Caring for Our Community

SILVER CROSS HOSPITAL

2021
Message from OUR PRESIDENT/CEO

Generation after generation, families have depended on Silver Cross Hospital for the most advanced and personalized care available anywhere. Our commitment goes back to Thanksgiving Day in 1895 when the Will County Union of King’s Daughters and Sons opened the doors to a 33-bed hospital in Joliet. At the time, they made a promise to provide quality healthcare with compassion for the residents of Will County and surrounding communities.

Every day, we live their promise to treat all patients The Way They Should Be Treated as we continue to provide added benefits to the communities we serve. We do this in many ways: through community partnerships, education, volunteerism, donations and subsidizing much-needed programs and services.

While we continually assess and meet the needs of our communities, Silver Cross leverages the Will County Community Health Needs Assessment as a resource to develop programs and services that fall under four distinct categories: Access to Healthcare, Access to Food and Nutrition, Behavioral Health and Substance Use, and Stabilizing the Built Environment. In the pages of this brochure, you’ll see firsthand how Silver Cross is responding to these most pressing needs.

We also fulfill our promise by delivering extraordinary care. That’s why, in 2021, Silver Cross earned 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.

As we welcomed 2022, our Silver Cross Family has been focused on our theme of KindnessInspiresKindness. And providing exceptional care to our patients and the communities we serve is truly a reflection of kindness in action.

Ruth Colby

Connecting Chronic Care Patients with the Help They Need

Silver Cross Connected Care is a Medicare-covered service for patients diagnosed with common chronic conditions like arthritis, diabetes, heart disease, and high blood pressure. Our dedicated care team provides patients with the best possible care between visits by partnering with them to proactively manage their health and help them achieve their health goals.

Since the launch of this program, 75% of enrolled patients successfully followed up on their annual wellness visits, and 88% completed depression screenings. Healthcare assistants also helped identify those individuals who were “food insecure” and referred them to the Northern Illinois Food Bank’s Mobile Rx Pantry for free groceries, which Silver Cross helped staff and promote.

Screen and Intervene: Mobile Rx Pantry

In FY21, Silver Cross began a partnership with the Northern Illinois Food Bank through its Screen and Intervene Program.

Screen and Intervene works to address the intersection of food insecurity and chronic disease management.

Partnering with health providers like Silver Cross, the Food Bank identifies food-insecure chronic disease patients using a self-attest survey and connects them to an intervention program that gives them the tools they need to adopt behavioral modifications.

In the fall of 2021, Silver Cross began staffing monthly mobile food pantries at locations within our total service area. The hospital not only helped staff the pantries, distributing more than 3600 Patients

118 Food Insecure

640K Minutes of Care

52 Highly Insecure

420K Texts

44 Food Desert

180 meals at each monthly event, but we also promoted the pantries widely on our social media channels.
Caring for Our COMMUNITY

Total Community Benefit*

$42 Million

CHARITY CARE (AT COST) ........... $5,594,000
UNREIMBURSED MEDICAID ...... $13,941,000

Additional Benefits:
Language Assistance .................. $130,047
Donations .................................. $271,613
Volunteer Services .................... $2,327,909
Education .................................... $81,497
Unreimbursed Medicare .......... $15,409,000
Subsidized Health Services ...... $696,072
Bad Debt (at cost) .................... $3,507,000
Other .......................................... $50,175

*Silver Cross Hospital Community Benefit Report for 2021

COMMUNITY BENEFIT

In 2021 Silver Cross Hospital provided over $42 million in community benefit.

Over $5 Million was in Charity Care (at cost) for which Silver Cross does not expect payment.

Over $13 Million in unreimbursed Medicaid services at cost was also provided to the community.

Plus 38% of all non-emergent patients treated in the Silver Cross Emergency Departments in 2021 were uninsured or on public aid.

HEALTHCARE IMPACT on the COMMUNITY


242,008 Outpatient Registrations
69,582 Emergency Visits
22,113 Surgical Procedures
20,328 Inpatient Admissions
3,136 Deliveries

28% of all ER patients are underinsured or on public aid.

CHARITY CARE
Pledge to Provide Free Care

In 2008, Silver Cross 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. Since that pledge, Silver Cross has provided over $101 Million of free health care. That number reflects the actual cost of health-care provided free of charge to patients.

Silver Cross provides financial assistance to patients who maintain a household income up to 400% above the Federal Poverty Level. In addition, the hospital provides a 50% discount off of charges to all uninsured patients.
For 30 years, the Joliet Chapter of the National Hook-up of Black Women (NHBW) has worked to set those struggling on a safe path. Now, thanks to a grant from the Silver Cross Healthy Community Commission, they have a path, and much more. The 7 acres behind their headquarters now has a gravel walking path, and it was put to great use last fall at the group’s Community Day, which kicked off with a “Laps for Literacy” run/walk. The event included free COVID testing, COVID and flu shots, school supplies, new toys and clothes. The event also included a ribbon-cutting for NHBW’s Healthy Eating Active Living (H.E.A.L.) Garden, in partnership with the county’s We Will Grow program, which has grown from three raised box gardens to 28.

This new space provides much-needed fresh vegetables for our Preston Heights and Sugar Creek neighbors. The garden addresses the area’s food desert with fresh vegetables including kale, collard greens, turnip greens, green beans, brussels sprouts and more. Individuals can take what they want from the garden at any time.

Silver Cross is honored to work with organizations like the NHBW to promote health and advance wellness in the communities we serve.

$2.6 Million in educational scholarships, workforce development and quality-of-life grants since 2008

$225,000 of grants in 2021 to fund the Commission’s work.

‘Silver Cross Family’ Adds a Doctor with Help from HCC

Irisha Clark was in seventh grade at Washington Jr. High in Joliet when she announced to her family that she wanted to become a doctor. But her Mom, Rosie Holloman, and grandmother, Geraldine Littlepage, remember the thought sprang up a few years earlier as a kindergartener.

“She was at her great-grandfather’s bedside,” said Littlepage, a nurse who had worked at Silver Cross Hospital for 43 years before retiring in 2014. “She was so sad. She said she wanted to be able to help people.”

Littlepage and Holloman, who also worked at Silver Cross as a nurse for 13 years, said when Clark brought it up again in seventh-grade, they still wondered if she would be able to make it all the way through medical school.

But they saw Clark push through many obstacles and finally, via Zoom, watched her graduate in May 2021 with a Doctorate of Medicine from the University of Illinois College of Medicine Rockford. She’s currently in her three-year residency in Emergency Medicine at Ascension Providence Hospital/ Michigan State University College.

While working at Silver Cross, Holloman and Littlepage were able to utilize the employee tuition reimbursement program that helped pay for their advanced level nursing degrees. Clark also received yearly scholarships through the Silver Cross Healthy Community Commission to help her pay for medical school.

“With only 2% of physicians in the United States being African American women, I hope I can encourage the next generation of doctors and help minority communities live healthier lives,” she said.

“I cried when I saw her achieve her dreams,” Holloman said. “And she said she’d like to come back to work at Silver Cross. That makes me proud, too. We’re a Silver Cross family.”
Will County’s 1st and Only NICU: Keeping Families Together Close to Home

To ensure babies with special needs can receive all the care they need under one roof – and keep families together close to home – Silver Cross Hospital is pleased to present the Amy, Matthew & Jay Vana Neonatal Intensive Care Unit (NICU).

Adjacent to our Women and Infant Services Birthing Center, the NICU features 24 private, single-family rooms.

Equipped to Care for Sick Newborns

Not only is our NICU modeled after Ann & Robert H. Lurie Children’s Hospital NICU, it’s also staffed by Lurie neonatologists around the clock and equipped to care for newborns who require the most advanced treatment.

What’s more, all nurses, advanced practice nurses, physician assistants, therapists, and lactation consultants have specialized training to provide care in our NICU.

Highlights of the Amy, Matthew & Jay Vana NICU

- 24 private, single-family rooms
- A special suite with adjoining rooms for twins or multiple births
- Private consultation room for parents to meet with specialists
- Centralized nurses station with high-tech monitoring and workstations outside all rooms
- Web cameras for families to stay connected to babies when they can’t be at the hospital
- Family lounge
- Family transition room before baby goes home

Silver Cross Urgent Care — Mokena

The new center is located at 21205 S. Owens Road, at the southeast corner of U.S. Route 30 and Owens Road, and is open for care seven days a week. The center features five comfortable exam rooms, on-site lab and X-ray services for Urgent Care patients only, a procedure room and a spacious waiting room. Walk-in care is available with no appointment needed.

Silver Cross Medical Group

Silver Cross Medical Group (SCMG) offers an integrated network of 47 caregivers, including 22 physicians and 25 advanced practice providers, offering primary and urgent care services. Through a patient-centered focus, patients have access to a team that coordinates care across all settings, including the doctor’s office, hospital, clinics, testing facilities, and other settings where patient care is delivered. SCMG has offices in New Lenox, Homer Glen, Lemont, Manhattan, Lockport, Mokena, and Joliet and administers nearly 100,000 visits annually.

Premier Suburban Medical Group

Premier Suburban Medical Group (PSMG) is a multi-specialty group with 36 providers, including 21 physicians and 15 advanced practice providers serving Chicagoland’s south suburbs. PSMG has doctors specializing in family and internal medicine, pediatrics, cardiology, endocrinology, gastroenterology, orthopedics, obstetrics & gynecology, general surgery, and hematology/ oncology. The group has offices in Orland Park, Woodridge, Joliet, Blue Island, New Lenox, Homer Glen and Frankfort and administers over 51,000 visits annually.
FIGHTING CANCER

According to the Will County Community Health Needs Assessment (CHNA), cancer is the second leading cause of death in Will County, with the County having a higher incidence rate of prostate and lung cancer than the state of Illinois. Lung cancer is the most common cause of cancer death among both males and females across the County.

In 2022, the UChicago Medicine (UCM) Comprehensive Cancer Center at Silver Cross Hospital celebrated 10 years of academic-level cancer care at the Czerkies Pavilion located on the hospital’s New Lenox campus. The Cancer Center is a partnership between Silver Cross Hospital and UChicago Medicine that combines academic specialists and the latest cancer treatments in a community hospital setting that’s comfortable, familiar, and close to home. Since its opening, the Cancer Center has served 15,000+ unique patients from local communities. The UCM partnership also includes on-campus clinics for breast cancer surgery, plastic/reconstructive surgery, and gynecology/oncology surgery.

The best ways to fight cancer are to prevent it or catch it early. In keeping with the Cancer mission, the Cancer Center offers dedicated prevention and screening events with open invitations to all community members to participate at no cost. If a concerning finding is recognized, the patient will be paired with a medical specialist for follow up as quickly as possible.

CAUSE OF CANCER DEATH
First- LUNG
Second – BREAST
Third – COLORECTAL
Fourth - PROSTATE

Silver Cross Catching Lung Cancer Earlier with New Ion Robotic Platform

There’s a powerful tool now available at Silver Cross that’s able to diagnose lung cancer sooner and with greater accuracy than ever before.

The robotic-assisted bronchoscopy platform, called ION by Intuitive (which also produces the da Vinci robot, well-known for many years at Silver Cross), uses an ultra-thin, highly maneuverable robotic catheter to reach parts of the lung not possible through a standard biopsy.

“Finding and treating lung cancers early is critical to improving patient outcomes,” explains Dr. Kris McDonough, board-certified pulmonologist on staff at Silver Cross. “The Ion robot is capable of reaching deep into the peripheral areas of the lung, where the robot enables doctors to biopsy suspicious tissue.”

Silver Cross is dedicated to diagnosing and successfully treating lung cancers – the leading cause of cancer death among men and women – better than ever before.