Silver Cross Hospital

Community Benefit Report
FY2019: October 1, 2019 to September 30, 2020

Caring For Our Community
Silver Cross Hospital

1900 Silver Cross Boulevard
New Lenox, IL 60451

www.silvercross.org
Introduction – Continuing the Tradition of Caring for the Community

History
Founded by the Will County Union of King’s Daughters and Sons and created for the community, over the past 125 years, Silver Cross Hospital has evolved into a 300-bed not-for-profit, independent, non-denominational acute-care hospital in New Lenox serving the residents of Will County and the southwest suburbs.

Silver Cross has had a long-standing tradition of caring for the community and meeting the needs of our patients by treating them the way they should be treated. At Silver Cross, we recognize each of our patients as individuals with their own sets of wants and concerns. And, we have made it our goal to address them all. It’s what we call the Silver Cross Experience.

At Silver Cross, we have made a promise that extends not only to the outstanding quality of our personal service, but also our commitment to clinical quality, our attention to patient safety, and even to how we respond to the expanding needs of our community. Silver Cross has been named one of the 100 Top Hospitals in the nation 8 times; received a 5-Star rating for high quality and patient satisfaction by the Center for Medicare & Medicaid Services (CMS); and has been honored with an “A” Hospital Safety Score™ by The Leapfrog Group 12 times in a row.

In the following pages, you will see how Silver Cross is living the promise to treat all patients the way they should be treated while providing added benefit to the communities we serve.

While the COVID-19 pandemic curtailed our ability to host in-person educational and screening events, we adapted and began offering virtual lectures and programs where possible and created a library of 38 educational videos related to our response to COVID-19 and how our community members could maintain their health and safety during the pandemic.

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 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.
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, is defined as 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, 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 has a policy and defined guidelines for identifying and assisting low-income, uninsured individuals who reside in our community, who do not have the ability to pay full charges, and for providing financial assistance to patients who have exhausted their insurance benefits.

Silver Cross Hospital provides quality healthcare and services to all individuals, regardless of race, creed, sex, national origin, income level, sexual orientation, handicap or age.

In accordance with our mission, we care for the sick that are medically or financially indigent and assist patients who cannot pay for part or all of the care they receive.

Silver Cross Hospital provides charity care assistance to patients who maintain a household income up to 400% above the federal poverty level (see Charity Care Policy Attachment #2). In addition, the hospital provides a 50% discount off of hospital charges to all uninsured patients (see Self-Pay Discount Program Policy Attachment #3).

Patient eligibility of assistance is based on completion of the Determination of Eligibility Application Form and proof of family income. Silver Cross accepts all applications for determination. Eligibility is examined on a case-by-case basis. We have bilingual financial counselors available to help patients obtain and apply for government assistance programs, such as Medicare, Medicaid, AllKids, FamilyCare, and Get Covered Illinois.

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 and serving our community that extends beyond our walls.

In 2020, Silver Cross provided over **$44 million** in charity care and other community benefits. The numbers reported below are all reported at cost.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (at cost)</td>
<td>$7,605,000</td>
</tr>
<tr>
<td>Government-sponsored Indigent Healthcare</td>
<td>$8,002,000</td>
</tr>
<tr>
<td><strong>Subtotal Uncompensated Care (Charity Care &amp; Medicaid)</strong></td>
<td><strong>$15,607,000</strong></td>
</tr>
</tbody>
</table>

### Additional Community Benefit:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language Assistance</td>
<td>$82,735</td>
</tr>
<tr>
<td>Donations</td>
<td>$296,050</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>$2,707,000</td>
</tr>
<tr>
<td>Education</td>
<td>$404,000</td>
</tr>
<tr>
<td>Government-sponsored program services (unreimbursed Medicare at cost)</td>
<td>$20,436,000</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$721,000</td>
</tr>
<tr>
<td><strong>Bad Debts (at cost)</strong></td>
<td>$4,485,000</td>
</tr>
<tr>
<td>Other Community Benefits</td>
<td>$49,000</td>
</tr>
<tr>
<td><strong>Total Community Benefit</strong></td>
<td><strong>$44,787,785</strong></td>
</tr>
</tbody>
</table>

**Items to Note:**

**16.30%** of bad debt patients are uninsured = **$731,055** (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 2017-2020, there are more than 120,000 Medicaid enrollees in Will County, and 9.2% of the Will County population under the age of 65 was uninsured in 2014.

Uninsured and Medicaid at Silver Cross
The demographics of Silver Cross Hospital reflect a picture of patients being served who are in need. The hospital Emergency Department data reflects a significant picture of need in our community where 29.1% of all patients were uninsured or on public aid. Many were likely using the Emergency Department for primary care. In fact, 43.6% of all emergency room visits among this population were non-emergent visits.

Charity Care
In 2008, Silver Cross Hospital made a significant pledge to the community, committing a minimum of $4 million a year for 10 years to reassure the community that care would be available at the hospital’s new location in New Lenox. In FY20, the hospital far exceeded that commitment by providing $7,605,000 charity care at cost. Charity care includes all services for which the hospital does not expect payment. As a matter of course, we provide charitable assistance to all qualifying patients through our financial assistance program. The program is administered by the Patient Accounts Department and offers bilingual financial counselors to help with inquiries for assistance.

Applicants are asked to provide income and employment information as a part of the screening and qualification process. Silver Cross employs social workers, case managers and discharge planners who also assist in finding appropriate follow-up services at a sliding scale or for no cost to low-income patients.

Providing quality care with compassion is at the center of the Silver Cross Experience regardless of ability to pay. Our goal is to work with each individual to fully explore payment options, including government assistance programs, payment plans, grants and charity. (Charity Care Policy Attachment #2)

Uncompensated Care (at cost) | % of Net Revenues:
--- | ---
Charity Care | $7,605,000 | 1.93%
Government-sponsored Indigent Healthcare (Unreimbursed Medicaid at cost) | $8,002,000 | 2.03%
Total Uncompensated Care (Charity Care & Medicaid) | $15,607,000 | 3.96%

Bad Debt (at cost)
Silver Cross Hospital funded $4,485,000 in bad debt. Bad debt is defined as services for which payment is expected but is not received. In some cases, these patients may qualify for charity care or financial assistance but have been unwilling to complete the required paperwork due to variety of personal reasons ranging from embarrassment to fear. Our records indicate that 16.30% of the patients in this group do not have insurance and would qualify for $731,055 of
charity care. We will continue to work with our patients to help them qualify for charity care.

**Government-Sponsored Healthcare**
Silver Cross provided $28,438,000 in unreimbursed services at costs through the Medicaid ($8,002,000) and Medicare ($20,436,000) programs.

**Obstetrics Care**
Silver Cross continues to provide obstetrical care for poor and uninsured expectant mothers from the Will County Community Health Center, a division of the Will County Health Department and Aunt Martha’s Joliet Community Center delivering 737 babies from community centers in FY19.

**Pediatric Care**
There were a total of over 202 pediatric inpatient admissions within Silver Cross’ total service area. Of those 35% of the admissions were covered by Medicaid or uninsured.
Aligning Our Programs and Services with MAPP

At Silver Cross Hospital, we continue our tradition of caring for the community by providing programs and services that meet the community’s needs. Since 2009, Silver Cross Hospital has participated in the Will County healthcare assessment and planning process. Through Mobilizing for Action through Planning and Partnerships (MAPP) initiative, Silver Cross Hospital participated with other healthcare and community organizations to create the Will County Community Health Needs Assessment (CHNA) and Strategic Plan. This assessment utilizes national public health performance standards by the Centers for Disease Control and Prevention to gather information through community surveys and focus groups. MAPP has enabled organizations to engage in a county-wide strategic planning process to ensure that area residents receive the best possible public health services.

To ensure we are aligned with the most current community needs, various staff members from Silver Cross Hospital have participated on the MAPP Steering Committee, Behavioral Health Action Team, Primary Care Action Team, and Chronic Care Action Team.

A portion of the Will County Community Health Needs Assessment (CHNA) and Strategic Plan is included in this report on pages 25-33. This section reviews the community issues determined by the MAPP process that need to be addressed, its goals, and action steps moving forward.

Silver Cross Hospital has used the Will County Community Health Needs Assessment (CHNA) and Strategic Plan as a resource tool to develop its community programming. Silver Cross’ programs and services fall into the following four categories: Access to Healthcare, Access to Food and Nutrition, Behavioral Health and Substance Use, and Stabilizing the Built Environment.

1) Access to Healthcare

If the COVID-19 pandemic has shown us anything, it’s that access to healthcare is more important than ever before. Since the pandemic arrived at Silver Cross in March of 2020 (to the present), we’ve performed more than 54,000 COVID-19 tests; treated more than 2,100 COVID inpatients; and since December of last year, we’ve administered in excess of 22,000 vaccinations under the guidelines of the Will County Health Department and the Illinois Department of Public Health. To ensure equity, we also partnered with several community groups in our black and brown communities.

We’ve also expanded healthcare access in a number of critical ways: by adding primary care providers; opening an urgent care center on our campus; partnering with Zipnosis to expanded virtual and asynchronous care; and by continuing to partner with federally qualified healthcare centers in our community.

Primary Care

Silver Cross Hospital has actively recruited more than two dozen primary care providers – physicians and advanced practice providers – through the addition of Premier Suburban Medical Group, with five different office locations.

What’s more, through our partnerships with the Will Grundy Medical Clinic and Aunt Martha’s, we continue to bring vitally needed primary care services to at-risk residents on the east side of Joliet.
General Communication
Silver Cross provided information through our Call Center for healthcare services and resources within our community. In FY20 through our free Physician Referral Service, 118 individuals requested a physician who accepts Medicaid, and 395 individuals requested a physician who accepts Medicare. We also provided 31 referrals to indigent clinics at a cost of $11.95 per referral or $6,500.08 in total referrals. In addition, Silver Cross continued to provide health educational information through the hospital’s community newsletters, website, social media tools and community events.

Transportation
According to the most recent Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020, transportation was the fourth most commonly reported issue among the most serious needs identified in the region.

At Silver Cross, there have been several occasions when a patient has arrived at the hospital by ambulance, but does not have a means of leaving the campus after being discharged. Silver Cross Hospital provided $5,964 in taxi services. Silver Cross continued to provide free valet and shuttle bus services on our campus for patients and their family members. Furthermore, Silver Cross works in conjunction with Pace Transportation, Uber as well as city and county officials to upgrade the public transportation for residents of Will County.

Donations
Area churches, schools and other not-for-profit organizations look to the large employers like Silver Cross Hospital to support projects that positively impact our community. Silver Cross offered support through monetary donations, goods and services, and time.

Silver Cross offered health information and screenings at over 150 community events including schools, churches, sporting facilities, health fairs and on the hospital’s campus. Many of these events served the indigent and uninsured populations of our community. During these events, many Silver Cross employees volunteered their time and talents.

Every day at Silver Cross, we see that the absence of coverage is a significant barrier to getting people the right care at the right time in the right setting. Our Emergency Department is a living example – 31.2% of all visits in the hospital and Homer Glen Emergency Departments are classified as non-emergent; 41% of the non-emergent visits were public aid recipients or uninsured patients. We demonstrate our strong commitment to providing care every day in the Emergency Department regardless of a patient’s ability to pay.

Coverage for the Uninsured/Underinsured
According to the most recent Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020, there is a need in the county to maximize and expand resources that will increase access to and awareness of primary and specialty healthcare that is affordable, geographically accessible and culturally sensitive. To assist with this goal, staff from Silver Cross Hospital participate in the MAPP’s Access to Care Committee. In order to provide access and coverage for those patients who are either uninsured or underinsured, Silver Cross supported the Will-Grundy Medical Clinic through free services and procedures as well as $35,000 in
monetary donations. In addition, in FY20 the Silver Cross Healthy Community Commission also donated $5,000 to the Will Grundy Medical Clinic. The Will Grundy Medical Clinic provides free medical and dental services to individuals who do not have health insurance or the ability to pay for quality healthcare. Silver Cross encourages employees and its Medical Staff to volunteer time at the Will Grundy Medical Clinic. In addition, Silver Cross Hospital accepted 13 Will-Grundy Medical Clinic patients for surgical procedures and related services for $603,812. Over $694 additional hospital services (pathology, radiology, diagnostic tests, treatments, and in-patient care) were donated. Also donated were the services of Allied Anesthesia Associates estimated at $27,430.

Silver Cross assisted patients in applying for government health programs including Medicaid, Medicare, State of Illinois’ All Kids, Family Care and Get Covered Illinois.

Rehabilitation
Silver Cross Hospital continues to treat many patients through its partnership with the Shirley Ryan AbilityLab at Silver Cross Hospital (formerly the Rehabilitation Institute of Chicago). In 2020, Silver Cross presented a lecture in November on fall prevention and balance; and also provided 16 free Fall and Balance screenings, 49 Senior Fair screenings, 3 Women’s Health screenings and presented on “Age-related changes” at a church to area residents.

Robotic Surgery Center of Excellence
The Midwest Institute for Robotic Surgery at Silver Cross is one of the Top 3 robotic surgery centers in the Midwest that have safely performed over 11,000 robotic procedures with very little complications or conversions to a traditional open technique. With five surgical robots, specially trained surgeons on the Silver Cross Medical Staff use the robot to perform prostate, gynecologic, single-site gallbladder and complex cancer procedures for colorectal, stomach and esophageal disease. The Institute is also the only facility in Will County to offer Mako™ robotic-arm assisted surgery for partial knee and total hip replacement for adults living with early to mid-stage osteoarthritis. This new technology helps provide more accurate placement and alignment of a patient’s implant. Several Institute surgeons are pioneers in their field mentoring other surgeons across the 50 states and around the world in advanced colorectal, gynecological, and hernia repair and gallbladder removal robotic techniques. Others help design the implants used during joint replacement surgery.

Prenatal Care
In addition to a typical nursery, the Birthing Center at Silver Cross has a Level 2E skilled infant care nursery with extended capabilities with dedicated staff and state-of-the-art medical equipment allowing newborn patients with access to specialized care close to home.

Silver Cross Hospital continued to treat a large and growing portion of the Medicaid and uninsured population in our communities for inpatient obstetrical care as 1,079 baby deliveries from these populations were at Silver Cross Hospital. This represents 37% of all deliveries at Silver Cross Hospital. In addition, mothers received pre-natal services and testing at Silver Cross Hospital.
Silver Cross provides referrals to the Will County Health Department’s Healthy Families Program. This program promotes positive parenting and child health and development, thereby preventing child abuse and other poor childhood outcomes.

Silver Cross continued to actively participate in the Joliet Area Breastfeeding Alliance (JABA) and the International Lactation Consultant Association (ILCA) to reach out to mothers in the local community who are or would like to breastfeed. Silver Cross also continued to partner with Ann & Robert H. Lurie Children’s Hospital of Chicago to provide neonatal coverage for all high-risk deliveries and Rush University Medical Center for perinatal care for high-risk pregnancies.

In addition, Silver Cross has certified lactation consultants on staff available for support to new moms who choose to breastfeed their babies. They offer education and support before, and after delivery. Even for those babies who were not delivered at the hospital.

**Emergency Services**

The Emergency Department at Silver Cross and Homer Glen’s Free-Standing Emergency Care Center combined cared for 67,263 patients in FY20. In addition, at the Silver Cross Urgent Care, patients were treated for flu and cold symptoms, broken bones and fractures, stomach and joint pain, infections, minor burns, asthma, and allergic reactions.

Silver Cross Hospital partnered with Zipnosis, a top national source for asynchronous health services, to provide patients with quick access to a doctor 7 days a week through the convenience of virtual health consults. Consumers were able to asynchronously communicate with a doctor 7 days a week from anywhere at silvercross.org/careconnect for a small consult fee. Care Connect is an affordable option for quality medical care and an easy alternative to going to the ER or Urgent Care for non-emergency issues or other situations like when the primary care doctor is unavailable, patient doesn’t have a regular physician, on vacation, on a business trip or just need a short-term prescription refill. Licensing costs for FY20 were $15,000/month, beginning March 31, 2020, for a total outlay of $90,000 and an additional $2,500 (20% of $12,500) was spent on advertising the service.

In addition, Silver Cross continued to serve as the resource hospital for the Silver Cross EMS System, training 63 paramedics from 14 fire departments and ambulance services including dispatch centers in Cook and Will counties. This program provides the initial paramedic training, ongoing continuing education, monitoring of ambulance service and staff within Will, Cook and Grundy Counties. Silver Cross also provided EMS training and program development assistance for medical providers in other states.

**Language Assistance**

It is estimated that there are over 115,500 individuals of Hispanic background living in the Will County area. This is approximately 17% of the entire population. (Source: census.gov 2010)

Silver Cross Hospital has a formal Limited English Proficiency (LEP) policy. *(See Communication Plan Policy Attachment #4)* Silver Cross continued to provide the AT&T language assistance line 24 hours/day, 365 days/year. By using a translation service, patient’s vital health information and educational materials are translated into Spanish or any other language. Further, Silver Cross continues to provide education and discharge instructions in Spanish, as well as a 24/7
bilingual Physician Referral Service; and signage with the Universal Hospital symbols to assist people in navigating through the campus.

**Coverage for Senior Citizens**
The fastest growing age-cohorts in Will County are 45-64, 65-84 and 85+. It is anticipated that the 65+ age-cohort will grow 40% over the next 5 years.

In order to meet the demanding needs for the senior population, Silver Cross Hospital has a community outreach plan to educate seniors about the health resources available in the community. Silver Cross participated in 10 Senior Fairs touching the lives of over 1,000 seniors through free health screenings. In addition, Silver Cross’ Senior Advantage program provided services for over 3,300 senior citizens. Silver Cross has a partnership with the Will County Senior Services Center to offer programs and screenings. In FY20, Silver Cross worked with Blue Cross Blue Shield of Illinois, Humana, and United Healthcare and hosted free (Part C) programs to answer questions about Medicare basics, and eligibility and enrollment periods. Further, the hospital provided one-on-one consultations with seniors to help them navigate through the complex insurance and Medicare process. Through Senior Advantage, Silver Cross provides a dedicated expert to assist patients sort through medical bills to determine appropriate payments for services provided not only by the hospital but also by other healthcare facilities. Silver Cross participated in the following health fairs to encourage seniors to make healthy lifestyle choices: Senior Services Center of Will County, Tinley Park District, Orland Chamber and several groups in Romeoville.

**Prevention and Management of Disease**
*It takes more than blood pressure checks and medications to sustain a healthy lifestyle. It takes an understanding of the behaviors that cause poor health. At Silver Cross, we combined education and support to promote healthier lifestyles and improve health.*

**Women's Health - Fighting Cardiac Disease, Breast Cancer & Gynecological Issues**
Cardiovascular disease is a growing health concern in our community. According to the most recent *Will County Community Health Needs Assessment (CHNA) and Strategic Plan* 2017-2020, hypertension and heart conditions rank in the top ten medical conditions that are found in Will County households. To provide help to these families, Silver Cross Hospital collaborates with the MAPP’s community wide coordination of cardiac education and services. According to the American Heart Association, heart disease is the number one killer of all women in the United States. Equally concerning for area women is their risk for breast cancer. In 1940, the lifetime risk of a woman developing breast cancer was 5%, or one in 20. The American Cancer Society estimates that risk to be 12% in 2010, or almost one in eight women. In many cases, it’s not known why a woman gets breast cancer. In fact, 75% of all women with breast cancer have no known risk factors.

With these alarming statistics for cardiovascular disease and breast cancer, Silver Cross Hospital developed convenient educational e-newsletters, dedicated website called I Matter, and a monthly breast cancer support group for women to make it easier for them to take care of their health. The philosophy behind these educational opportunities and screenings is to motivate women and their loved ones to have good health by getting their regular mammography
screenings and discounted cardiac screenings. In 2020, 74,092 area residents received the Silver Cross Experience e-newsletter, and 4,540 women received the I Matter e-newsletter.

In addition, Silver Cross provided free Incontinence Risk Assessments on its website to pinpoint when women may need help with bladder control issues. The hospital also hosted one community lectures where a physician discussed pelvic pain that 43 people attended.

**Fighting Cancer**

According to the most recent *Will County Community Health Needs Assessment (CHNA) and Strategic Plan* 2017-2020, Cancer is the leading cause of death in Will County and the United States. So in keeping with the hospital’s commitment to improving access to services, in 2012 the hospital opened the 20,000-square-foot Carolyn J. Czerkies Pavilion which is home to the UChicago Medicine Comprehensive Cancer Center at Silver Cross Hospital. The Cancer Center is collaboration between Silver Cross and the UChicago Medicine. The partnership brings UChicago Medicine cancer specialists and their access to advanced and investigational therapies to a community hospital setting. Patients have access to UChicago Medicine specialists, state-of-the-art chemotherapy and radiation therapy, as well as access to more clinical trials than any other program in Illinois, and a new facility close to home.

In addition, patients at the UChicago Medicine Comprehensive Cancer Center at Silver Cross Hospital have access to cutting-edge clinical trials and advanced technology. One such example is the UChicago Medicine Comprehensive Cancer Center at Silver Cross Hospital offers state-of-the-art prone breast radiation technique that is especially beneficial for women with larger breasts and a tumor on the left side that hasn’t spread to the lymph nodes. The dose of radiation is uniform with less skin reaction. There is minimal exposure to the heart and lungs. This lowers the risk of complications, such as future heart disease and lung damage.

Also two multi-disciplinary teams continued to meet in the UChicago Medicine Comprehensive Cancer Center at Silver Cross Hospital for a Breast Cancer Conference and Lung Cancer Conference every Tuesday morning. In FY20, 46 Breast Conferences were held where 358 breast cancer cases were presented and 40 Lung Conferences where held where 197 lung cancer cases were presented. At the conferences, physician specialists representing general surgery, medical oncology, radiation oncology, radiology, interventional radiology, pulmonology, plastic surgery, thoracic surgery and pathology reviews radiological images and pathology slides on state-of-the-art equipment and develops a consensus recommendation. The team documents the recommendations, and a certified breast and general nurse navigator provides the recommendation to the patient’s doctor within 24 hours.

Further, Silver Cross provided free educational programs. In 2020, Silver Cross continued to provide colon cancer screening kits, blood pressure checks, blood glucose screenings, and pulse oximetry testing at community health fairs. Through these 13 events, nearly 1500 individuals received a free screening.

In the past couple of years, Silver Cross acquired a state-of-the-art PET/CT scanner to diagnose cancer patients early and with more accuracy. We also installed a second TrueBeam linear accelerator that uses image-guided radiation therapy to safely shrink cancer cells and hard-to-reach tumors in the UChicago Medicine Comprehensive Cancer Center at Silver Cross. Now patients can begin treatment even sooner and close to home.
Silver Cross developed a plan to impact cancer prevention and awareness in the community by implementing the following programs:

- **Esophageal Cancer**
  Silver Cross held esophageal lectures that 96 people attended.

- **Colon Cancer**
  Silver Cross provided over 70 free colon cancer kit screenings to the community, offered several educational programs and created an educational campaign encouraging individuals age 50 and older that have never been screened for colon cancer to have a colonoscopy.

- **Breast Cancer**
  Due to social distancing requirements of the COVID-19 pandemic, Silver Cross was unable to host a dedicated Breast Cancer Awareness Special Event as we have in years past. Instead, we focused our efforts in social media, health education and patient stories. Further, the hospital hosted 6 Breast Cancer Support Group meetings were 24 people attended.

**Stroke**
Stroke is the fourth leading cause of death in America and a leading cause of adult disability. The Silver Cross Neuroscience Institute was designated as a Primary Stroke Center by The Joint Commission and received the American Heart/American Stroke Association’s Get with the Guidelines Stroke Silver Gold Quality Achievement Award.

**Diabetes**
According to the most recent *Will County Community Health Needs Assessment (CHNA) and Strategic Plan* 2017-2020, the number of persons with diabetes has increased over the past decade and if these trends continue, one in three Americans who were born in the year 2000 will develop diabetes during their lifetime. Both Will County and the State of Illinois have followed the national trends for the prevalence of diabetes and have been increasing over time. As one of the first American Diabetes Association’s recognized quality comprehensive diabetes management programs, the Silver Cross Diabetes Center tries to decrease these trends.

Since 1996, Silver Cross has helped thousands of diabetics and their family members live with this chronic disease that if not cared for appropriately, could lead to heart disease, blindness and amputations. In recognition of the American Diabetes Association’s American Diabetes Alert, the Silver Cross Diabetes Center, the Joliet Noon Lions Club, and Walgreens offered free screenings to detect diabetes to 125 area residents at Silver Cross Hospital. Participants were offered a Diabetes Risk Test and Blood Glucose Test. The American Diabetes Alert is an annual nationwide campaign to raise awareness that diabetes is a complex, serious and increasingly common disease affecting more than 24.6 million Americans.

**Obesity**
According to the most recent *Will County Community Health Needs Assessment (CHNA) and Strategic Plan* 2017-2020, adult obesity in Will County is still a prominent behavioral risk factor.
According to the Will County Community Health Status Assessment 2016, 27.6 percent of Will County adults were obese or morbidly obese in 2012. To help decrease these numbers, Silver Cross Hospital provided a variety of programs and support to fight obesity. The hospital also continued to offer the Crossroads to Health program, which is an employee wellness program to help staff make better nutritional and exercise choices.

In addition, Silver Cross provided free nutritional and exercise counseling with a registered dietitian. The hospital continued to support a comprehensive bariatric weight loss surgery program that includes a free support group and exercise program with a certified personal trainer to 38 attendees, while maintaining the distinction of an MBSAQIP accredited center – Comprehensive and also a Blue Distinction Center for Bariatric Surgery designation assuring that the hospital will continue to provide a quality program. Silver Cross also provided the use of the hospital’s Cardiopulmonary Rehabilitation Fitness Center at no cost to hospital employees and physicians.

Also, the Warren-Sharpe Community Center, supported by the Silver Cross Healthy Community Commission, continued to offer several programs such as Backyard Basics Classes, Sow it Forward- Junior Entrepreneur Program, Kids in the Kitchen, Warren-Sharpe Food Pantry and the Green Sprout Urban Farm/Community Garden, PACT Camp – Police and Children Together (in collaboration with Joliet Police and Forest Park Community Center).

**Pulmonary Disease**

According to the most recent *Will County Community Health Needs Assessment (CHNA) and Strategic Plan*® 2017-2020, Chronic Obstructive Pulmonary Disease, formerly known as COPD, is a progressive disease and is one of the top five leading causes of death in the United States and Will County. To address these increases, Silver Cross Hospital continues to offer a free Pulmonary Support Group for patients and the community, as part of the Pulmonary Rehabilitation Program for adult patients diagnosed with any pulmonary condition. In addition, in FY20 Silver Cross sponsored a Pulmonary Support Group where 67 patients with pulmonary disease attended.

In summary, in FY20 Silver Cross Hospital provided over 50 community outreach programs for various health-related conditions in the following categories: educational seminars, health prevention lectures, CPR/First-Aid classes, health fairs, expos, prenatal classes, screenings, internships, speakers bureau presentations and support group meetings. Through these outreach programs, Silver Cross touched the lives of more than 250,000 residents in our community. Impacting the health of thousands of individuals through education and prevention is an important part of our community benefit program.

**Quality in the Hospital**

Quality care inside the hospital is equally important as quality of life outside the hospital. As stated in our plan, Silver Cross Hospital continues to improve its processes with outstanding results. By doing so, Silver Cross has been recognized as a 100 Top Hospitals National Award winner for eight years by achieving excellence in clinical outcomes, patient safety, treatment standards, efficiency, financial stability, and growth in services.
For the 11th consecutive time, Silver Cross was recognized for its dedication to patient safety with an A grade Hospital Safety Score. This gold standard rating for patient safety is compiled under the guidance of the nation’s leading patient safety experts and administered by The Leapfrog Group, a national, nonprofit safety watchdog that rates how well hospitals protect patients from preventable medical errors, injuries and infections. This A grade is one of the most meaningful honors a hospital can achieve and one of the most valuable indicators for patients looking for a safe place to receive care.

Silver Cross Hospital also was named one of the Best Hospitals in the World by Newsweek magazine.

What’s more, Silver Cross received the American Heart Association/American Stroke Association’s Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: StrokeSM Honor Roll Elite Plus. The award recognizes the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Silver Cross works diligently to provide quality service and monitors Inpatient HCAHPS patient satisfaction survey scores regularly. In FY 2020, the hospital ranked once again in the top quartile on inpatient satisfaction measures (HCAHPS) and was one of the higher ranked hospitals in the area on Hospital Compare (CMS) measures.

In FY20, Silver Cross Hospital’s nursing care ranked in the Top 25% in the country for patient satisfaction.

Silver Cross Hospital was recognized for Higher Quality in Maternity Care by Blue Cross and Blue Shield of Illinois (BCBSIL) with a Blue Distinction® Center for Maternity Care designation as part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated hospitals that show expertise in delivering improved patient safety and better health outcomes, based on objective measures that were developed with input from the medical community.

Silver Cross Home Health has been named a Top Agency of the 2019 HomeCare Elite, a recognition of the top-performing home health agencies in the United States. For 14 years, HomeCare Elite has annually identified the top 25 percent of Medicare-certified agencies and highlighted the top 100 and top 500 agencies overall.

U.S. News & World Report has recognized Silver Cross Hospital as a High Performing Hospital for 2019-20 in its annual Procedures and Conditions rating. Silver Cross was cited for its superior programs for treating heart failure and chronic obstructive pulmonary disorder (COPD). The ratings recognize care that was significantly better than the national average, as measured by factors such as patient outcomes.

In 2020, for the 5th year Silver Cross Hospital was once again recognized in 22nd Century Media’s Southwest Choice Awards as the Best Hospital, Best Emergency Room and Best Place to Have a Baby.
Silver Cross Emergency Department received the **Innovation Award for Performance Improvement** from the Chicago Healthcare Executive’s Forum which recognizes a healthcare team that has inspired leadership, change, and advancement in the Chicago area healthcare community. The Silver Cross Hospital Emergency Department implemented over 20+ process improvement efforts with the support of the hospital’s administration and Emergency Department medical staff.
2) Access to Food and Nutrition

Community Garden

Silver Cross continues to work with the Warren Sharpe Center, which continues to serve the community by improving the quality of life for the people in the community.

The Center also addresses food insecurities within their area through the Green Sprout Urban Farm, which is a project designed to educate the youth about agriculture, healthy food choices, and increase physical activity along with supporting their food pantry.

The Center currently serves 250+ meals per week to needy children and now has four complete lots for gardens, which are handicapped accessible. Other events sponsored by the Center include: Kids in the Kitchen - a cooking and nutrition class for children and parents, where they learn healthy food choices and how to prepare meals within budget; Parenting Support Group requiring parents whose children are in programs to participate in monthly forums; and Girls Rock Program designed to help girls with their creativity, self-esteem and develop life skills.

GirlSpace Joliet

Through its Healthy Community Commission, Silver Cross Hospital helped fund the GirlSpace Joliet program, a community outreach initiative by Girl Scouts of Greater Chicago and Northwest Indiana. Funds were applied to the GirlSpace Joliet program in the following zip codes: 60432, 60433, 60436 and 60441, impacting 99 girls from these areas of priority in Joliet.

Among the program’s many activities, its healthy living component encourages a healthy body and mind and supports social and emotional development. An Iron Chef challenge has girls create meals that are judged on nutrition, use of the five good groups, creativity and presentation.
3) Behavioral Health and Substance Use
Mental Health & Substance Abuse

Through our joint venture with US HealthVest, Silver Oaks Behavioral Hospital continues to offer critically needed mental health and substance use disorder treatment to our surrounding communities. Opened in 2019, this 110-bed facility is equipped with the latest safety features designed to provide patients with a comfortable environment to receive therapeutic care.

Therapy modalities are evidence-based models proven to decrease symptoms of mental illness and help patients find lasting change. Silver Oaks Behavioral Hospital offers a caring environment with licensed psychiatrists, nurses, therapists and technicians who are dedicated to providing exceptional care for you, a loved one or your client.

Through our partnership, we have a shared medical staff and hold weekly huddles with our Silver Oaks partners, which includes the President/CEO of Silver Cross and Silver Oaks and various clinicians. What’s more Silver Oaks social workers are stationed in the Silver Cross Hospital Emergency Department to ensure patients who arrive in our ER are screened by mental health experts on a timely basis.
4) Stabilizing the Built Environment

Our role at Silver Cross Hospital is not simply to treat illnesses but to strengthen our community. Initiatives to improve the quality of life in our neighborhood focus on awareness to services, economic development, individual development and ensuring quality healthcare for every patient that comes to our hospital. Fostering neighborhood safety and creating opportunities for people to improve their lives are key components of our community benefit program.

Creating a Healthier Community: Silver Cross Healthy Community Commission

In January 2008, the Silver Cross Hospital Board of Trustees and local community leaders launched a new not-for-profit organization called the Silver Cross Healthy Community Commission. The Commission is chaired by Derrick Brown with presently 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 lack of economic development over the past decades.

A commission of this nature is unprecedented in Will County. It was launched in response to the community’s concern about the Hospital’s relocation. The scope has been expanded beyond campus redevelopment to workforce initiatives, job training, scholarships and healthcare access.

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 individuals’ 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 FY20 to fund the Commission’s work, which included educational healthcare-related scholarships, workforce development grants and quality-of-life initiatives to over 50,000 individuals associated with several organizations:

- Alpha Kappa Alpha Sororities
- Coalition of Black Trade Unionists
- Community Service Council
- Girl Scouts of America
- Greater YMCA of Joliet
- Harvey Brooks Foundation
- Hispanic/Latino Coalition of Will County
- NAACP (National Association for the Advancement of Colored People)
- National Hook-up of Black Women
- Redeemed Connections
- Spanish Community Center
- Warren Sharp Community Center
- Will-Grundy Medical Center

*These scholarship students are attending the following colleges:

- Alabama State University
- Ball State University
- Chamberlain College of Nursing
- Columbia University
- Eastern University

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Governor’s State University
Howard University
Illinois State University
Jackson State University
Joliet Junior College
Lewis University
Loyola University
Missouri State University
Northern Illinois University
Olivet Nazarene University
Purdue University
Resurrection University
Southern Illinois University
Spelman College
Trinity Christian College
University of Aurora
University of Illinois
University of Iowa
University of St. Francis
Western Governors University
Western Illinois University

These funds are in addition to the financial resources the hospital currently provides for charity care and other community benefit activities.

In addition, Silver Cross enhanced its faith-driven community outreach program to include more of the network of churches that are located 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 2020, Silver Cross provided valuable health education information to over 160 churches to share with their parishioners. The philosophy behind these educational newsletters was to motivate the members to have good health by getting their regular check-ups and screenings. Silver Cross also participated in health and career fairs, physician lectures and health screenings at the following churches: (LN)

- Brown Chapel AME
- Prayer Tower Ministries
- Shiloh Baptist Church
- All Nations COGIC

High School Partnerships
Every year we partner with the Joliet Township High Schools for two days of Job Shadowing. Due to COVID, the program was changed from in-person to a Virtual Job Shadowing Experience. With the assistance of the Silver cross nursing staff, the school developed a Speakers Bureau Video Series. In addition, the nursing staff created and shared a video that provided an overview of their journey in healthcare.
In 2020, Silver Cross partnered with Lincoln-Way East High School for an internship program that offered 36 seniors, enrolled in advanced placement human anatomy and physiology class, valuable experience and great opportunity allowing them real insight into medical careers. Under the supervision of their classroom instructors and hospital managers, physicians and nurses, the students learned about career paths in Emergency Medicine, Interventional Radiology, Nursing, Cardiology, Obstetrics, Endoscopy and Surgery. This beneficial program offers hands-on education and extensive discussion of the pros and cons of each career choice. The students were able to practice intubation and other life-sustaining measures on mannequins. They were able to see, touch and inquire about the many different surgical instruments used to do an open surgery, as well as watch a robotic hernia surgery performed. Much like a clinical rotation in medical school, the students were exposed to many fields of medicine they may not have considered previously. This program provides a very unique opportunity for students to obtain vocational experience and knowledge in the medical field, whereby they are provided the tools to make more educated decisions regarding their future career paths at an early age.

The National Hook-Up for Black Women (NHBW, Inc.) and Silver Cross Hospital partnered in increasing literacy through the Reading for Life Literacy Program. As part of the Reading for Life Literacy Program, the hospital donated furniture, computers and books to help establish the NHBW & Silver Cross Reading Rooms which now have nine locations within Will County.

Over the past seven years, the Reading for Life Literacy Program provided more than 80,000 books to over 30,000 children and adults in the community. The Reading for Life Program builds a literacy-rich environment.

**Partnering with the Spanish Community Center for Stable Housing**

Stable housing is a human rights, health and quality-of-life issue. Unstable housing can cut one’s life expectancy and lead to many major chronic illnesses, both physical and mental.

That’s why Silver Cross Hospital, through its Healthy Community Commission, helped support the Spanish Community Center’s 2020 request for a grant to fund its housing program, which offers housing counseling and workshops.

The Center’s housing counseling program includes one-on-one support for financial literacy, credit repair, pre- and post-purchase, and rental, among other housing needs. The Center’s housing program is currently on the path to becoming HUD-certified, which would allow the Center to apply for federal grants, training scholarships, technical assistance and more.

Silver Cross Hospital’s Healthy Community Commission is honored to promote this program, which will help make stable, safe housing a reality for at-risk individuals and families in our service area.
End Notes/Sources

1Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020
2Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020
3Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020
4Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020
5Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020
6Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020
7Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020
8Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2017-2020