

66%

of Riverside's services are provided to the elderly and the poor—some of the area's most vulnerable citizens.



Total Community Benefit

\$45,524,514

	Subsidized Health Services:	\$24,443,019
	Government Sponsored Indigent Health Care:	\$6,567,270
	Uncompensated Care:	\$9,536,690
	Charity Care:	\$3,791,134
	Volunteer Services:	\$854,679
	Education:	\$228,565
	Donations:	\$77,724
	Language Assistance Services:	\$13,132

Riverside Cardiovascular Institute:

Number of individuals served:

1,948



Community Care Impact

December 31, 2014

conomic Impact
Medical Center
County, Illinois,



RIVERSIDE HEALTHCARE

2014

Community Benefits Plan and Assessment Update

ages 12 to 54. The New Life Center accepts patients regardless of their ability to pay, and patient fees are based on a sliding scale. The program maintains Spanish-speaking staff to serve the Hispanic population, which is approximately 18 percent of the client population.

Number of individuals served:

4,467

4,473



Unreimbursed cost: \$4,459,973

Riverside Community Health Centers:

Number of individuals served by Momence and Kankakee clinics:

Unreimbursed cost: \$1,548,851

Ending 2014 with more than 100 providers, representing 22 specialties and with locations throughout four counties.



100+ Providers



9,929

“ Making a difference for healthier communities ...right here, right now.”



A message from our president

What is a healthy community? There are many definitions out there, the one here is from the Centers for Disease Control:

“A community that is continuously creating and improving those physical and social environments and expanding those community resources that enable people to mutually support each other in performing all the functions of life and in developing to their maximum potential.”

Riverside Healthcare is committed to creating and sustaining a healthy community, and at the heart of any healthy community is the health and wellbeing of its residents. Riverside works with individuals and community partners to address the most pressing health concerns including:

- + Access to Care
- + Mental Health
- + Obesity
- + Chronic Disease

We continually develop, grow, expand, and deepen the breadth of care, expertise, technology, services and opportunities available to those in the community. Each day our mission is focused on connecting people with the highest quality health care and developing partnerships with individuals to take control of their own health. We educate, treat and promote prevention, management and health advocacy for everyone's mind, body and spirit.

Building stronger, healthier communities means building stronger, more positive relationships—relationships crossing boundaries of geography, age, income, race, beliefs or religion.

The contents of this report will illustrate our efforts including programs, dollars, those served and more. It is a year's snapshot in Riverside's lifetime commitment to the health of the community and the people who live, work and love here. The numbers, although important, add up to a sum greater than the total, and that is the difference we make every day in someone's life.

It is our privilege and our purpose.

Thank you,


Phillip Kambic, President and CEO



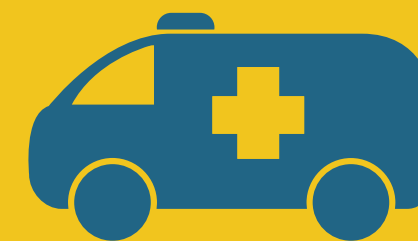
About Riverside Healthcare

Riverside Healthcare is a not-for-profit healthcare institution located in Kankakee, Illinois, and is part of Riverside HealthCare, a fully integrated healthcare system serving the needs of patients throughout seven counties including Kankakee, Iroquois, Will, Grundy and beyond. We are a nationally recognized, award-winning Level II Trauma hospital with leading programs in heart care, cancer care, neurosurgery and orthopedics. Our reputation for nursing excellence has made Riverside the area's only Magnet® Recognized hospital and our clinical performance ranks us among the top 5 percent of hospitals nationwide. We recently received the Healthgrades® Distinguished Hospital for Clinical Excellence Award and have ranked as one of America's Top 100 Hospitals for five years. Riverside's commitment to providing access to quality care throughout the communities it serves is evidenced by our numerous Riverside community, primary and specialty health centers in the region.



Since opening its doors in 1964, Riverside Healthcare has provided the highest quality care to the people of Kankakee and our surrounding communities. The regional health system includes a state-of-the-art main hospital in Kankakee, an outpatient campus in Bourbonnais featuring a radiation center, diagnostic center, outpatient surgery center and a medically-based wellness center. Additionally, Riverside has health clinics in nine communities throughout Kankakee, Will, Grundy and Iroquois counties.

Assessment Update and Community Benefits Plan



Riverside Healthcare (RHC) is pleased to submit the enclosed community benefit needs assessment and update. Riverside is committed to improving the well-being of the communities we serve, regardless of an individual's ability to pay and has incorporated community benefit activities and programs in our strategic planning process.

In addition to the day-to-day services provided to patients, Riverside reaches beyond the walls of the medical center, and in collaboration with community partners, takes healthcare education, screenings and support services to surrounding communities. Members of the management team, employees, physicians and hospital personnel serve on boards and committees of local not-for-profit organizations and are involved in regional planning efforts.

In 2012, Riverside in collaboration with the Kankakee County Health Department, Presence St. Mary's Hospital and United Way of Kankakee County, acting as the Partnership for a Healthier Community, met to assess the health of the community and develop key strategies to meet the top health priorities identified by the Partnership. The Partnership, with representation from a variety of medical, social service, governmental and business entities, identified three health problems that represent obstacles to improving the quality of life for citizens of Kankakee County. The overarching goals for each identified priority are:

- +** **Mental Health Needs:** To increase community education on recognition of symptoms and when to seek mental health services, and to increase awareness about how to access those services.
- +** **Access to Care:** To improve community member access to health and medical services.
- +** **Reducing Risk Factors for Chronic Disease-Obesity:** To increase the portion of the Kankakee County population who are at a healthy weight.

As part of Riverside's commitment to the region and in conjunction with the Partnership for a Healthier Community, Riverside remains focused on these health needs. Riverside Healthcare is working closely and collaboratively with the agencies involved in the Partnership for a Healthier Community because we believe that the power of mobilizing multiple community resources around these needs is significant and will be impactful.

Riverside has made great strides and touched many lives within the community to fulfill the mission of the Community Health Partnership. There has been great progress in improving the mental health and primary care accessibility for the community. Outreach to the community regarding healthy living, weight, and diet is continual. The vision to create a strong, healthy, and safe Kankakee County is a work in progress. Riverside will continue to do commit its resource to further the work of the partnership in the future.

In addition to being actively engaged in the work of the Partnership for a Healthier Community Action Teams, Riverside is committed to advancing these three health priorities with strategies and initiatives deemed to be both supportive and adjunctive to the Community Health Plan.

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:** We respect human dignity and consistently promote fairness and honesty.
- +** **Excellence:** We strive for clinical, operational and service excellence by fostering professional development, accountability, teamwork and commitment to high value.
- +** **Partnership:** We work in cooperation with other care providers, guided by open communication, trust and shared decision-making.
- +** **Stewardship:** We advocate prudence in the use of our financial and human resources for the advantage of the communities we serve.

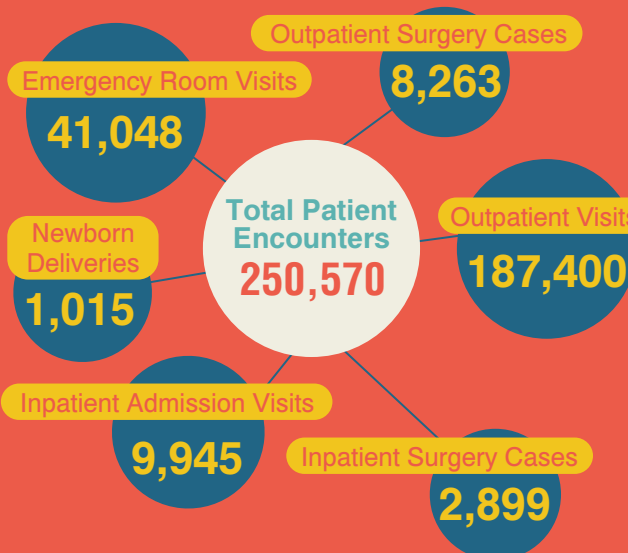
SUMMARY OF QUANTITATIVE BENEFITS



Total Community Benefit

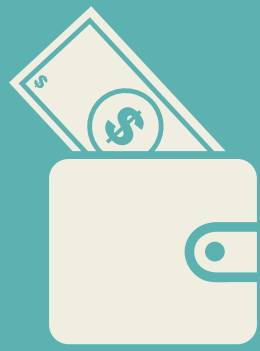
\$45,524,514

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	Volunteer Services:	\$854,679
	Education:	\$228,565
	Donations:	\$77,724
	Language Assistance Services:	\$13,132
	Other:	\$12,301



Health Care Impact in the Community

January 1 – December 31, 2014



The Economic Impact of Riverside Healthcare

on Kankakee County, Illinois

In Kankakee County and the surrounding medical service area, Riverside provides vital health care services 24 hours a day, seven days a week, 365 days a year. Riverside Healthcare occupies a prominent role as a medical provider in Kankakee County and provides many leading-edge medical contributions and advancements in the region. The role Riverside plays as a major contributor to the economy, however, is sometimes overlooked. Riverside is Kankakee County's largest employer. The purpose of this economic impact report is to specifically measure the economic impact that Riverside has on Kankakee County and the surrounding medical service area.

The economic impact of Riverside is presented in the table on page 5. The top portion of the table presents the employment impact of Riverside Healthcare resulting from annual operating activities.

In 2014, Riverside had over 2,670 employees representing 1,992 full-time equivalent employees. Staff come from 129 cities throughout the surrounding counties and Northwest Indiana. More than half of employees reside in Kankakee, Bradley and Bourbonnais. As these employees and Riverside spent money locally, additional jobs were generated in other businesses in Kankakee County. These are called secondary jobs and are measured with employment multipliers for Kankakee County. The hospital employment multiplier is 2.01, which means that for each job established in Riverside, another 2.01 jobs were generated in other businesses in Kankakee County. In 2014, secondary jobs generated annually from operating activities of Riverside were 2,147 jobs and the total employment impact was 4,273 jobs.

Riverside Healthcare spent approximately \$8.3 million on capital improvements for building projects. The employment and income from capital improvement projects will vary each year by the types and amounts of construction activities. These projects were estimated to result in 61 construction jobs in 2014. These capital improvement projects resulted in secondary impacts as the construction firms and their employees spent money locally. The construction employment multiplier was 1.94 yielding a secondary employment impact of 57 jobs and a total employment impact of 118 jobs due to construction activities. In 2014, the total employment impact of Riverside on Kankakee County was 4,273 jobs from operations and 118 jobs from construction, for a total employment impact of 4,391 jobs.



Riverside Healthcare is Kankakee County's largest employer

Economic Impact of Riverside Medical Center on Kankakee County, Illinois, 2014



EMPLOYMENT IMPACT



Activity	Number Employed	Multiplier	Secondary Impact	Total Impact
Hospital Operations	2,126	2.01	2,147	4,273
Hospital Construction	61	1.94	57	118
Total	2,187		2,204	4,391

INCOME IMPACT



Activity	Direct Income (millions)	Multiplier	Secondary Impact (millions)	Total Impact (millions)
Hospital Operations	126.5	1.67	84.8	211.3
Hospital Construction	3.7	1.57	2.1	5.8
Total	130.2		86.9	217.1

SALES AND RETAIL SALES TAXES



	(\$millions)	Tax (\$millions)
From Hospital Operations	101.4	6.3
From Hospital Construction	2.8	0.2
Total	104.2	6.5

Source: Survey data for operations employment and income and for capital expenditures, construction income and employment, 2014.

The income impact of Riverside for 2014 is presented in the middle portion of the table below. Income (wages, salaries and benefits) paid to RHC employees was \$126.5 million.

Applying the hospital income multiplier of 1.67, the secondary income impact was \$84.8 million and the total income impact was \$211.3 million. Construction projects paid workers an estimated \$3.7 million in income, which occurred only during the construction year(s). The construction income multiplier of 1.57 resulted in \$2.1 million in secondary income impact and \$5.8 million in total income impact from construction activities in 2014. The total income impact from Riverside in Kankakee County in 2014 from both operating activities and construction activities was \$217.1 million.

Finally, the impact of RHC on retail sales and sales tax was estimated for 2014. From the \$217.1 million in total income impact generated from Riverside operations, retail sales are estimated at \$101.4 million, resulting in \$6.3 million in Illinois state sales taxes of 6.25 percent. From the \$5.8 million in total income impact generated from Riverside construction, retail sales are estimated at \$2.8 million, resulting in an estimated \$0.2 million in Illinois state sales taxes of 6.25 percent. When combining the total estimated retail sales from both operations and construction of \$104.2 million, using the Illinois state sales taxes of 6.25 percent, the resulting state sales taxes were estimated to be \$6.5 million. Because sales tax rates vary by county, sales tax estimates for the counties are not included in this study. County sales tax impacts can be calculated by multiplying the estimated retail sales by the current county sales tax rate.

In summary, RHC continues to make a significant impact on the health and welfare of residents in Kankakee County, as well as a major impact on the local economy. Large medical centers such as Riverside greatly contribute to the economic development in the geographic areas in which they are located. These occur because:

- + Businesses and industries locate in areas with high-quality medical facilities and educational systems.
- + Retirees locate in areas with accessible and comprehensive health care services and law enforcement services.
- + The health sector is a growing sector and will continue to generate more jobs.
- + The health sector generally pays above-average salaries and wages.

Award-Winning Care is Here. Opening Doors to Better Health.

Awards and Recognition



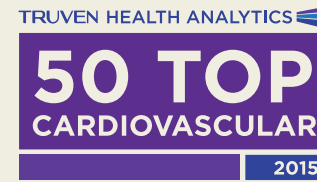
Our Most Recent Achievements

Truven Health 50 Top Cardiovascular Hospitals®

Riverside Medical Center has been named a Top 50 Cardiovascular Hospital for 2015. The Truven 50 Top Cardiovascular Hospitals study singled out hospitals that achieved superior clinical outcomes in this critical area of hospital care. The Truven study evaluates performance in key areas and assures patients and their families that the cardiovascular care they receive at Riverside is among the best in the nation.

Truven Health 100 Top Hospitals®

Six-Time Recipient! Riverside Medical Center is one of the Truven Health 100 Top Hospitals® 2015 award winners and ranks among the best in the country on overall performance, as determined by independent and objective public data. Being identified as a 100 Top Hospitals award winner establishes Riverside as a high-performing healthcare resource providing exceptional value to our community. It means that our leadership team, medical staff, and employees have achieved national benchmarks for balanced performance in patient care, operational efficiency, and financial stability.



RIVERSIDE IS DESIGNATED A MAGNET® HOSPITAL

The American Nurses Credentialing Center's (ANCC) Magnet® Recognition Program unanimously voted to credential Riverside Medical Center as a Magnet® Credentialed Organization. The Magnet designation is one of the highest honors a hospital can earn with respect to the standard of nursing care provided. With this designation, Riverside ranks in a select group of only 5% of healthcare organizations in the United States for nursing excellence.



RIVERSIDE 2014-2015 HealthGrades Awards

Riverside Medical Center has demonstrated a longstanding commitment to clinical excellence, quality improvement and compassionate care as demonstrated by its outstanding patient outcomes across a variety of service areas including orthopedic surgery, joint replacement, valve surgery, stroke care, prostatectomy, cholecystectomy, and treatment of respiratory failure.

Riverside is ranked among the top hospitals in the nation, showing superior performance and clinical excellence year after year. Riverside Medical Center recently received the 2014 Distinguished Hospital Award for Clinical Excellence™. The distinction makes Riverside one of the top five percent of more than 4,500 hospitals nationwide for its clinical performance as measured by Healthgrades, the leading online resource for comprehensive information about physicians and hospitals. Riverside was also named one of Healthgrades America's 100 Best Hospitals for Orthopedic Surgery and Stroke Care and has received five-star ratings in Cardiac, Orthopedic, Neurosciences, Pulmonary, Gastrointestinal and Critical Care services.



Riverside has received the following Healthgrades distinctions:

America's Best 100 Hospitals for Specialty Care

- One of Healthgrades America's 100 Best Hospitals for Orthopedic Surgery (2014, 2015)
- One of Healthgrades America's 100 Best hospitals for Stroke Care (2013, 2014, 2015)

Cardiac

- Five-star recipient for Treatment of Heart Failure (2014)

Critical Care

- Five-star recipient for Treatment of Sepsis for 2 years in a row (2013-2014)
- Five-star recipient for Treatment of Respiratory Failure for 5 years in a row (2010-2014)

Gastrointestinal

- Five-star recipient for Colorectal Surgeries (2014)

Neurosciences

- Recipient of the Healthgrades Neurosciences Excellence Award (2014, 2015)
- Recipient of the Healthgrades Stroke Care Excellence Award for 5 years in a row (2010-2014)
- Ranked among the Top 5% in the nation for Treatment of Stroke (2014)
- Ranked among the Top 10% in the nation for Neurosciences (2014)
- Five-star recipient for Treatment of Stroke for 5 years in a row (2010-2014)

Pulmonary

- Recipient of the Healthgrades Pulmonary Care Excellence Award (2015)
- Five-star recipient for Treatment of Chronic Obstructive Pulmonary Disease (2014)

Patient Safety

- Recipient of the Healthgrades Patient Safety Excellence Award (2014, 2015)

Orthopedic

- Recipient of the Healthgrades Orthopedic Surgery Excellence Award (2014)
- Ranked Among the Top 10% in the Nation for Overall Orthopedic Services (2014)
- Five-star recipient for Total Knee Replacement for 7 years in a row (2008-2014)
- Five-star recipient for Hip Fracture Treatment for 3 years in a row (2012-2014)
- Five-star recipient for Back Surgery in 2014

Women's Health

- Recipient of the Healthgrades Women's Health Excellence Award (2014) Distinguished Hospital for Clinical Excellence™
- Among the Top 5 percent of hospitals nationwide for clinical performance (2012, 2014)

The 260 recipients of the Distinguished Hospital Award for Clinical Excellence™ stand out among the rest for overall clinical excellence across a broad spectrum of care. During the 2014 study period (2010-2012), these hospitals showed superior performance in clinical outcomes for patients in the Medicare population across at least 21 of 30 of the most common inpatient conditions and procedures—as measured by objective performance data (risk-adjusted mortality and in-hospital complications).



Community Served



Riverside serves the Illinois counties of Kankakee, Will, Iroquois, Grundy and beyond. Riverside's primary service area, Kankakee County has a population of 112,183* and includes the communities of Bradley, Bourbonnais, Kankakee and Manteno. The racial makeup of the county is 81.6 percent White, 16.3 percent Black or African American, 9.1 percent Hispanic or Latino and 0.6 percent Native American.¹ The median household income is \$50,102 and 16.4 percent of the population lives below the poverty line.

More than 34.1 percent of individuals living in Kankakee are below poverty level, which exceeds the State of Illinois average of 10.5 percent.¹ The racial makeup of the city is 55.6 percent White, 40.1 percent Black or African American, 19.3 percent Hispanic or Latino and 0.3 percent Native American.² The median household income is \$32,150, well below the Illinois average of \$56,797.

The 2014 County Well-Being Index³ continues to place Kankakee County on its Poverty Warning List report published from the U.S. Census Bureau's American Community Survey and Social IMPACT Research Center, a program of Heartland Alliance. Kankakee County is one of nine Illinois counties that has reached the "Warning" Status. Four key indicators of well-being are assessed in each of Illinois' 102 counties: high school graduation rates, unemployment rates, teen birth rates and poverty rates.

Kankakee's Poverty Warning List placement elevates the county from its previous Watch status to a level requiring corrective action initiatives.

Sixty-six percent of Riverside's services are provided to the elderly and the poor—some of the area's most vulnerable citizens.

In 2014, Riverside treated 71,589 Medicaid patients, many for highly complex diagnoses requiring care at significant cost. Medicare and Medicaid do not cover the full costs of services provided. The shortfall is made up by Riverside through operating funds.

The income, employment and insurance status of residents of Kankakee County result in Riverside caring for a large number of patients who are uninsured or underinsured, or for whom public program reimbursement is inadequate to cover the costs of care.

A core element of Riverside's community service is the care of this population. Charity care occurs many times through the Emergency Department.

Riverside also provides follow-up care as needed.

66%

of Riverside's services are provided to the elderly and the poor—some of the area's most vulnerable citizens.

Statistical information for primary and secondary service areas

County	Population 2014 Estimated	Median Income 2009-2013	Poverty Rate 2009-2013	Unemployment Rate 2014**
Kankakee	111,375	\$50,102	16.4%	8.1%
Ford	13,688	\$48,866	10.5%	6.3%
Grundy	50,425	\$64,541	9.0%	8.5%
Iroquois	28,879	\$47,079	13.7%	6.5%
Livingston	37,903	\$54,614	10.3%	6.4%
Will	685,419	\$76,147	8.0%	7.4%
State of Illinois	12,880,580	\$56,797	14.1%	7.1%

Data Resources: IDPH Survey, Illinois Department of Employment Security, U.S. Census Bureau

Local Profile	White 2013	Black 2013	Latino 2013	Native American 2013	Median Income 2009-2013	Poverty Rate 2009-2013
Kankakee County	81.3%	15.4%	9.5%	0.4%	\$50,102	16.4%
City of Kankakee	45.6%	40.8%	18.5%	0.3%	\$32,150	34.1%

*From the IDPH Survey *66% of Riverside services provided to elderly/poor. *In 2014, Riverside treated 71,589 Medicaid cases.*



Demographic Data Resources: U.S. Census Bureau (2010) American Community Survey 5-year estimates (2013) 2014 County Well-Being Index/Social IMPACT Research Center, a program of Heartland Alliance (2010) and U.S. Census Bureau's Income, Poverty and Health Insurance Coverage in the United States (2009)



Community Benefits Activity Summary for 2014

The Community Benefits Activity Summary for 2014 includes Riverside Healthcare's response to key concerns identified through research and analysis of community health needs using formal data, assessments, health surveys, periodic physician surveys and trend and treatment analysis. In addition to Riverside's own research, Riverside Healthcare, Presence St. Mary's Hospital and the Kankakee County Health Department jointly conduct a community needs assessment every several years, which is used for Riverside's planning, as well as for the Kankakee County Health Department's IPLAN.

The key issues identified by research included access to health care, prevention and disease management, which align with the major health problems identified by the Kankakee County Health Department.

Access to Health

Riverside has responded to the issue of access to safe, high quality health care for everyone by providing employed physicians in underserved areas, recruiting new physicians, conducting health education and screenings, providing emergency and ambulance services to rural communities and offering prenatal care to underserved women.

New Life Center: Riverside's New Life Center provides routine gynecological care and obstetrics referral services to females ages 12 to 54. The New Life Center accepts patients regardless of their ability to pay, and patient fees are based on a sliding scale. The program maintains Spanish-speaking staff to serve the Hispanic population, which is approximately 18 percent of the client population.

Number of individuals served: 4,467

Riverside Healthcare Community Health Centers: Riverside owns and operates more than 25 community health clinics and provider offices located in Kankakee, Bourbonnais, Manteno, Monee, Mokenca, Hopkins Park (Pembroke Township), Wilmington, Coal City, Gilman and Watseka. The health clinics employ more than 100 providers including general internists, family practitioners, pediatricians, obstetricians and gynecologists, psychiatrists, plastic surgeons and internal medicine physicians, as well as numerous specialists in neurosciences, cardiac care and more.

The Hopkins Park, Mokenca and Kankakee Community Health Centers' primary objective is to extend the reach of the Medical Center to those areas with high poverty levels and high need for quality health care. In 2012, these locations became part of National Health Service Corps, an organization dedicated to recruiting and retaining qualified health care providers to communities that need them most. Riverside works together with this organization in bringing providers to patients living in communities with limited access to care—providers who choose to work where they are needed most. According to U.S. Census information, 78 percent of the Hopkins Park population and 30.5 percent of the city of Kankakee population were below the poverty level in 2010. (2008-2012)⁵

Number of individuals served by the Hopkins Park, Mokenca and Kankakee clinics: 9,929

Unreimbursed cost: \$1,548,851

⁵www.city-data.com/poverty

Riverside Ambulance Services: Riverside provides ambulance service to the primary service area from four locations in Kankakee as well as Ashkum, Herscher, Bradley, Mokenca, Chebanse, St. Anne and Limestone. Riverside Ambulance is also responsible for 16 communities through its Emergency Medical Service System.

Number of individuals served: 4,473 (not including community events)

Unreimbursed cost: \$4,459,973

Early Out Program: The Early Out Program provides a limited supply of free prescription medications and durable medical equipment or supplies to discharged patients who do not have the resources to purchase needed medications or supplies.

Number of individuals served: 102

Unreimbursed cost: \$6,696

Riverside Ambulance Services:

Number of individuals served:

4,473



(not including community events)
Unreimbursed cost: \$4,459,973



Healthcare Education and Training:

Number of individuals served

2,028

Unreimbursed cost: \$228,565

New Life Center:

Number of individuals served:

4,467



Riverside Community Health Centers:

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

10

Unreimbursed cost: \$1,548,851

9,929



Rush-Riverside Cardiovascular Institute:

Number of individuals served:

1,978

Healthcare Education and Training: Riverside affiliates and collaborates with more than 30 organizations to grow future workers in both clinical and nonclinical professions across the region.

To address the ongoing need for nursing professionals, Riverside collaborates with many colleges and universities including, but not limited to Olivet Nazarene University's Bachelor of Science and Master of Science in Nursing degree programs, Illinois Institute of Technology Registered Nurse program and Kankakee Community College's entire continuum of nursing programs—from Certified Nursing Assistant, to Licensed Practical Nurse, to Associate Degree – Registered Nurse Program. Riverside trains nursing students throughout the system in medical-surgical, telemetry, pediatrics, critical care areas, perioperative services, behavioral services, emergency services and obstetrics/labor and delivery.

Riverside also develops the skills and advances the training of other healthcare degree-seeking professionals from a variety of colleges and universities including Governors State University Master's in Health Administration and Behavioral Health or Doctorate in Occupational or Physical Therapy, and Eastern Illinois University's Master's in Communication Disorders or Master's in Dietetics. Educational affiliation experiences provide for undergraduate and graduate degree work in: laboratory, radiology, social work, medical assists, pathology, echocardiography, health information technology, speech pathology, audiology and pharmacy.

Half- and full-day shadowing and mentoring experiences are also provided to local high school students and adults in any clinical or nonclinical position within the organization to assist with career exploration, career changes for dislocated workers and career planning.

Riverside has worked to develop outstanding staff, and we realize the health care environment does not stand still. There is always new knowledge to acquire, new technology to learn, new techniques to assimilate.

With an aging patient population, there is a need to grow more healthcare workers in the United States. In support of our region's ongoing healthcare needs, the Riverside Foundation sponsors annual scholarships made available to community members and Riverside employees to provide for college education in nursing and allied health professions.

Number of individuals served: 2,028

Unreimbursed cost: \$228,565

Recruitment of Physicians: Physician recruitment is a critical objective for Riverside as projected needs grow and change in the communities served. Populations are aging, some existing physicians are approaching retirement and physicians are aligning with medical groups in order to adapt to the requirements put forth by changes in the nation's healthcare. In 2014, Riverside recruited 10 new physicians and 8 advanced practice providers to the area.

Number of new providers (including physicians and advanced practice providers): 18

Unreimbursed cost: \$595,619



In 2015, Riverside will continue to recruit both primary care providers and specialists to provide the highest quality healthcare, as well as increased availability, access and convenience to communities.



Riverside Medical Group: Riverside has been able to meet the need and desire for better access to primary care, particularly in remote and rural areas through growth of the Riverside Medical Group. Ending 2014 with more than 100 providers, Riverside continues to strategically locate facilities and providers in areas where services were not previously available. In addition, this growth has strategically provided access to specialty care not previously available in several areas.

The Riverside Medical Group (RMG) is a committed group of medical professionals focused on providing convenient, personalized, leading-edge health care close to home. With more than 100 providers representing 22 specialties and with locations throughout four counties, RMG continues to expand to meet the changing needs of the communities Riverside serves. Specialties include:

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

Appointed to Associate Staff

Total: 14

Nkemakolam Iroegbu, M.D.	Internal Medicine	02/25/14
Im Sun Hong, M.D.	Internal Medicine	03/19/14
Richard Schmitt, M.D.	Emergency Medicine	03/19/14
Roselle Almeida, M.D.	Internal Medicine	04/23/14
Samina Bokhari, M.D.	IM/ Neurology	05/27/14
Nathan Pyle, D.O.	Internal Medicine	05/27/14
Mustafa Yerlioglu, M.D.	Anesthesia	05/27/14
Jessica Azoff, D.O.	Psychiatry	06/24/14
Nikolaos Koutsonikolis	Anesthesiology	06/24/14
Obi Ekwenna, M.D.	Surgery/Urology	07/28/14
Donald Graves, D.P.M.	Podiatry	07/28/14
Josia Henry, M.D.	IM/Hospitalist	07/28/14
Aparna Natarajan,	MD IM/Hospitalist	10/28/14
Elias Tzelepis, M.D.	IM/Hospitalist	10/31/14

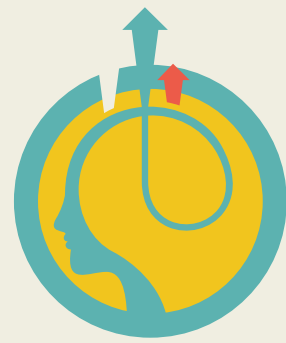
Allied Health Professionals Appointed

Total: 27

Deborah Panuska, CN	Surgery	01/27/14
Gail Marich, CNP	Emergency Medicine	01/27/14
John Bennett, LP	Surgery	02/25/14
Carlo Singson, BS	Surg/ Intra Op Nerve Tech	02/25/14
Eric Pepper, BS	Surg/ Intra Op Nerve Tech	02/25/14
Bradley Hodgeman, BS	Surg/ Intra Op Nerve Tech	03/19/14
Cora Joffe, BS	Surg/ Intra Op Nerve Tech	03/19/14
Alison Lennhardt, CNP	Family Medicine	03/19/14
Sarah Braun, AuD	OOHNS	05/27/14
Maria Davis, CRNA	Anesthesia	05/27/14
Wendy Dyer, CNP	Family Medicine	05/27/14
Judy Rivard, CNP	Family Medicine	05/27/14
Joi Sawyer, CNP	Family Medicine	05/27/14
Karen Cohs-Murray, CRNA	Anesthesiology	06/24/14
Gwen Markham, CRNA	Anesthesiology	06/24/14
Barbara VerHaar, CRNA	Anesthesiology	07/28/14
Sheresse Pruss, CNP	Internal Medicine	08/26/14
Paul McCoy, PA-C	Emergency Medicine	08/26/14
Golzar Kouklan, Pract. Student	Psychology	09/23/14
Jenna Plumb-Sisson, Pract. Student	Psychology	09/23/14
Jana Wahlen, AuD	OOHNS	09/23/14
Catherine Topor, PA-C	Emergency Medicine	09/23/14
Karla Schweigert, CNP	Internal Medicine	10/28/14
Sarah Guastalli, PA-C	Emergency Medicine	12/23/14
Swing Tsang, PA-C	Emergency Medicine	12/23/14
Pamela Cook, PsyD	Psychiatry	12/23/14

Number of new providers: 18

Unreimbursed cost: \$595,619



Resolve Center: In addition to the main Medical Center in Kankakee, Riverside operates the Resolve Center in Manteno, Illinois, which houses an 18-bed licensed residential substance abuse program for adolescent boys and associated outpatient services. The program is designed to meet the personal needs of each patient using treatment plans tailored to each individual's situation. The patient's family is also emphasized, as their needs are identified and treated as well.

Number of individuals served: 1,670

Unreimbursed cost: \$1,106,356

Wellness Prevention

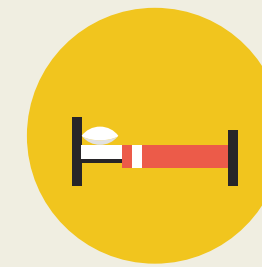
Riverside has long emphasized the importance of preventing disease and early detection. Outlined below are a few of Riverside's numerous prevention and wellness programs.

Health Screenings: Riverside provides regular, easily accessible screenings in order to find disease in its early stages and to facilitate disease management by the individual. Screenings target condition (heart, diabetes, cancer, etc.) and reach out into the community through health fairs and at the workplace. Emphasis is placed on diabetes, cardiovascular disease, lung cancer and women's health.

Every year, Riverside holds two of its largest community health education events: BabyPalooza and Diabetes Wellness Fair. Riverside's events provide free screenings, wellness demonstrations, educational booths and physician lectures to help educate, raise awareness and prevent key health concerns in the community.

In addition, Riverside also embarked on a month-long educational/awareness campaign to send the message of the importance of annual mammograms for women 40 and older. In addition to weekly events and community awareness, Riverside also educated the public about the availability of mammograms for the uninsured, impoverished and needy.

Riverside continued its awareness emphasis on early detection of lung cancers throughout the year by providing risk assessments and free lung cancer screenings to qualified individuals. The initiative continues to result in 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, heart disease, peripheral artery disease, diabetes and more.



Emergency Management

Riverside's Emergency Management Program: The Emergency Management Program is designed to assure appropriate, effective response to a variety of emergency situations that could affect the safety of patients, staff, and visitors, or the environment of Riverside Healthcare or adversely impact upon the hospital's ability to provide healthcare services to the community.

The Emergency Operation Plan is developed to assure availability of resources for the continuity of operations during an emergency. The plan addresses four phases of emergency activities: Mitigation, Preparedness, Response, and Recovery.

The Emergency Management Committee is responsible for all phases of emergency response as well as the Emergency Operations Plan. Representatives from the EM Committee are involved in local and regional preparedness activities in collaboration with like agencies. All locations are included into the approved Emergency Management Program.

The hospital activated the Emergency Operations Plan and command Center in response to several real emergencies in 2014. Approximately 100 staff members and 80 volunteer victims participated in the annual Mass Casualty exercise held in September 2014. Staff training was held prior to the event and exercised such as the usage of Star Com radios, CEMP computer system, Red Cross patient Connection, disaster victim registration, family reunification log, internal surge plan, IL Helps as well as HICS forms. This exercise was a collaborative planning effort with many community agencies.

New policies and procedures were implemented to include additional time out procedures to identify and address potential for patient fire safety in all procedural areas. Training and evaluation of staff was held in all procedural areas and the OR. Like training was held for two community ambulatory surgery centers.

Ongoing educational efforts in Emergency Management for leadership and staff proved effective as evidenced by achieving our performance targets in our Emergency Procedures Drills and real events. Hazmat training was conducted twice in 2014. Riverside staff also participated in several statewide, IDPH and FEMA disaster exercises, including mass fatality, Braidwood nuclear tabletop, fatality management, Ebola training, and county code winter storm tabletop.

A county-wide Multi-Year Training and Exercise Plan (MYTEP) was developed in collaboration with Kankakee County Health Department, Presence St. Mary's Hospital and the Kankakee County EMA. The Riverside specific MYTEP was then developed and submitted to IDPH as required as one of our deliverables.

Resources allocated: \$67,493

Disease Management

Riverside believes that with proper treatment, people can live productive, fulfilling lives even with heart disease, cancer and other chronic illnesses. They help patients to understand and manage the symptoms of chronic illnesses, and have an array of services that monitor and treat illnesses, while also helping to build skills and behavior to support a balanced, healthy lifestyle.

Rush-Riverside Cancer Institute: Riverside established the Rush-Riverside Cancer Institute in collaboration with Rush University Medical Center. In 2004, Riverside Healthcare opened the Betty Burch Bridgewater Center for Radiation Therapy, a freestanding radiation treatment facility located on Riverside's Bourbonnais campus and expanded its oncology center into approximately 6,000 square feet of new space in the Pavilion on the main campus in Kankakee. In 2013, Riverside expanded its radiation oncology services to include the state-of-the-art TrueBeam® Linear Accelerator. This technology is not only the most sophisticated, precise system available to treat complex cancers including those in the brain, prostate and spine, but the addition of this technology also increases the number of radiation patients able to be treated.

The program addresses the high cancer death rate of Kankakee County residents. According to the preliminary analysis of community health needs conducted by the University of Illinois College of Medicine at Rockford, age-adjusted cancer deaths per 100,000 standard population exceeded the national average by 219.8 to 190.1 deaths.⁷

The cancer center's free cancer resource library is available at both locations, in Kankakee and Bourbonnais. The library consists of information, books and videos and has convenient computer access for members of the community looking for information.

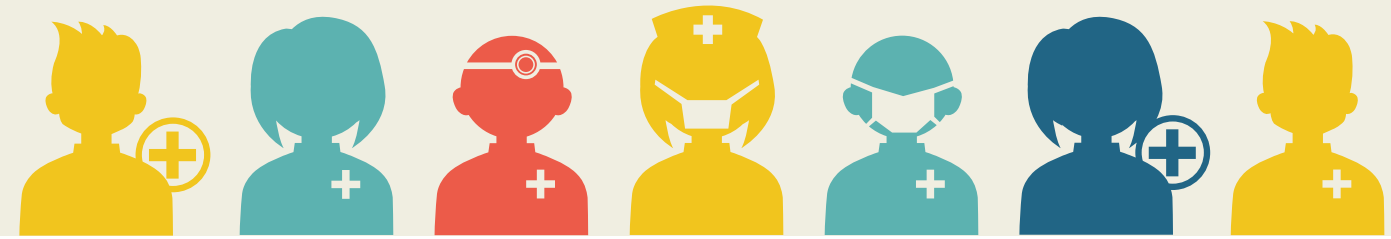
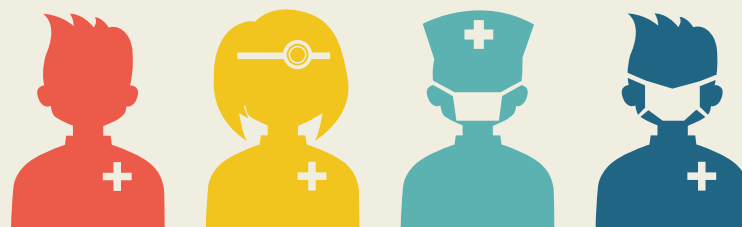
Number of individuals served: 12,088

Rush-Riverside Cardiovascular Institute: Cardiovascular disease was the cause of 38 percent of all deaths in Kankakee County in 2007.⁶ Since opening in November 1999 to meet this critical need in the community, the Rush-Riverside Cardiovascular Institute has provided a full spectrum of services - prevention, diagnosis, treatment and rehabilitation. Kankakee County residents now rarely need to travel to Chicago or other cities for open-heart surgery or catheterizations.

Preliminary analysis of community health needs conducted by the University of Illinois College of Medicine at Rockford, shows that age-adjusted deaths due to heart disease per 100,000 standard population exceed the national average by 299.5 to 232.3 deaths.⁷

Number of individuals served: 1,978

⁶Riverside Medical Center ⁷Centers for Disease Control and Prevention



Charity Care and Collection Practices Guidelines for Charity Patients



Riverside promoted healthier communities in several ways for the broader community by:

- ✚ Offering or partnering with other community agencies to provide free support groups (including free meeting space) for persons needing support. Agencies include United Way, Alzheimer's Association, Lion's Board, Parkinson's Support Group, Gambler's Anonymous, Harbor House, Epilepsy Support Group, GROW and several others.
- ✚ Sponsoring numerous events or providing cash contributions to community agencies such as: American Cancer Society Relay for Life, Kankakee Little League, Kankakee Sponsor a Child, Options, Kankakee County Training Center, American Red Cross, YMCA, Habitat for Humanity, Hospice of Kankakee, Kankakee County Drug Free and others.
- ✚ Contributing expertise and time of senior and middle management staff to assist community agencies, committees, boards and advisory councils.
- ✚ Hosting wellness classes and presentations about such topics as nutrition, women's health issues and others; provided flu vaccines at a nominal charge.
- ✚ Providing physicians and community residents free reference materials from Riverside's libraries.
- ✚ Participating in community walkathons and marathons to raise money for breast cancer, heart disease research, United Way and others by providing funding and staff resources.
- ✚ Providing staffing, ambulance service and first aid to several community events, such as: Pembroke Rodeo, Good Shepherd Manor Fest, St. Anne Pumpkin Fest, Kankakee River Valley Regatta, Ashkum Homecoming, Mommence Glad Fest, Kankakee County Fair, Chicago Bears Training Camp and other community events.

Charity Care for Hospital Responsibilities

Riverside uses a sliding scale, application process and credit report to evaluate and determine a patient's eligibility for financial assistance. Charity care will be available for medically necessary hospital care provided to persons who meet the financial and documentation criteria defined. Each situation will be reviewed independently and allowances will be made for extenuating circumstances based on good faith efforts and mitigating factors.

Riverside uses various tools to communicate the availability of charity care to all patients. Examples include:

- ✚ **Signage**
- ✚ **Brochures**
- ✚ **Placing a note on the back of the hospital bill and statements regarding how to request information about financial assistance**
- ✚ **Designated individuals who can explain the hospital's charity care policy, including a Spanish-speaking representative**
- ✚ **Reference in our Patient Handbook**
- ✚ **Website**

Staff in the hospital's patient financial services and registration departments understand the hospital's charity care policy and are able to direct questions regarding the policy to the proper hospital representative. Hospital staff who regularly interact with patients will know that the hospital has a charity care policy and be able to direct questions regarding the policy to the proper hospital representative.

A patient will receive a full (100 percent) discount if he or she can demonstrate family income at or below 200 percent of federal poverty guidelines, subject to income verification processes of the hospital and other hospital charity care eligibility requirements. A partial discount will be offered if an individual's family income is greater than 200 percent but equal to or less than 300 percent of federal poverty guidelines, and the person meets other charity care eligibility requirements. If a patient is uninsured, he or she may qualify for assistance with a demonstrated family income up to 600 percent of federal poverty guidelines.

In determining whether a patient meets the eligibility criteria for charity care, Riverside may consider the extent to which the person has assets other than income that could be used to meet his or her financial obligation.

After receiving the patient's request for financial assistance and any financial information or other documentation needed to determine eligibility for charity care, the hospital will notify the patient of its eligibility determination within a reasonable period of time. The hospital will also advise the patient of his or her responsibilities under these charity care guidelines.

In the event there is no documented evidence to support a patient's eligibility for charity care, Riverside Healthcare may offer presumptive financial assistance for uninsured patients who demonstrate one or more of stated presumptive eligibility criteria (for criteria, please see RiversideHealthcare.net). Presumptive eligibility may be determined on the basis of individual life circumstances and certain factors that indicate financial need.

The hospital's use of federal poverty guidelines will be updated annually in conjunction with the federal poverty guideline updates published by the United States Department of Health and Human Services.

Charity Care for Patient Responsibilities

To be considered for a discount under the charity care policy, a person must cooperate with the hospital to provide the information and documentation necessary to apply for other existing financial resources that may be available to pay for his or her health care, such as Medicare, Medicaid, KidCare, third-party liability, etc.

To be considered for a discount under the charity care policy, a person must provide the hospital with financial and other information needed to determine eligibility.

A request for financial assistance under the policy must be made by or on behalf of the patient. Patients may apply for, and will be encouraged to apply for, financial assistance before, during or within a reasonable time after hospital care is provided. In the event they do not initially qualify for financial assistance after providing the requested information and documentation, patients may re-apply if there is a change in their income, assets, or family size responsibility.

A patient who qualifies for a partial discount must cooperate with the hospital to establish a reasonable payment plan, which takes into account available income and assets, the amount of the discounted bill(s) and any prior payments.

Patients who qualify for partial discounts must make a good faith effort to honor the payment plans for their discounted hospital bills. They are responsible for communicating to the hospital any change in their financial situation that may impact their ability to pay their discounted hospital bills or to honor the provisions of their payment plans.

Collection Practices Guidelines for Charity Patients

When a patient has been approved under the hospital's charity care policy for a partial discount, the hospital will work with the patient or responsible party to establish a reasonable payment plan, which takes into account available income and assets, the amount of the discounted bill(s) and any prior payments. The hospital will also advise the patient of his or her responsibilities under these collection practices guidelines.

Riverside may offer prompt payment discounts to charity care patients who are eligible for partial discounts on their hospital bills.

The hospital will not pursue legal action for non-payment of bills against charity care patients who have clearly demonstrated that they have neither sufficient income nor assets to meet their financial obligations.

The hospital will not place a lien on a charity care patient's primary residence if this is the patient's sole real asset unless the value of the property clearly indicates an ability to assume significant financial obligations. The hospital will not execute a lien by forcing the sale or foreclosure of a charity care patient's primary residence to pay for an outstanding medical bill.

The hospital will not use body attachment to require the charity care patient or responsible party to appear in court.

The hospital will ensure that the guidelines outlined above are followed by any external collection agency engaged to assist in obtaining payment on outstanding bills from charity care patients.

To receive favorable treatment under the collection practices described above, the patient must have qualified for a partial discount under the hospital's charity care policy by having provided the financial information and other documentation needed to determine eligibility for such a discount.

To receive favorable treatment under the collection practices described above, charity care patients or their responsible parties must cooperate with the hospital to establish a reasonable payment plan, which takes into account available income and assets, the amount of the discounted bill(s) and any prior payments.

To receive favorable treatment under the collection practices described above, charity care patients must make a good faith effort to honor the payment plans for their discounted hospital bills. They are responsible for communicating to the hospital any change in their financial situation that may impact their ability to pay their discounted hospital bills or to honor the provisions of their payment plans.



For Riverside's full guidelines, please visit www.RiversideHealthcare.org

Health Priority: Access to Care

Breathing Easier



It's totally amazing how you don't know how fast your life can go. I wasn't sick, that's what's really scary. I wasn't sick," said Kim Gresham of Bourbonnais.

Today Gresham is a lung cancer survivor, thanks in part, to Riverside Healthcare and its free lung cancer screening program. Gresham was recommended the free screening Riverside offers because of her increased risk. Gresham had smoked for more than 40 years. From the very beginning of the journey everyone hopes they'll never have to take, patients are cared for with the utmost respect, dignity and compassion. All in addition to the advanced care and latest technologies at Riverside.

In Gresham's case, she needed her primary care physician, a pulmonologist, an oncologist and a cardiothoracic surgeon, each an important aspect within a whole team of experts working to save the lives of Gresham and other cancer patients like her.

"Dr. Alexander, Dr. Abraham, Dr. Veerapaneni, they all talked to each other. They kept track of each other. They kept in contact with each other to make sure I was getting the proper care," said Gresham. "I couldn't ask for a better team of people." Gresham quit smoking the day she received her diagnosis. She has since encouraged friends and family to quit smoking as well.

The screening program is part of a Lung Nodule Clinic at Riverside. The team of experts work together to offer the community every service possible to help them quit smoking. Smoking cessation classes are offered and the patient navigator will explain those during the screening program patient's journey.

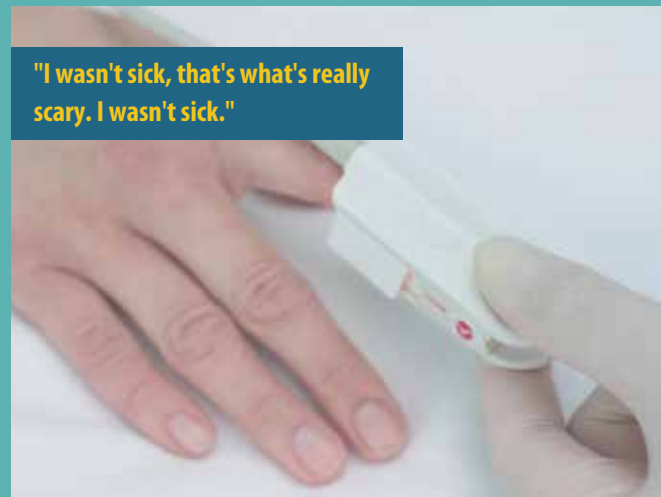
John Hylton, Director of Riverside's Oncology Services, encourages anyone at risk to get screened. "It's painless, it doesn't cost anything and it can give you peace of mind and may save your life."

For more information, risk assessments and to schedule an appointment, call Riverside Outpatient Scheduling at (815) 935-7531.

"I couldn't ask for a better team of people."



"I wasn't sick, that's what's really scary. I wasn't sick."



Health Priority: Mental Health Needs

Behavioral Health Services Help Guide Youth and Adults to Different Choices



Selecting carefully from the box of dominoes, Edmund places another tile carefully in front of the other. He is building bridges, engineering curves and moving purposefully to make sure one false move doesn't upset the balance of the pieces. He does not want to set off the chain reaction that will topple his efforts.

Since he was twelve years old, Edmund has played a similar but much more dangerous game with his own life. Now at eighteen, Edmund's past has collided with the present bringing him here, to the Riverside Resolve Center, one of the many resources available in Riverside's Behavioral Health Services. He had already been arrested repeatedly for drug possession, underage drinking, probation violation, and armed robbery. Only two choices remained: a residential treatment program or go to jail. He chose Riverside Resolve Center. In the twenty seven days since Edmund has been living at Resolve, he has made many realizations.

"I was really scared and didn't want to go to jail," he said softly, never looking up from the chain of dominoes in front of him. "I've heard too many bad things guys like me get killed or raped. So I'm here. I'm an addict. I'll be here for at least another hundred days or so figuring it all out." Edmund's days in the residential program for adolescent males are very structured and scheduled, something he and most of the boys in the program lacked in their lives outside of Resolve.

"I still have classes but now I have to go to them. I have school right here so there's no skipping. I also have to go to group, have one on one time with my counselor and rec time," said Edmund. "They are helping me learn how to be honest, trust, talk with my family and just kinda pull myself back together," said Edmund.

The Riverside Resolve Center provides a therapeutic community approach to helping twelve to eighteen year olds like Edmund as well as adults do just that: figure out the next steps to take when struggling with drugs, alcohol and substance abuse and addictions.

Many of the counselors on staff have spent more than a decade in their roles. That continuity in care and collaboration among staff helps to ensure that individuals' progress through the program is consistent and verifiable. Resolve counselors spend time in rec, with families, at meals and just talking with the residents beyond structured counseling sessions. The purpose of this is to ensure that the residents share truthfully at every stage.

The Center provides comprehensive evaluations, screening, programs and support designed to meet personal needs with treatment plans tailored to each individual's situation including bilingual services. The Resolve Center works closely with outside referral sources including families, community agencies, schools, employers and local, state and federal law enforcement and correction agencies. "We receive referrals from many surrounding counties including Kankakee, Dupage, Winnebago, Vermillion, Cook, Will and Sangamon," said Resolve's Director Dr. James Simone. "The reach of our programs has grown considerably since the 80s which is great, but that also means that the need is growing. I am proud of the things we do here because we are making an impact on the lives of those enrolled in our programs, their families and the community, too."

Edmund gets called to his group session, stands to straighten his white t-shirt and khakis and bumps the table with his knee. The line of dominoes begin to topple one into the next, and he sighs, regroups for a moment and laughs. "I'm feeling pretty alright learning coping skills and meditation. I know I have to be honest if I'm going to get trust. I know I have to do what I have to do."

For more information about Resolve Center or the complete spectrum of behavioral health services at Riverside, visit RiversideHealthcare.net and search "behavioral health". If you or someone you know needs assistance with an alcohol and/or chemical abuse issue call 800.435.4635.



Health Priority: Obesity

Fighting Childhood Obesity



5-2-1-0 Let's Go focuses on reinforcing the importance of healthy eating and physical activity.

Together with Kankakee County, Riverside is aiding in the fight against childhood obesity. The 5-2-1-0 Let's Go program has been adopted by several organizations in Kankakee to educate and change the environments in which children and families live, learn, work and play.

"Our goal is to consistently use the 5-2-1-0 message in schools, community events, doctor's offices, and hospitals, community and eventually statewide," said Diane McGrath, RN, creator and leader of the Riverside Fit 4 Life program. "The key is a consistent message."

5-2-1-0 Let's Go focuses on reinforcing the importance of healthy eating and physical activity. The numbers stand for five servings of fruits and vegetables daily, two hours or less of screen time, one hour of exercise and zero sugary drinks.

"Eliminating sugary drinks is probably most difficult but very important to exclude from your diet. The sugar present in the Gatorades, Kool-Aids and sodas hugely contributes to the obesity problem," said McGrath.

Riverside's Fit 4 Life program uses the 5-2-1-0 model to teach kids the importance of exercise and healthy eating along with age-related social topic discussions which may include subjects such as safety, bullying or peer pressure.

Fit 4 Life was designed specifically for smaller, more focused groups of kids, ages 7 to 12, which is implemented through camps and monthly classes in Kankakee County.



For more information on upcoming camps and events or to bring one to your city contact Diane at (815) 278-3886 or check out www.RiversideHealthcare.org/events.

History and Background

Riverside Healthcare is a comprehensive healthcare delivery system based in Kankakee, which is located approximately 55 miles south of downtown Chicago. Riverside follows the Community Benefit Reporting Guidelines and Standard Definitions for the Community Benefit Inventory for Social Accountability jointly produced by Catholic Health Association of the United States (CHA), VHA Inc., and Lyons Software when creating its Community Benefit Plan and Report Card.

The system traces its roots to the founding of Riverside Hospital, now Riverside Healthcare, in 1959. Riverside opened its doors in 1964. It is licensed for 325 beds, of which 238 beds are currently staffed. Riverside continued to grow and expand its scope of services and market presence in the late 1980s with the creation of Riverside Senior Life Communities, which today provides a full continuum of care for seniors—independent living, and skilled and intermediate nursing care.

In the 1990s, expansion continued with the creation of outpatient, primary care clinics and ancillary and wellness services and evolved from a rural community hospital to a regional healthcare delivery system.

In 1996, Riverside Healthcare entered into an affiliation with Rush University Medical Center (Rush). The objective of the affiliation was to differentiate Riverside clinically, through the development of new clinical programs and the expansion of existing programs. As a part of the affiliation, Riverside established the Rush-Riverside Cardiovascular Institute and the Rush-Riverside Cancer Institute.

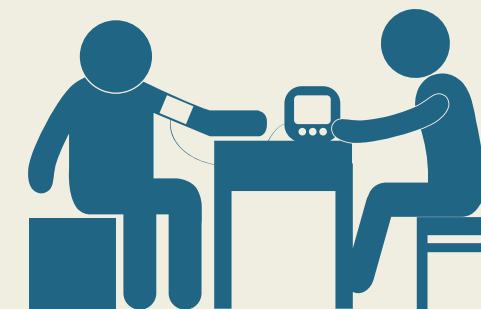
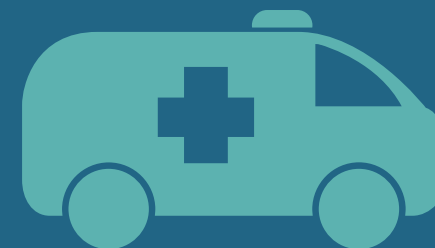
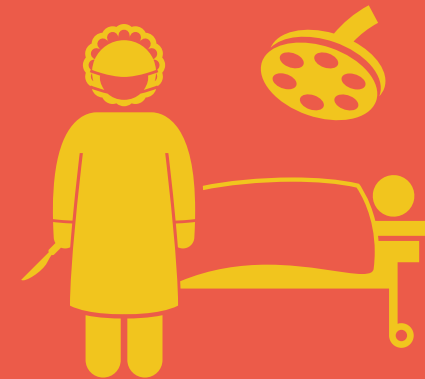
Riverside Healthcare opened a comprehensive ambulatory center composed of radiological services, a women's center, a surgery center and medical office space on its Bourbonnais campus in 2005. Additionally, Riverside Healthcare operates a 70,000-square-foot health fitness center at this location.

Riverside Healthcare's Oakside Corporation, established in 1982, provides a comprehensive outreach counseling program in Kankakee and Wilmington, as well as a pharmacy, healthcare equipment sales and leasing and home health services.

In 2012, Riverside Healthcare completed the East Tower addition and renovation project, representing the largest expansion project in Riverside's history. The Sleep Disorder Institute also opened and is a state-of-the-art facility and program to address the prevalence of sleep disorders in both adults and children. Riverside's Wound Center also opened this year and includes advanced wound care including hyperbaric oxygen therapy for difficult wounds. Riverside also expanded services at facilities throughout four counties to include immediate care as well as obstetrics and gynecology and other specialists.

Throughout 2013 Riverside Healthcare, in response to community need, grew Riverside Medical Group to 90 primary care and specialty providers. Providers are located throughout four counties and offer more than 20 medical specialties. Riverside also began expansion of radiation oncology services provided through the Rush-Riverside Cancer Institute, and planned for the growing need for memory care and assisted living by breaking ground on a state-of-the-art, research-based senior living community in Bourbonnais.

In 2014, Riverside celebrated its 50th Anniversary marking more than five decades of caring, compassion and commitment to the community. The Rush-Riverside Cancer Institute completed the expansion of the radiation center to include the latest in linear accelerator technology to provide care for complex cancers and conditions. Riverside Senior Life Communities Assisted Living and Memory Care in Bourbonnais opened its doors to provide the most advanced care to aging adults requiring assistance with daily living needs and those with dementia, Alzheimer's and other memory disorders.





Jan. 22, 1964 Riverside Hospital opens
Robert G. Miller, President and CEO



1989 Senior Living Corporation established

1993 Robert G. Miller retires after 30 years of service
Dennis C. Millirons new President and CEO



1996 Rush-Presbyterian-St. Luke's Medical Center affiliation (now Rush University Medical Center)

1999 Rush-Riverside Center for Heart and Vascular Excellence becomes a reality

2003 Opening of the Riverside Pavilion

2004 Opening of the Betty Burch Bridgewater Center for Radiation Therapy



2005 Opening of Riverside Medical Plaza

2006 Phillip M. Kambic new President and CEO

2008 #1 Heart Surgery program in Illinois by Healthgrades
Named Thomson Reuter 100 Top Hospital & 100 Top Cardiovascular Hospital
Opening of Coal City—Riverside West Campus



2010 Named Thomson 100 Top Hospital
Everest Award, one of only 23 hospitals across the country
Healthgrade's Patient Safety Excellence Award Five Consecutive Years



2011 Magnet® Designation for Nursing Excellence
Riverside East Tower—Family Birthing Center opens
Riverside Healthcare Specialty Services in Watseka opens
Fourth year named Thomson 100 Top Hospital



2012 Riverside Immediate Care in Monee opens
Riverside Sleep Disorder Institute opens
Riverside Wound Center opens
Expanded services offered at Watseka Campus
Named one of America's Top 100 Hospitals for Orthopedic Surgery
Distinguished Hospital for Clinical Excellence Award



2013 Riverside Medical Group grows to more than 90 providers
Received quality-based DNV accreditation
Rush-Riverside Cancer Institute breaks ground on expanded radiation oncology services
Expansion planned for senior living services—memory care



2014 Riverside celebrates 50 years of caring, commitment and community
Truven Health Analytics America's 100 Top Hospitals
Expansion planned for Ambulatory Care Campus in Frankfort
Distinguished Hospital for Clinical Excellence™ Healthgrades



Riverside Immediate Care in Gilman opens
Riverside Senior Life Communities Assisted Living and Memory Care opens in Bourbonnais

2015 Riverside breaks ground on Frankfort Campus and expansion of the Rush-Riverside Cancer Institute
Truven Health Analytics America's 100 Top Hospitals--Six-time recipient!
Healthgrades Distinguished Hospital for Clinical Excellence™ and Patient Safety Excellence Awards--
one of only 38 in the US
Riverside Medical Group reaches 110 providers



Well within reach

In 2014, Riverside celebrated more than 50 years of caring, commitment and community.

Visit RiversideHealthcare.org to learn more about our past, present and the future of healthcare at Riverside.