



RIVERSIDE HEALTHCARE

Community Benefit Report and Assessment Update



Here for You

2023



A Message from Our President

Access. It's a powerful word in healthcare.

Providing outstanding care is at the core of what we do at Riverside. But key to the equation is making sure the community has access to that care. That means putting clinics and facilities where they are needed and staffing them with the appropriate providers and support staff. It also means creating programs and initiatives that meet the community need and reach out to all sectors of our ever-changing populations.

This report represents what Riverside does to eliminate barriers to care for the communities we serve. The numbers indicate the investment we make in that effort. More than that, however, this report tells the story of how the women and men of Riverside are dedicated to the idea of access to care, and work hard every day to make that a reality.



Phillip Kambic
Phillip Kambic, President and CEO

Riverside Healthcare is a fully integrated healthcare system serving the needs of individuals and communities throughout Kankakee, Iroquois, Will, and Grundy Counties and parts of Western Indiana. Riverside Medical Center, the system's 300-bed award-winning Level II Trauma hospital provides a full scope of nationally-recognized inpatient and outpatient care.

Mission

Life is a remarkable journey.

Health impacts every step – how we connect with others, how we express our potential, how we pursue our dreams.

At Riverside, our mission is to provide healthcare experiences that are just as remarkable.

We do this for each and every person, regardless of their personal or economic circumstances.

We offer our highest thinking, our kindest touch and our strongest commitment to excellence.

Core Values

**Integrity, Excellence,
 Partnership, Stewardship**

Vision

To deliver healthcare to those we serve with ease, quality, and a personal touch...Always.



In 2023, Riverside advanced efforts to address health equity in our community. Some of those initiatives included:

Conducted health equity trainings for Riverside's Senior Management Team and the Riverside Medical Center Board of Directors.

Conducted four unconscious bias trainings with Riverside's Leadership, Medical Staff and residency/fellows' program.

Worked with Labor & Delivery staff on an ongoing special project to address Infant Mortality metrics.

Submitted Illinois Hospital Association's Advancing Health Equity Progress Report, identifying first year updates for reducing health disparities and equity across all Riverside demographics.

Participated in the National Diversity Council Index to measure and benchmark our commitment to diversity and inclusion based on CEO engagement, corporate initiatives, policies, and programs.



Riverside's Economic Impact on Kankakee County, IL (2023)

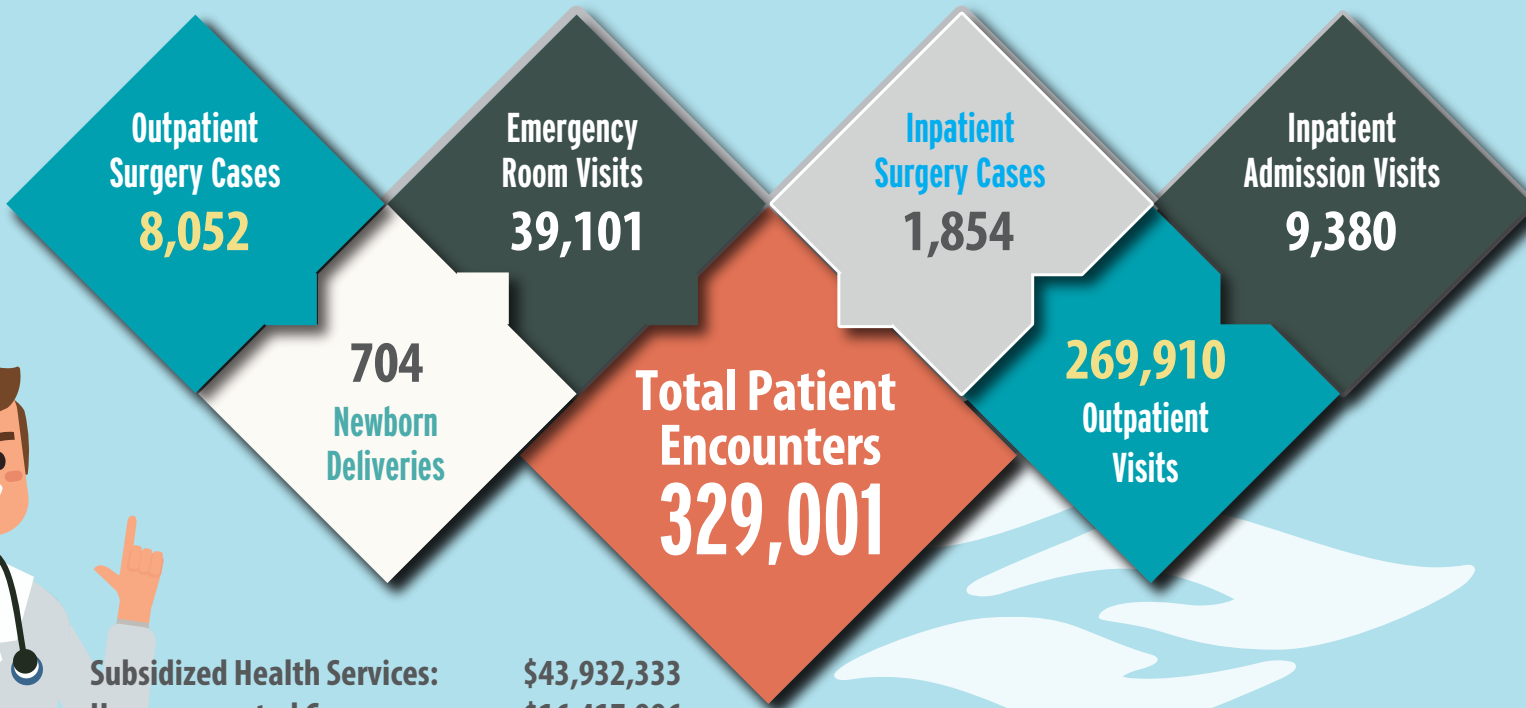
EMPLOYMENT IMPACT - Total Impact: 5,346
 INCOME IMPACT - Total Impact: \$389.7 million
 SALES AND RETAIL - \$187.1 million
 SALES TAXES - \$11.7 million

Riverside is Kankakee County's largest employer.

2,769 Employees



Health Care Impact on the Community



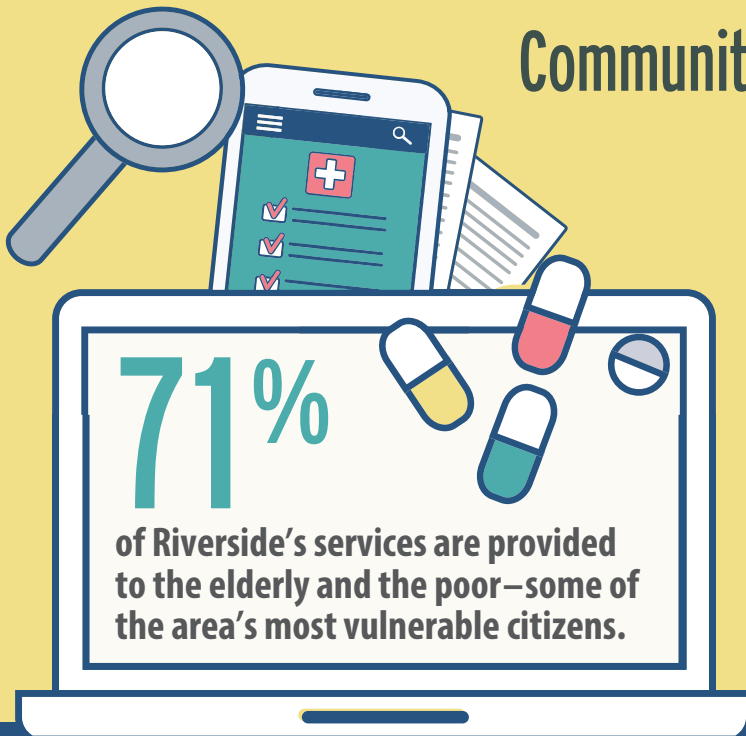
Subsidized Health Services:	\$43,932,333
Uncompensated Care:	\$16,417,996
Government Sponsored Indigent Health Care:	\$4,216,022
Charity Care:	\$1,625,361
Charity Care in the ED:	\$376,770
<small>(included in total Charity Care Number)</small>	
Financial Assistance:	\$1,207,489
Volunteer Services:	\$203,557
Education:	\$135,275
Donations:	\$201,537
Language Assistance Services:	\$93,049
Other:	\$1,584

Total Community Benefit* \$68 Million

*2023 Quantitative Benefits Summary



Community Health Partnership Priorities:



Access to Care

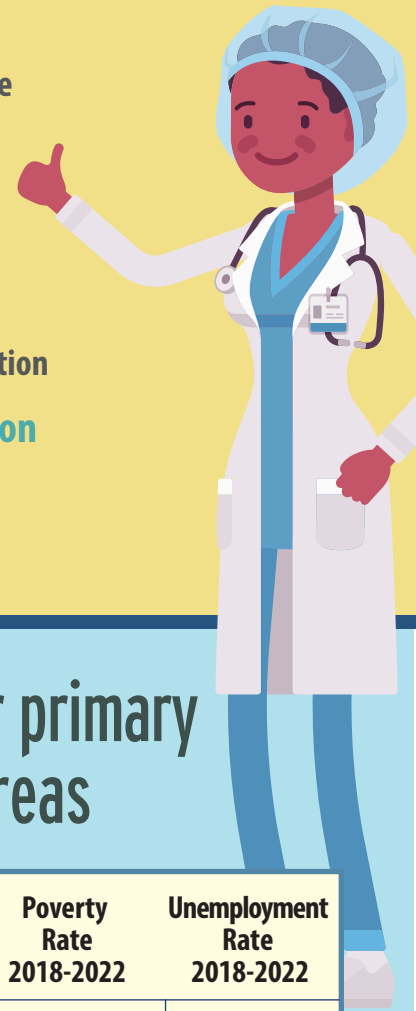
- Prevention and Primary Care
- Social Determinants
- Chronic Disease

Behavioral Health

- Substance Use
- Mental Health
- Trauma Awareness and Prevention

Employment and Education

- Job Skill
- Employability
- Career Ladder



Riverside's Awards and Recognition

Riverside Healthcare is consistently ranked among the top hospitals in the nation for excellence and safety. Most recently Riverside Medical Center has received 9 Gold Stars from Epic's Gold Star Program. Additionally, Riverside has received the distinctions noted below.



Statistical information for primary and secondary service areas

County *	Population 2023 Estimated	Median Income 2018-2022	Poverty Rate 2018-2022	Unemployment Rate 2018-2022
Kankakee	105,940	\$65,489	13.6%	5.9%
Ford	13,250	\$58,930	11.8%	3.9%
Grundy	53,578	\$89,993	7.0%	4.4%
Iroquois	26,136	\$62,886	12.0%	4.8%
Livingston	35,320	\$68,175	12.0%	4.0%
Will	700,728	\$103,678	7.1%	4.0%
State of Illinois	12,549,689	\$78,433	11.9%	4.7%

Local Profile**	White 2023	Black 2023	Latino 2023	Native American 2023	Median Income 2018-2022	Poverty Rate 2018-2022
Kankakee County	80.7%	15.2%	12.2%	0.5%	\$65,489	13.6%
City of Kankakee	45.6%	41.2%	20.7%	0.4%	\$42,180	28.7%

American Community Survey 2018 -2022
<https://data.census.gov/cedsci/>
 Percentages do not add up to 100% as individuals can select multiple races.



Riverside Ambulance Services



Number of individuals served:
(not including community events)

6,728

Unreimbursed cost:
\$5,809,355

Healthcare Education and Training



Number of individuals served:

1,175

Unreimbursed Cost:
\$135,275



Riverside Community Health Centers

Number of individuals served by the Hopkins Park, Momenca and Kankakee clinics:

11,857

Unreimbursed cost:
\$1,839,825



Recruitment of Physicians

Number of new providers:

19

Unreimbursed cost:
\$714,449

Riverside Medical Group

300,408 Office Visits

With nearly 170 providers representing 24 specialties and locations throughout five counties, RMG continues to expand to meet the changing needs of the communities Riverside serves.

- Audiology
- Cardiothoracic Surgery
- Cardiology
- Endocrinology
- Family Medicine
- General Surgery
- Geriatrics
- Immediate Care
- Internal Medicine
- Neurology
- Neurosurgery
- Occupational Health
- Oncology
- Orthopedics
- Otolaryngology (ENT)
- Pediatrics
- Physical Medicine & Rehab
- Plastic Surgery
- Podiatry
- Psychiatry
- Pulmonology
- Rheumatology
- Urology
- Women's Health / Obstetrics & Gynecology

Riverside continued its awareness emphasis on early detection of lung cancers throughout the year by providing educational events, risk assessments and free lung cancer screenings to qualified individuals. The initiative continues to result in the detection of lung nodules, often an early indicator of cancer, in a significant number of those screened. Riverside continues to educate and conduct screenings in the community reinforcing the benefits of early detection for various conditions including lung cancer, breast cancer, heart disease, peripheral artery disease, diabetes and more.

Riverside Financial Assistance

6,426

Applications Submitted

5,840

Approved

564

Denied

Riverside does not gather demographic information as part of the financial assistance application process.

Top most frequent reasons for financial assistance denials:

1. Patient is eligible for Medicaid
2. Application not completed
3. Patient declined to complete application
4. Income exceeded limits
5. No response from patient

Riverside's Community Health Needs Assessment Implementation Plan 2022-2024

PRIORITY #1:

ACCESS TO CARE

Prevention and Primary Care

Riverside will increase access to care in the community by actively recruiting primary and specialty care providers to the growing 150-member Riverside Medical Group, educate and encourage preventative services for patients, and leverage technology for greater accessibility and efficiency through tools like MyChart and video visits to enhance patient/ doctor communication and accessibility.

Social Determinants

Riverside will continue to improve its positive impact through local sourcing which includes development and funding of health career ladders, by hiring locally when possible, and with place-based investing. We will continue to meet the needs of the community and region by resourcing the county's only clinic-based Rx Food Pantry and through providing the Rx Mobile Food Pantry monthly to the community. In partnership with the Northern Illinois Food Bank, explore additional sites in our service area to offer this healthy resource.

Chronic Disease

As the region's leader in services treating the most prolific chronic diseases, Riverside will further support the area's largest multi-disciplinary cardiovascular team and most advanced technology including cardiac catheterization labs. In 2022 we will increase advanced cancer care treatment accessibility with the purchase of a state of the art linear accelerator. Further, Riverside will continue its commitment to stroke prevention and care from our neurologists and neurosurgeons. Also, Riverside will continue to lead the community in diabetes education, treatment, and prevention efforts and with programs that encourage healthy lifestyles and reduce obesity in children and adults.

PRIORITY #2:

BEHAVIORAL HEALTH

Substance Use

Riverside will continue as a leader in securing grant funding for substance abuse initiatives. In collaboration with community partners, we will continue to lead the opioid task force to address prevention as well as provide NARCAN to community members. Through this task force, community members will be educated on the impact of substance use and abuse. Riverside will provide substance abuse specific services to meet the needs of community partners such as probation and drug court as well as community members.

Mental Health

Riverside is committed to making Mental Health services more accessible to the community. We will continue to provide assessments and referrals to the community linking individuals with the appropriate type of treatment and level of care. Riverside will increase the availability and access of services and treatment modalities offered through inpatient and outpatient services through continued recruitment and streamlining of services and with strong coordination with community partners who offer adjacent services. Riverside will offer professional development and trainings to community and team members to remain current on appropriate interventions to address treatment needs.

Trauma Awareness and Prevention

Riverside will continue to provide trauma-informed care services, through inpatient and outpatient programs and trauma training opportunities to community and team members to increase awareness and implement evidence-based interventions. We will partner with community providers and first responders to address their staff education and training needs to improve trauma-sensitive interventions and assessments. Riverside will host annual educational events to increase awareness regarding mental health and trauma as well as prevention.

PRIORITY #3:

EMPLOYMENT AND EDUCATION

Job Skill

As the region's largest employer, Riverside will invest in job skill training for employees via internal programs and through philanthropic and organizational scholarships for formal education and certifications. Kankakee Community College to advance current entry level employees to CNAs. Further, because of partnerships already in place, Riverside employees benefit from tuition discounts at many area colleges. Support of the Community's Health Needs occurs every day as we pursue our mission.

Employability

Riverside will continually align our job orientation and ongoing training to improve the service level of all staff for the betterment of our patients and as an investment in the local workforce. Additionally, Riverside will continue to implement pay increases as market appropriate and consistent with job titles and duties. When possible, annual pay increases are given to all staff to address cost of living increases. Riverside has a program to scholarship staff with ongoing continuing education, further enhancing their service delivery when part of our staff and advancing their training level overall.

Career Ladder

Riverside will work collaboratively with local K-12 education and higher education institutions to promote and coordinate practical, dynamic career ladders. Further, Riverside will leverage these career ladders to encourage local students to consider health careers. This includes partnership with our local high schools, the Kankakee Area Career Center, Kankakee Community College, and Olivet Nazarene University.

CONCLUSION

It should be noted that Riverside Healthcare's broad support of the Community's Health Needs occurs every day as we pursue our mission. While we will give focus to the three prioritized areas identified by this process, Riverside will further support the community's health with the following major areas of support:

1. Annual Community Benefit, which in 2023 totaled more than \$68 million
2. Riverside's funding of and leadership for the CHNA and its Action Teams
3. Riverside's commitment to quality care, which regularly results in national recognition and benefits every patient through every service.

Advancing Sustainability

Riverside Healthcare is committed to the ongoing reduction of its carbon footprint. With more than 2 million square feet of medical facilities across a 60-mile service area, Riverside is implementing system-wide efforts to improve its regional carbon footprint, which began earnestly in 2010. Since 2016, over 40 health system projects, including supply chain and waste management, have been advanced using lean healthcare quality principles. Riverside operationalized a new utility plant in 2020, built to Energy Star standards. The system continues to take advantage of advanced practices with automation control capabilities and recycles 85% of hospital water usage. Riverside annually participates in Grumman/Butkus' Hospital Energy and Water Survey.