struggle to access nutritious food, managing symptoms becomes harder, and their overall quality of life can suffer. That's why creating reliable, convenient access to healthy options is essential.

Access to affordable, nutritious food is also a key priority identified in the 2023 Cross Hospital/Will County Community Health Needs Assessment (CHNA). Silver Cross Hospital is tackling this challenge head-on. Through our Screen and Intervene Program, we partner with the Northern Illinois Food Bank to support chronic disease patients who are also experiencing food insecurity. Every patient at Silver Cross is screened to ensure they have the food, nutrition, and healthcare resources they need. Thanks to this work, hundreds are now receiving weekly support through MyPantry Express (MPX)—our online food pantry benefit.

And this year, we took an important step forward: Silver Cross expanded MyPantry Express to include patients at our Cancer Center, ensuring individuals facing both a serious diagnosis and food insecurity have seamless access to healthy groceries during treatment.

From nutrition education to weekly pantry support, our goal is simple: remove barriers, nourish our patients, and help them manage their health with dignity and stability.

Community Garden

Silver Cross is proud to continue its partnership with the Joliet Chapter of the National Hook-Up of Black Women (NHBW), a nonprofit organization devoted to uplifting women and families through education, health and wellness, human services, and community empowerment.

Beyond offering periodic wellness program, Silver Cross also supports the NHBW's community garden, a vibrant neighborhood resource that does far more than grow produce. Community gardens create safe, welcoming spaces where neighbors can connect, learn, and take charge of their health. They also increase access to fresh fruits and vegetables, promote physical activity, reduce stress, and inspire families to explore healthier eating habits together. By working hand-in-hand with NHBW, Silver Cross



helps ensure that this garden continues to flourish, strengthening wellness, fostering community pride, and growing healthier futures one harvest at a time.

Additionally, our Silver Cross Healthy Community Commission supports the Harvey Brooks Foundation and the Warren Sharpe Community Garden, which actively promote efforts to provide food and nutrition to residents in our total service area through community gardens and grocery distribution through the Northern Illinois Food Bank.

What's more, Silver Cross provides speakers and clinicians for the National Hook-up's health and wellness screenings and seminars throughout the year. The programs cover a variety of healthy living topics, including physical activity, healthy eating, sleep disorders and treatments, diabetes, preventing falls and more.

Lastly, in collaboration with the Will County Health Department, Silver Cross Case Managers began utilizing IRIS (Integrated Referral and Intake System), a web-based tool to help organizations connect the families we serve to the right resources in their communities. By tapping into this powerful program, case managers can help patients find local resources for food, shelter, clothing and more.

Elevated Hospital Menu for Patients

A hospital dining menu matters far more than most people realize. It's not just about food; it's about care. Nutritious, well-balanced meals help patients recover faster. Foods rich in protein, vitamins, and minerals fuel healing, support the immune system, and help the body respond better to treatment.

Tasty, appealing food gives patients a sense of comfort and control, two things that can significantly improve their overall experience and their outcomes.

That's why Silver Cross introduced a new and improved patient dining experience in 2025 with high-end meal offerings like blackened tilapia, beef burgundy, BBQ salmon, custom wraps and more, ensuring every patient receives food that's safe, personalized and clinically appropriate.



3.) Behavioral Health and Substance Use



Mental health continues to be one of the most urgent health concerns – nationally and here in our community. Today, nearly one in five U.S. adults has been diagnosed with a depression disorder, and almost one in four American adults experiences some form of mental illness each year. These challenges aren't limited to adults; youth mental-health concerns are rising as well, with 29% of U.S. high school students reporting their mental health was not good most or all of the time in the past year.

Against this backdrop, Silver Cross has taken meaningful, forward-thinking steps to strengthen mental healthcare throughout our service area. Through innovative programs, strategic partnerships, and

expanded access to behavioral health resources, we are committed to meeting our community's growing mental-health needs with compassion and urgency.

Inpatient and Outpatient Behavioral Health Care through Silver Oaks Behavioral Hospital

Our commitment to mental health is unwavering and nowhere is that more evident than in our joint venture with **US HealthVest**, which powers the work of **Silver Oaks Behavioral Hospital**.

To address the mental health crisis in our community, Silver Oaks, a 112-bed behavioral health hospital designed with the latest safety features to ensure patients receive therapeutic care in a calming, supportive environment, opened in 2019.

The hospital offers evidence-based therapy modalities proven to reduce mental-health symptoms and help patients achieve lasting recovery. From adolescents as young as 12 to older adults seeking geriatric behavioral health support, patients are cared for by a dedicated team of licensed psychiatrists, nurses, therapists, and behavioral health technicians who bring both expertise and empathy to every interaction.



What truly sets this partnership apart is the deep operational and clinical integration. Silver Cross and Silver Oaks share medical staff and hold weekly multidisciplinary huddles, bringing together leaders including the President/CEO of Silver Cross and Silver Oaks, along with front-line clinicians, to continuously elevate the quality of care and ensure seamless coordination between both organizations.

This collaboration also extends directly into our hospital walls. Silver Oaks social workers are embedded in the Silver Cross Emergency Department, ensuring that patients who arrive in crisis are screened promptly by trained mental-health experts. This not only improves safety and response times but also helps patients begin their path to the right level of behavioral-health care without delay.

Together, Silver Cross and Silver Oaks are delivering on a shared mission: expanding access to essential mental-health and substance-use-disorder services, strengthening the safety net for individuals in crisis, and providing hope, healing, and dignity to every patient who entrusts us with their care.

Thriveworks Program

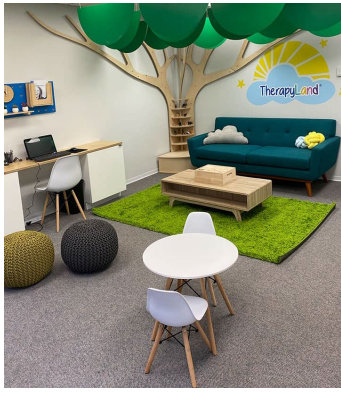
Anxiety, stress, depression, and other mental-health challenges affect people everywhere – and our own neighbors are no exception. But thanks to our meaningful partnership with the City of Joliet and Thriveworks, Silver Cross is helping make compassionate, affordable mental healthcare easier to access for everyone who needs it. Together, we're reaching individuals who might otherwise go without care. Uninsured residents can receive Thriveworks services through a voucher provided by the Joliet Fire Department, while those with insurance have their out-of-pocket costs fully covered. This approach removes some of the biggest barriers to getting help—and it's already making a powerful difference.

In fact, just two years after the program began, Joliet officials reported a more than 50% decrease in suicides, with no teen suicides reported.

That impact represents real lives, real families, and real hope.

Expanding access to mental-health services reflects the heart of our mission at Silver Cross: **to improve the health of those we serve and advance wellness throughout our community.**

To support that mission, Silver Cross subsidized office space to Thriveworks so they can care for every person who walks through their doors in need of support.



And for our youngest community members, Thriveworks Joliet is home to **TherapyLand®**, a one-of-a-kind pediatric behavioral-health center designed to nurture growth, creativity, curiosity, and emotional well-being.

Children can explore designated areas for home and kitchen play, sandboxes, dress-up, building blocks, puppets, nurturing toys, art supplies, and much more. It's a place where kids can feel safe, supported, and free to be themselves while receiving the care they need.

Together, Silver Cross, the City of Joliet, and Thriveworks are building a stronger, healthier, more hopeful community – one person, one family, one story at a time.

SANE Coordinator Continues to Assist Victims of Sexual Assault

Sexual Assault Nurse Examiners (SANEs) play an essential and deeply compassionate role in caring for survivors of sexual assault. Their specialized training not only helps protect the dignity and emotional well-being of each patient, but also ensures that survivors are supported with sensitivity, respect, and expert clinical care at one of the most vulnerable moments of their lives.

SANEs are also trained to collect forensic evidence in a way that reduces re-traumatization and strengthens the pathway to justice.

At Silver Cross, survivors are never alone in this process. Patients are first seen by a physician to address any urgent medical needs, such as injuries, pain, or safety concerns, before anything else takes place. From there, survivors are offered the support of a SANE nurse, who provides compassionate, trauma-informed care.



This approach ensures:

- Gentle, patient-centered medical care
- Thorough, fair, and accurate forensic evaluations
- A coordinated team response focused on both healing and accountability

Throughout their visit, survivors are counseled about sexually transmitted infections, HIV, pregnancy concerns, and any other health questions they may have. They are also connected to trusted community partners, such as Guardian Angel Home and the Will County Children's Advocacy Center, to ensure they have ongoing emotional, legal, and practical support after they leave the hospital. At every step, our goal is simple: to surround survivors with care, dignity, and hope, while helping them take the first brave steps toward healing.

4.) Stabilizing the Built Environment



At Silver Cross Hospital, we believe that every person in our community deserves the opportunity to feel safe, supported, and empowered to live a healthier, more fulfilling life. That's why our neighborhood initiatives go far beyond healthcare. They focus on lifting people up through awareness, economic stability, personal growth, and compassionate, high-quality care for everyone who walks through our doors.

Creating safer neighborhoods and opening doors for individuals and families to improve their lives are at the heart of our community benefit work. We want our neighbors to know that Silver Cross is here not only as a hospital, but as a partner in their well-being.



Last September, we were honored to again join forces with Volunteers of America on our former Joliet campus, this time to help bring Hope Manor Village to life. This new 48-unit community will offer stable housing and supportive services for women in opioid recovery, especially mothers who are working to rebuild their lives for themselves and their children. Silver Cross donated the land for this much-needed project, building on our long relationship with VOA and the success of Hope Manor, which has provided a caring home for veterans and their families since 2017.

We're deeply grateful for the dedication of the Silver Cross Healthy Community Commission, whose vision and leadership have been instrumental in transforming our former campus into a place of hope, healing, and opportunity. Their commitment reflects our shared belief that when we invest in our community, we uplift every person who calls it home.

Together, we're helping to build brighter futures.

Creating a Healthier Community

In January 2008, the Silver Cross Hospital Board of Trustees and local community leaders launched a not-for-profit organization called the Silver Cross Healthy Community Commission. The Commission is chaired by Derrick Brown with 14 members that represent the interests of constituencies on Joliet's east side. The 501(c)3 Commission is committed to creating a stronger, healthier future for the neighborhood, which has suffered from a lack of economic development over many decades.

Unprecedented in Will County, the Commission was launched in response to the community's concern about the hospital's relocation from Joliet to New Lenox; since that time, the scope has been expanded beyond campus redevelopment to workforce initiatives, job training, scholarships and healthcare access. Additionally, our former Joliet campus is now home to a Veteran's Administration (VA) Clinic, Aunt Martha's Joliet Health Center, and Hope Manor Joliet, a Volunteers of America (VOA) housing complex for veterans with families.

The Healthy Community Commission provides an extraordinary opportunity for the community to provide feedback, advice and direction to Silver Cross Hospital. Realizing that social and economic wellbeing are often factors impacting an individual's health, the Commission seeks to address a multitude of issues to improve the quality of life on the east side of Joliet.

Silver Cross Hospital provided **\$225,000 in FY25** to fund the Commission's work, bringing our total to **\$3.725 million in grants and scholarships since 2008**.

These have included educational healthcare-related scholarships, workforce development grants and quality-of-life initiatives to over hundreds of individuals associated with several organizations, including:

- **After the Peanut**
- **Alpha Kappa Alpha Sorority**
- **Coalition of Black Trade Unionists**
- **Community Service Council**
- **Fighting Chance**
- **Girl Scouts of America**
- **Greater YMCA Joliet**
- **Hispanic/Latino Coalition of Will County**
- **NAACP (National Association for the Advancement of Colored People)**
- **National Hook-up of Black Women**
- **Redeemed Connections**
- **Senior Services**
- **Spanish Community Center**
- **United Cerebral Palsy-Center for Disability Services**
- **Warren Sharp Community Center**

These scholarship students attend the following colleges:

Alabama State University	Joliet Junior College	Spelman College
Butler University	Lewis University	Trinity Christian College
Chamberlain College of Nursing	Loyola University	University of Aurora
Columbia University	Maranatha Baptist College	University of Illinois
Eastern University	Northern Illinois University	University of Missouri
Governor's State University	Olivet Nazarene University	University of St. Francis
Howard University	Purdue University	Western Governors University
Illinois State University	Saint Xavier	Western Illinois University
Jackson State University	Southern Illinois University	

In addition, Silver Cross enhanced its faith-driven community outreach program to include more churches in the underserved neighborhoods on Joliet's east side. This was the logical step to reach the underserved population since churches are where residents gather to find resources such as health screenings, education and lectures.

In 2025, Silver Cross provided valuable health information to many churches and community organizations to share with their members through educational newsletters and e-blasts, urging them to get regular check-ups and screenings.

Creating a Diverse, Equitable and Inclusive Workforce

At Silver Cross, our commitment to **diversity, equity, inclusion, and belonging** (DEIB) is rooted in a simple belief: every person deserves to feel seen, valued, heard and respected for who they are. We know that when people feel they truly belong, they can bring their whole selves to their work, and that creates a stronger, kinder, and more connected hospital community.



Leading this deeply meaningful work is our **Diversity, Equity, Inclusion and Belonging Council**, a dedicated group of employees and leaders from all across Silver Cross. Their compassion and lived experience guide the intentional work we do to make sure DEIB is woven into every part of our culture, from how we lead and hire to how we communicate, mentor, promote, and support one another.

To help us grow together, we offer DEIB educational forums for both new and longtime employees. These sessions open the door to honest conversations about unconscious bias, inequity, and the subtle ways prejudice can show up, helping us reflect, learn, and create a more welcoming environment for everyone.

And we continue to listen. In Fiscal Year 2025, our DEIB Council hosted **21 listening sessions**, attended by **176 employees**, each one an opportunity for our staff to share their experiences, hopes, and ideas in a safe and supportive space. These conversations help guide our path forward and remind us why this work is so important.

At Silver Cross, DEIB isn't just an initiative—it's a promise to one another. A promise to build a workplace where compassion leads, voices are heard, and every individual belongs.

Nursing Student Loan Repayment Program

Old National Bank, Silver Cross Hospital and the Lewis University College of Nursing and Health Sciences continue to provide student loan repayment support of up to \$27,000 for Lewis nursing graduates who pursue a nursing career at Silver Cross after graduation.

The program helps alleviate some of the concern over student debt for nursing graduates while promoting Silver Cross Hospital's, Lewis University's and Old National's commitment to the future of the nursing profession. Equal payments are made over a four-year period which they can use to assist in repaying their student loans. In order for Lewis University graduates to qualify, they must

- Complete their BSN degree at Lewis University
- Pass the NCLEX licensure exam
- Commit to a nursing career at Silver Cross for a minimum of four years
- Participate in Silver Cross' Student Nurse Assistant Program, complete a clinical rotation at the hospital, or work in a paid summer employment opportunity at Silver Cross.

*Since 1895, Silver Cross Hospital has lived our promise to treat ALL patients
The Way They **Should** Be Treated
while continuing to provide added benefits to the communities we serve.*