Community Benefit Report
FY2021: October 1, 2020 to September 30, 2021

1900 Silver Cross Boulevard
New Lenox, IL 60451
www.silvercross.org
Continuing Our Tradition of Caring for the Community

Our History
Founded in 1895 by the Will County Union of King’s Daughters and Sons, Silver Cross Hospital is 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 of Chicago.

For 127 years, Silver Cross Hospital’s focus has always been on meeting the needs of our community and providing the very best care to all who come through our doors. Our tagline, “The way you should be treated,” is displayed in every interaction with those we serve. 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.

Triple Crown for Healthcare
At Silver Cross, our promise to deliver unrivaled care extends far beyond the personalized service we provide to each and every patient. We’re 100% committed to clinical quality, superior patient safety and exceptional patient experience. Our continuous efforts in these endeavors resulted in Silver Cross earning the “Triple Crown for Healthcare” in 2021 with a Watson Health 100 Top Hospitals ranking, a 5-Star Rating from the Centers for Medicare and Medicaid Services and our 14th Straight A for Safety by the Leapfrog Group.

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

And while the COVID-19 pandemic significantly curtailed our ability to host in-person health education and screening events, we adapted by offering virtual lectures and programs whenever possible and creating a library of 40 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 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.
Standards of Conduct

- Promote quality health care and ethical behavior
- Ensure compliance with the law
- Demonstrate respect, fairness, and courtesy in the workplace
- Understand, avoid and disclose conflicts of interest
- Maintain confidentiality of information
- 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 explanations of processes
5. Escort patients and visitors
6. Keep the environment clean and safe
7. Always greet patients, visitors, physicians and colleagues

SAFEty Habits

- Support Each Other
- Ask Questions
- Focus on the Details
- 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.

Our 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 other areas that are significantly more affluent. Other sections of the community could be considered more rural in nature, 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 and do not have the ability to pay full charges. Our policy also includes 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 patients who cannot pay for part or all 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 65% discount off 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, All Kids, 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 for and serving our community, and that extends far beyond the walls of our organization.

In 2021, Silver Cross provided over $42 million in charity care and other community benefits. The numbers reported below are reported at cost:

<table>
<thead>
<tr>
<th>Community Benefit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (at cost)</td>
<td>$5,594,000</td>
</tr>
<tr>
<td>Government-sponsored Indigent Healthcare (unreimbursed Medicaid at cost)</td>
<td>$13,941,000</td>
</tr>
<tr>
<td><strong>Subtotal Uncompensated Care (Charity Care &amp; Medicaid)</strong></td>
<td><strong>$19,535,000</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Community Benefits</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language Assistance</td>
<td>$130,047</td>
</tr>
<tr>
<td>Donations</td>
<td>$271,613</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>$2,327,909</td>
</tr>
<tr>
<td>Education</td>
<td>$81,497</td>
</tr>
<tr>
<td>Government-sponsored Program Services (unreimbursed Medicare at cost)</td>
<td>$15,409,000</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$696,072</td>
</tr>
<tr>
<td><strong>Bad Debts (at cost)</strong></td>
<td>$3,507,000</td>
</tr>
<tr>
<td>Other Community Benefits</td>
<td>$50,175</td>
</tr>
<tr>
<td><strong>Total Community Benefit</strong></td>
<td><strong>$42,008,313</strong></td>
</tr>
</tbody>
</table>

Of Note:

**12.07%** of bad debt patients are uninsured = **$1,559,122** (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 2020, there are more than 120,000 Medicaid enrollees in Will County, and 7.24% of the Will County population was uninsured.

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 28% of all patients were uninsured or on public aid. Many were likely using the Emergency Department for primary care. In fact, 38% 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 by 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 FY21, the hospital far exceeded that commitment by providing $5,594,000 of 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

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care</td>
<td>$5,594,000</td>
<td>1.30%</td>
</tr>
<tr>
<td>Government-Sponsored Indigent Healthcare (Unreimbursed Medicaid at cost)</td>
<td>$13,941,000</td>
<td>3.30%</td>
</tr>
<tr>
<td>Total Uncompensated Care (Charity Care &amp; Medicaid)</td>
<td>$19,535,000</td>
<td>4.60%</td>
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Bad Debt (at cost)
Silver Cross Hospital funded $3,507,000 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 a variety of personal reasons ranging from embarrassment to fear. Our records indicate that 12.07% of the patients in this group do not have insurance and would possibly qualify for $1,559,122 of charity care. We will continue to work with our patients to help them qualify for charity care.

Government-Sponsored Healthcare
Silver Cross provided $29,350,000 in unreimbursed services at cost through the Medicaid ($13,941,000) and Medicare ($15,409,000) 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 720 babies from community centers in FY21.

What’s more, to ensure babies with special needs can receive all the care they need under one roof, and families can stay together close to home, Silver Cross began construction of Will County’s first Level III Neonatal Intensive Care Unit in 2021. The proposed Amy, Matthew and Jay Vana Neonatal Intensive Care Unit at Silver Cross is scheduled to open in May, pending approval from the State of Illinois.

Pediatric Care
There were a total of over 167 pediatric inpatient admissions within our total service area. Of those, 46% of 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 the 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.

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. Our 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 (through March 2022), we’ve performed more than 114,300 COVID-19 tests; treated 4,178 COVID inpatients; and we’ve administered more than 30,000 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 groups within our black and brown communities to encourage vaccination among this population. In addition, we produced several dozen educational COVID-19 videos specifically geared to educate these individuals in our communities.

We’ve also expanded healthcare access in a number of critical ways: by adding several primary care providers; opening an urgent care center on our campus and in nearby Mokena; 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 approximately a dozen primary care providers – physicians and advanced practice providers – through the addition of Premier Suburban Medical Group, with 12 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 provides consumer information, physician and service referrals through our 24/7 Call Center. In FY21, Silver Cross provided physician and service referrals to several thousand individuals at no charge, which included 3,598 physician referrals and 1,015 service referrals, at a cost of $11.95 per call. Of those, 108 referrals were made to individuals requesting help finding a provider who accepts Medicaid. In addition, Silver Cross continued to provide important health educational information through our community newsletters, e-blasts, videos, website, and social media platforms.

Transportation
According to the most recent Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2020, access to transportation was identified and remains a top concern for individuals living 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 getting back home after discharge. To accommodate these individuals, we provided $1,922 in taxi services in FY21. What’s more, we continue to provide free valet and shuttle bus services on our campus for patients and their family members. Silver Cross also works in conjunction with Pace Transportation, Uber, and city and county officials to assess the availability of public transportation for residents of Will County whenever possible.
Donations
Area churches, schools and other not-for-profit organizations look to 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.

Every day at Silver Cross, we see that the absence of coverage is a significant barrier to people receiving the right care at the right time in the right setting. Our Emergency Department is a living example: 27% of all visits in the hospital and Homer Glen Emergency Departments are classified as non-emergent; 39% of these 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 2020³, there is a need in the county to maximize and expand resources that will increase access to healthcare that is affordable, geographically accessible and culturally sensitive. To assist in this endeavor, staff from Silver Cross Hospital participate in the MAPP’s Access to Care Committee.

To provide access and coverage for those patients who were 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 FY21. In addition, the Silver Cross Healthy Community Commission donated $10,000 to the Will-Grundy Medical Clinic in FY21. 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.

Lastly, Silver Cross assists 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 hundreds of patients through its partnership with the Shirley Ryan AbilityLab at Silver Cross Hospital (formerly the Rehabilitation Institute of Chicago). In 2021, Silver Cross offered several dozen free fall and balance screenings for seniors and post-natal screenings for women.

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 and the largest of its kind in the Chicago-metropolitan area, with more than 12,000 robotic-assisted procedures performed since the program’s inception in 2012.

And with extremely low complication rates and conversion to traditional open surgeries, it’s also one of the safest.

The institute features 4 da Vinci® Xi® robots used for a variety of surgical procedures and a Mako™ robot for hip and knee replacements. In 2021, we planned for the purchase of an Ion robot for quicker and more accurate diagnosis of lung cancer, a leading cause of cancer within our total service area.

Several Institute surgeons are pioneers in their field, mentoring other surgeons across the United 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**
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 continues 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 to support 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.

**Proposed NICU to Extend Care for Critically Ill and Premature Newborns**
More families choose Silver Cross Hospital’s Birthing Center than any other hospital in Will County. In FY21, that equated to more than 3,000 deliveries.

To expand the level of care available within our community, Silver Cross Hospital has invested $12.8 million in building a 24-bed Level III neonatal intensive care unit to care for extremely premature infants and those with special health needs, allowing families to stay together close to home. The proposed Amy, Matthew and Jay Vana Neonatal Intensive Care Unit would replace our Level 2E skilled nursery and have the capabilities and expert staffing to care for infants born as early as 22 weeks.

Silver Cross Hospital continues to treat a large and growing portion of the Medicaid and uninsured population in our communities for inpatient obstetrical care, as 1,142 newborn deliveries from these populations were at Silver Cross. This represents 37% of all deliveries at Silver Cross Hospital. In addition, mothers received prenatal services and testing at Silver Cross Hospital.

**Emergency Services**
The Emergency Department at Silver Cross Hospital in New Lenox and our Homer Glen Free-Standing Emergency Care Center combined cared for 68,172 patients in FY21. In addition, we offered urgent care services at our Urgent Care Center in New Lenox, opened in July 2020, and began and completed construction on a second Urgent Care Center in Mokena in the fall of 2021. These two facilities provide care for patients with flu and cold symptoms, broken bones and fractures, stomach and joint pain, infections, minor burns, asthma, allergic reactions and more.

What’s more, Silver Cross Hospital continues its partnership 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 are able to asynchronously communicate with a doctor 7 days a week from anywhere at www.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, such as when a primary care doctor is unavailable, when an individual doesn’t have a regular physician, or if someone simply needs a short-term prescription refill. Licensing costs for FY21 were $15,000/month, beginning March 31, 2020, for a total outlay of $90,000, and an additional $1,800 (20% of $9,000) was spent on advertising the service.
Silver Cross EMS
Silver Cross continues to serve as the resource hospital for the Silver Cross EMS System, training 33 paramedics from 14 fire departments and ambulance services, including dispatch centers in Cook and Will counties in FY21. This program provides the initial paramedic training, continuing education, and 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’s estimated that there are over 126,000 individuals of Hispanic background living in the Will County area – or approximately 18% of the entire population. (Source: census.gov 2020)

Silver Cross Hospital has a formal Limited English Proficiency (LEP) policy. Silver Cross continues to provide the Voyce language assistance line 24 hours a day, 365 days a year.

By using a translation service, 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+, and it’s anticipated that the 65+ age cohort will grow 40% over the next 5 years.

To meet the needs of this growing senior population, Silver Cross offers education and outreach about health topics of interest and assistance with Medicare plan and prescription selection through our partnership with LifeSmart Senior Services.

In addition, Silver Cross provides dedicated billing experts to help senior patients sort through medical bills and determine appropriate payments for services provided not only by the hospital, but also by other healthcare facilities.

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 combine education and support to promote healthier lifestyles and improve health.

Silver Cross Connected Care
Nearly 70% of Medicare beneficiaries have two or more chronic conditions such as arthritis, diabetes, heart disease and high blood pressure that requires regular care and an understanding of how they can proactively manage their conditions between medical appointments.

That’s why Silver Cross developed its Connected Care program. The program encourages a patient’s doctor and clinical team to provide additional care in between visits to help patients manage their health and achieve their health goals. Patients are paired with a personal health coach – a registered nurse or mid-level provider – to create and share a tailored care plan. Once the plan is created, enrolled patients receive two weekly text messages to ensure they’re managing their health and chronic conditions. Health coaches also are available to discuss lab results, medication schedules, schedule medical appointments and ensure patients avoid unnecessary and costly hospital visits.
Women’s Health - Fighting Heart Disease & Breast Cancer

Cardiovascular disease continues to be a significant health concern in our community. According to the most recent Will County Community Health Status Assessment 2018, hypertension and heart conditions rank in the top 10 medical conditions that are found in Will County households. To provide help to these individuals, Silver Cross Hospital collaborates with the MAPP’s community-wide coordination of cardiac education and services.

What’s more, the American Heart Association reports that heart disease is the number one killer of U.S. women. 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%, 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.

Silver Cross continues to educate women about the risk of both diseases through social media, regular e-blasts to more than 80,000 email addresses (including 4,100 women who are members of our IMatter women’s rewards program), articles and newsletters. We also offer an affordable $49 Heart Scan that we heavily market to women and men. And, we’ve made scheduling a mammogram (and dozens of other tests) easier than ever through our online scheduling platform, SCHedule NOW.

Fighting Cancer

According to the most recent Will County Community Health Status Assessment 2018, 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 a collaboration between Silver Cross and UChicago Medicine, which brings academic cancer specialists and their access to advanced and investigational therapies to a community hospital setting at Silver Cross. Patients have access to UChicago Medicine specialists, state-of-the-art chemotherapy and radiation therapy, as well as a wide range of clinical trials close to home. An example is prone breast radiation therapy, which is especially beneficial for women with larger breasts or who have a tumor on the left breast that hasn’t spread to the lymph nodes. The dose of radiation is uniform, which means less skin reaction. Even more importantly, the technology minimizes radiation exposure to the heart and lungs, lowering the risk of heart- and lung-related damage or complications in the future.

To ensure cancer patients get the very best care, multi-disciplinary teams continue to meet in the UChicago Medicine Comprehensive Cancer Center at Silver Cross Hospital each week for a Breast Cancer Conference and Lung Cancer Conference. In FY21 alone, 358 Breast Conferences were held during which 358 breast cancer cases were presented, and 42 Lung Conferences were held to review 197 lung cancer cases. At the conferences, physician specialists representing general surgery, medical oncology, radiation oncology, radiology, interventional radiology, pulmonology, plastic surgery, thoracic surgery and pathology review radiological images and pathology slides to develop a consensus treatment recommendation. The team documents the recommendations, and a certified breast and lung cancer nurse navigator provides the recommendations to the patient’s doctor within 24 hours. Additionally, Silver Cross continues to provide free colon cancer screening kits to all who request them through our website.

Silver Cross has developed a plan to impact cancer prevention and awareness in the community by implementing the following programs:
• **Colon Cancer**  
  In FY21, Silver Cross provided nearly **70 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**  
  Although the two-year COVID-19 pandemic made it impossible for Silver Cross to host its annual breast cancer awareness special event, we focused our efforts on social media, health education and patient stories. Further, the hospital hosted more than half a dozen virtual Breast Cancer Support Group meetings in FY21.

• **Lung Cancer**  
  To detect lung cancer early, when it’s most receptive to treatment, Silver Cross offers a quick, painless, and non-invasive low-dose CT scan affordably priced at $99. The screening detects nodules or spots on the lung and has been shown to reduce the lung cancer death rate by 20%

  Additionally, as we do for breast cancer, Silver Cross now has a dedicated lung cancer nurse navigator who helps create a seamless experience for lung cancer patients and providers, ensuring a timely experience from early screening through treatment.

  Lastly, Silver Cross has invested in the Ion robotic-assisted bronchoscopy platform, manufactured by Intuitive, to catch lung nodules earlier than ever before in hard-to-reach parts of the lung.

**Stroke**  
According to the American Heart/American Stroke Association, stroke is the fifth leading cause of death in America and a leading cause of adult disability.

Led by board-certified neurologists, neurosurgeons and neuroendovascular specialists, the Silver Cross Neuroscience Institute is designated as a Primary Stroke Center by The Joint Commission and has received the American Heart/American Stroke Association’s Get with the Guidelines Stroke Gold Quality Achievement Award for its efforts in successfully treating stroke.

Silver Cross has a robust stroke presence on its website and offers stroke prevention tips, especially during the month of May, which is Stroke Awareness Month.

**Diabetes**  
According to the most recent Will County Community Health Status Assessment in 2018, 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, through its on-campus Diabetes Center, 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.

**Obesity**  
According to the most recent Will County Community Health Status Assessment in 2018, adult obesity in Will County is still a prominent behavioral risk factor with nearly **30%** of Will County adults classified as obese or morbidly obese. To help decrease these numbers, Silver Cross Hospital provides a variety of educational
support and nutritional counseling to fight obesity. The hospital also continues to offer its award-winning Crossroads to Health program to help our employees make better nutritional and exercise choices.

What’s more, the Warren-Sharpe Community Center, supported by the Silver Cross Healthy Community Commission, continues to offer several programs such as Backyard Basics Classes, Sow it Forward-Junior Entrepreneur Program, Kids in the Kitchen, and more.
2.) Access to Food and Nutrition

Food and nutrition are closely related to health. According to the Centers for Disease Control and Prevention, each year, chronic diseases account for 70% of all deaths in the United States. Poor diets lead to chronic illnesses such as heart disease, type 2 diabetes, hypertension, and obesity.

That’s why ensuring community access to nutritious foods is a major priority for Silver Cross Hospital. We do this in several ways.

**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. Options include an Rx Mobile truck that distributes nutritious food and wrap-around services near Silver Cross on a monthly basis.

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 180 meals at each monthly event, but we also promoted the pantries widely on our social media channels to ensure the message got out.

**Community Garden**

Silver Cross continues to work with the Warren Sharpe Community Center, which strives to improve the quality of life for 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 youth about agriculture, healthy food choices, and physical activity while 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 that focuses on healthy food choices and how to prepare meals within budget; Parenting Support Group, which requires parents whose children are in programs to participate in monthly forums; and Girls Rock Program designed to help girls develop creativity, self-esteem and important life skills.
3.) Behavioral Health and Substance Use

According to the National Institutes of Mental Health, nearly one in five American adults will have a diagnosable mental health condition in any given year, with numbers estimated at 44 U.S. adults currently diagnosed with some form of mental illness.

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, secure 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 with programs for children as young as 12 all the way up to geriatric care for seniors.

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.

Video Outreach to Educate the Community About Depression and Suicide Awareness

Over the past year, Silver Cross and Silver Oaks have collaborated on educational articles and videos meant to destigmatize mental health challenges, especially during the added stress of the pandemic.

The videos featured a discussion of the symptoms of depression, warning signs that someone may be considering suicide and what to do.

They were widely shared on both Silver Cross Hospital’s and Silver Oaks’ social media sites, websites and YouTube channels.
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 of 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

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.

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; since that time, 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 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 FY21 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, including:

- Alpha Kappa Alpha Sororities
- Coalition of Black Trade Unionists
- Community Service Council
- Girl Scouts of America
- Greater YMCA 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 Clinic
These scholarship students attend the following colleges:

<table>
<thead>
<tr>
<th>Alabama State University</th>
<th>Joliet Junior College</th>
<th>Spelman College</th>
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<tbody>
<tr>
<td>Ball State University</td>
<td>Lewis University</td>
<td>Trinity Christian College</td>
</tr>
<tr>
<td>Chamberlain College of Nursing</td>
<td>Loyola University</td>
<td>University of Aurora</td>
</tr>
<tr>
<td>Columbia University</td>
<td>Missouri State University</td>
<td>University of Illinois</td>
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<tr>
<td>Eastern University</td>
<td>Northern Illinois University</td>
<td>University of Iowa</td>
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<tr>
<td>Governor’s State University</td>
<td>Olivet Nazarene University</td>
<td>University of St. Francis</td>
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<tr>
<td>Howard University</td>
<td>Purdue University</td>
<td>Western Governors University</td>
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<tr>
<td>Illinois State University</td>
<td>Resurrection University</td>
<td>Western Illinois University</td>
</tr>
<tr>
<td>Jackson State University</td>
<td>Southern Illinois University</td>
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</tbody>
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In addition, Silver Cross enhanced its faith-driven community outreach program to include more of the network of churches that are 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 2021, Silver Cross provided valuable health information to over 160 churches to share with their parishioners through educational newsletters and e-blasts, urging them to get regular check-ups and screenings.

**Silver Cross Partners with Lewis University on Nursing Student Loan Repayment**

With a shared commitment to the future of the nursing profession, last fall, Silver Cross Hospital partnered with the Lewis University College of Nursing and Health Sciences 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.

Silver Cross President and Chief Executive Officer Ruth Colby and Lewis University President Dr. David Livingston signed the agreement with dozens of nursing students and professors in attendance.

In this first-of-its-kind program, equal payments will be made directly to students over a four-year period which they can use to assist in repaying their student loans. 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.
Silver Cross Healthy Community Commission Helps
National Hook-up of Black Women Put Community on a Healthy Path
For 30 years, the Joliet Chapter of the National Hook-up of Black Women 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 they have behind their headquarters now has a gravel walking path, and it was put to great use last fall at the group’s Sept. 18 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 mission of the NHBW provides much-needed fresh vegetables for the 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, Brussel sprouts and more, and were popular with the crowds gathered at the Sept. 18 event. Individuals can take what they want from the garden at any time.

Silver Cross is honored to work with organizations such as these to promote health and advance wellness in the communities we serve.
End Notes/Sources

1Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2020
2Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2020
3Will County Community Health Needs Assessment (CHNA) and Strategic Plan 2020
4Will County Community Health Status Assessment (CHSA) 2018
5Will County Community Health Status Assessment (CHSA) 2018
6Will County Community Health Status Assessment (CHSA) 2018
7Will County Community Health Status Assessment (CHSA) 2018
8National Institute of Mental Health 2022