Caring for Our COMMUNITY

2020

SILVER CROSS HOSPITAL
When you think of the word “inspiration,” what comes to mind? Perhaps it’s a brilliant invention? A famous person from history? Or perhaps it’s a friend or family member who’s touched your life in ways you’ll never forget?

Here at Silver Cross, inspiration can be found in every corner of our organization. And over the past year and a half – faced with a world-wide pandemic – healthcare workers everywhere inspired us through their kindness, their courage and their concern for their patients. I’m proud to say we faced it head-on, proving we’re #SilverCrossSafe, #SilverCrossStrong and ready to tackle any challenge that comes our way. But we didn’t stop there.

Thanks to the inspiring people who make Silver Cross the very special place that it is, we reached new heights, achieving national recognition and a first in our 125-Year history: our 9th 100 Top Hospital award, our 13th Straight A for patient safety and 5 stars from the Centers for Medicare and Medicaid – all at the same time.

Congratulations to our Silver Cross team, our medical staff and our volunteers who made this happen.

In the pages of this report, you’ll see how Silver Cross continues to deliver on its mission to improve the health of those we serve, advance wellness in our community and deliver an unrivaled experience to all who seek our care.

Ruth Colby

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

OUR 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 the Silver Cross Hospital team, are dedicated to meeting the needs of the people we serve by living our Core Values of:

- SAFETY — do no harm
- INCLUSIVENESS — work collaboratively and transparently
- LEADERSHIP — take initiative, demonstrate professionalism and be accountable
- VIRTUE — demonstrate integrity and ethical behaviors
- EXCELLENCE — achieve distinction for high reliability in quality and service
- RESPECT — honor the feelings, traditions and rights of others

OUR 7 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
Silver Cross provides financial assistance to patients who maintain a household income up to 400% above the Federal Poverty Level. In addition, the hospital provides a 50% discount off of charges to all uninsured patients.

In 2008, the Hospital pledged to provide at least $4 Million a year for 10 years in charity care to serve the poor and uninsured in Will County. In the past 10 years, Silver Cross has already provided over $86 Million in charity care to people in Will County. That number reflects the actual cost of healthcare provided free of charge to patients.

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In 2020 Silver Cross Hospital provided over $44 million in community benefit.

Over $7 Million was in Charity Care (at cost) for which Silver Cross does not expect payment.

Over $8 Million in unreimbursed Medicaid services at cost was also provided to the community.

Plus 43% of all non-emergent patients treated in the Silver Cross Emergency Departments in 2020 were uninsured or on public aid.

HEALTHCARE IMPACT on the COMMUNITY
Oct. 1, 2019 – Sept. 30, 2020

- **245,762** Outpatient Registrations
- **67,509** Emergency Visits
- **20,355** Surgical Procedures
- **19,915** Inpatient Admissions
- **3,017** Deliveries

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

**COMMUNITY BENEFIT**

In 2020 Silver Cross Hospital provided over $44 million in community benefit.

**CHARITY CARE: Pledge to Provide Free Care**

**Total Community Benefit**

$44 Million

- **$7,606,000** Charity Care (at cost)
- **$8,002,000** Unreimbursed Medicaid

Additional Benefits:

- Language Assistance .......... $82,735
- Donations.........................$296,050
- Volunteer Services .......... $2,707,000
- Education ............................$404,000
- Unreimbursed Medicare .... $20,436,000
- Subsidized Health Services. . $721,000
- Bad Debt (at cost) ............... $4,485,000
- Other .................................$49,000

*Silver Cross Hospital Community Benefit Report for 2020
Creating a HEALTHIER Community: Silver Cross Healthy Community Commission

The Silver Cross Healthy Community Commission provides an extraordinary opportunity for the communities we serve to provide feedback, advice and direction to Silver Cross Hospital. Realizing that social and economic well-being 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. Since its founding in 2008, the Healthy Community Commission has awarded more than $2.4 Million in educational scholarships, workforce development and quality-of-life grants to over 50,000 individuals and organizations – unprecedented in Will County.

In Fiscal Year 2020 alone, Silver Cross Hospital provided $225,000 to fund the Commission’s work.

Ensuring HEALTH Equity During a Worldwide PANDEMIC

One of the most troubling aspects of the pandemic has been the disproportionate harm that it caused to individuals of color. According to the Centers for Disease Control and Prevention, nearly three times as many black and Hispanic individuals were hospitalized with COVID-19 compared to white individuals and were twice as likely to die of the disease.

That’s why, when COVID-19 vaccine distribution guidelines broadened in February 2021, Silver Cross worked closely with Will County and members of the Silver Cross Healthy Community Commission, National Hook-up for Black Women and the Spanish Community Center to reach out to members of the black and brown communities to ensure equity among vaccine recipients.

We also produced several dozen COVID-19 informational videos, all with the intent of educating our community and protecting them from the virus.
Silver Cross Achieves “Triple Crown” for Healthcare

Earning the “Triple Crown” for healthcare – a Fortune/IBM Watson Health 100 Top Hospitals® list, a 5-Star Rating by the Centers for Medicare and Medicaid and an A for Safety from the Leapfrog Group all in the same year – is a proud moment for Silver Cross Hospital.

This puts us in a very exclusive group of hospitals nationwide that have achieved this level of excellence in patient safety, patient outcomes and patient experience.

The CMS 5-Star Rating for hospitals summarizes quality information on important topics, like readmissions and deaths after heart attacks or pneumonia, with 7 measure groups that include:

- Mortality
- Safety of care
- Readmission
- Patient experience
- Effectiveness of care
- Timeliness of care
- Efficient use of medical imaging

The more stars, the better a hospital performed on the available quality measures.

Silver Cross Hospital was one of only 5 hospitals in Illinois named to the Fortune/IBM Watson Health 100 Top Hospitals® list in 2021.

This recognition demonstrates Silver Cross Hospital’s ongoing commitment to prioritize patient-centered care. According to IBM Watson Health, as compared to similar hospitals, Silver Cross had better results on key clinical and operational performance indicators. These include survival rates, patient complications, healthcare associated infections, 30-day mortality and 30-day hospital-wide readmission rates, length of stay, throughput in emergency departments, inpatient expenses, profitability and ratings from patients.

In the spring of 2021, Silver Cross earned its 13th Straight “A” Leapfrog Hospital Safety Grade, a national distinction recognizing the hospital’s achievements protecting patients from errors, injuries, accidents and infections. This is the 13th Straight A for Silver Cross, placing the 300-bed hospital among the very safest hospitals in the nation.
Aligning our PROGRAMS AND SERVICES to meet Community Needs

Access to HEALTHCARE

- Active recruitment of Primary Care Physicians, including the addition of Premier Suburban Medical Group with 5 locations in our total service area and beyond
- Continued partnership with Will Grundy Medical Clinic and Aunt Martha’s to bring primary care services to at-risk populations
- Provision of more than 33,000 COVID-19 vaccines to prevent the spread of the pandemic
- Support of Joliet Veterans Affairs clinic on our former Joliet campus

Access to FOOD and NUTRITION

- Continued partnership with the Warren Sharpe Center on its Green Sprout Urban Farm to educate youth about agriculture, healthy food choices and increased activity, as well as supply the Center’s food pantry
- Support for GirlSpace Joliet, a Girl Scouts’ program designed to teach young women about healthy living, positive self-image and nutrition

BEHAVIORAL HEALTH and SUBSTANCE ABUSE

- Joint venture with US HealthVest to bring needed behavioral healthcare to the region through Silver Oaks Behavioral Hospital, a 110-bed mental health facility on our campus
- Mental health screening of all patients in the Silver Cross Hospital Emergency Department

Stabilizing the BUILT ENVIRONMENT

- Continued provision of scholarships and grants through the Silver Cross Healthy Community Commission to at-risk populations on Joliet’s east side
- Support of the Spanish Community Center’s housing program, which offers housing counseling and workshops
- Support of Hope Manor, dedicated housing for veterans and their families, on our former Joliet campus