



**Rush Oak Park Hospital  
Community Benefits Report Summary FY2016**

Bruce Elegant  
President and Chief Executive Officer  
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**Table of Contents**

Message from the President and Chief Executive Officer .....1

Organization Information.....2

Community Health Needs Assessment and Community Engagement Plan.....3

Investing in the Community .....4

Community Health Improvement Services.....5

Community Service and Collaborations.....8

Access to Advanced Care Close to Home.....9

Community Benefit Data Summary .....12

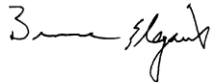
**Message from the President and Chief Executive Officer of Rush Oak Park Hospital**

Rush Oak Park Hospital has been a vital health care provider in the community for more than a century. Every year we strive to continue our commitment of providing the best health care possible with the utmost integrity and compassion. Our goal remains to meet and exceed the expectations of our community.

By providing access to extensive outreach programs and financial aids for our patients, Rush Oak Park Hospital continues to play a major role in strengthening and investing in our community.

Health lectures, annual health fairs, health screenings and comprehensive health programs are just a few of the benefits ROPH provides for our community. As a part of Rush University Medical Center system, we're dedicated to delivering the highest quality of service on and off our campus.

The health and well-being of our community is important to us. We invite you to read further and learn the specifics of our commitment to the community we serve.



Bruce Elegant  
President and Chief Executive Officer  
Rush Oak Park Hospital

## **Organization Information**

Rush Oak Park Hospital (ROPH) is a community hospital consisting of 237 licensed beds located in Oak Park, Illinois, and is affiliated with the Rush System for Health with full management by Rush University Medical Center. The hospital is a valuable health care asset to the near western suburban area of Chicago.

ROPH offers a full spectrum of health care services, which are specified below :

- Cardiology
- Physical and occupational rehabilitation
- Breast imaging
- Wound care
- Emergency
- Diagnostic radiology
- Cancer care
- Diabetes and endocrine
- Pulmonary rehabilitation
- Skilled care
- Laboratory
- Urology

The campus is also home to the 135,000 square-foot Rush Medical Office Building, which houses an advanced MRI system. Also located in the Rush Medical Office Building are the Rush Pain Management Center, the Rush Outpatient Pharmacy, and approximately 30 medical offices.

Off campus, the Rush Oak Park Physicians' Group has practices in Oak Park, Elmwood Park and North Riverside.

## **Community Health Needs Assessment and Community Engagement Plan**

Since 2007, Rush Oak Park Hospital (ROPH) has conducted a community benefits report that highlights the many ways in which the hospital serves its community. In fiscal year 2013 (FY2013), ROPH conducted a Community Health Needs Assessment (CHNA) to understand the specific health needs of the community, in accordance with Section 501(r) (3) of the Internal Revenue Code. For the purposes of the CHNA (see Appendix D of the main report) and this implementation strategy, the ROPH service area has been defined as the zip codes of 60301, 60302, 60304, 60305, 60130, which includes the townships of Oak Park, River Forest, and Forest Park. Many initiatives of the hospital cover additional surrounding community areas as well.

The CHNA process integrates public health data, community interviews, and an internal steering committee in order to identify the top health needs of the community. The top three health needs identified include:

- Access to Health Care Services
- Chronic Disease & Risk Factors: Heart Disease, Lung Disease, and Diabetes
- Mental Health & Addiction

A Community Health Improvement Plan (see Appendix E of the main report) was developed for FY2014 –FY2016 in order to address the needs surrounding access to health care services and chronic diseases. The plan does not address mental health and addictions since this is not a service line provided by ROPH, ROPH clinicians do not have expertise in these areas, and many community resources exist that address these needs in our specified community.

ROPH's Community Health Improvement Plan includes:

- Health Education and Promotion
- Allocation of Corporate Resources
  - Direct Funding
  - Organization-Wide Initiatives
  - Development of Strategic Partnerships

During FY16, ROPH began a new comprehensive process for its FY17-FY19 Community Health Needs Assessment in collaboration with the Health Impact Collaborative of Cook County, one of the largest comprehensive, collaborative CHNA conveners in the country with 26 hospitals and 100+ community based organizations.

## **Investing in the Community**

Rush Oak Park Hospital (ROPH) is committed to ensuring that the individuals in our diverse surrounding communities receive the health care they need and deserve. Through our specialized community services that include financial assistance programs, outreach initiatives, community collaborations and education endeavors, ROPH strives to enhance the quality of life in our community. Total community benefits and services provided by ROPH in the fiscal year that ended June 30, 2016 was \$17,273,238.

### **Financial Assistance**

ROPH has defined guidelines for identifying and assisting low-income, uninsured individuals, and for providing financial assistance to patients who have exhausted their insurance benefits. At the time of admission, ROPH personnel inquire about financial payment and explain the various options for financial assistance for those patients that qualify. Information about the hospital's payment assistance policy is posted in visible placements throughout the hospital, and is available on the hospital's website.

### ***Unreimbursed Medical Care***

Unreimbursed medical care includes charity care, costs not covered by Medicare or Medicaid, and unrecovered patient debt. ROPH provided \$16,695,604 in unreimbursed care to patients in FY2016. The breakdown of this care is below:

- *Charity Care - \$2.7 million*  
Rush Oak Park Hospital provides discounted care for those facing significant financial hardship. The hospital provides charity care assistance to patients who maintain a household income up to 300 percent above the Federal Poverty Level. In addition, the hospital provides a 33 percent discount off the hospital charges to all uninsured patients.
- *Costs not covered by Medicare or Medicaid - \$7.7 million*  
This community benefit includes financial losses associated with participation in the Centers for Medicare and Medicaid Services programs and other government programs.
- *Unrecoverable patient debt - \$6.3 million*  
This includes expected payments that were not made for health services that ROPH provided.

## **Community Health/Benefit Services**

Rush Oak Park Hospital (ROPH) invested a total of \$502,419 in community benefit services (“community health services” in pie chart on p. 11) in a variety of ways, including community health improvement services and community service and collaborations.

### **Community Health Improvement Services**

Rush Oak Park Hospital invested \$428,109 in community health improvement services during FY2016 through implementing and coordinating community outreach programs and other services. Examples of these programs are below:

#### *Healthy Motivations Community Wellness Program*

In 2014, Rush Oak Park Hospital began to re-envision its community wellness program - formerly known as Age-WISE - to be more inclusive of the diverse community that the hospital serves. Rush Oak Park Hospital invited community members to help re-name the program; a program that would address the health needs of people of all ages not only older adults.

After a period of inactivity in FY2015 due to changes in the program and staff, the community wellness program was officially renamed Healthy Motivations in early 2015. Once it was re-launched, the program served 831 community members through its free educational lectures and fitness classes, which are designed to help community members lead healthier lives. In FY2016, Healthy Motivations provided education on topics such as heart and vascular disease, preventive health, and diabetes. It also provided free Zumba Gold classes — which are designed to be inclusive of participants with limited mobility — to community members. The goal of these classes is to promote heart health and mental well-being via physical activity and social connectivity.

#### *Diabetes Health Fair*

The ROPH diabetes health fair provides blood pressure, a fasting glucose and lipid profile blood test, optional foot screening and a healthy breakfast for every participant. In addition, a dozen or more pharmaceutical and other vendors are present to give away free literature and share information about diabetes care and related matters.

For FY2016, the annual diabetes health fair provided free health screenings to more than 163 community participants. The screenings included blood tests for A1c and total cholesterol, vision checks and feet exams. In addition, a medical doctor and a registered dietician were on hand to provide health information and answer questions. Each year, people benefit from early detection of the disease, some of whom were not previously receiving regular health care.

#### *Health Education at Housing Forward (formerly named West Suburban PADS)*

Nurses at ROPH partner with Housing Forward, an organization dedicated to transitioning people from housing crisis to housing stability. Nurses provide health education to Housing Forward clients on an ongoing basis. In FY2016, they served 56 clients through these efforts and discussed such topics as foot care; communicable diseases (e.g., HIV, tuberculosis and hepatitis); stroke; stress and weather emergencies.

### *Community Outreach Nursing*

Rush Oak Park Hospital (ROPH) is home to many dedicated nurses who are not only committed to serving patients at the bedside but to the community at large. In FY2016, these nurses provided stroke screenings and stroke education at local events such as Health and Longevity Fair.

To better coordinate community outreach efforts at ROPH, the community outreach nursing committee now collaborates with the community engagement coordinator at ROPH to broaden its reach. Through this partnership, ROPH offered BMI, blood pressure, cholesterol, and A1C screenings at local health fairs and events, such as the Cindy Lyons Health Fair in Forest Park and health fairs offered through the public health district in Berwyn. Nurses also answered questions and provided health education on topics such as heart disease and diabetes. In FY2016, nursing staff provided 302 screenings to local residents through these various efforts.

### *Project Lifestyle Change*

For the fifth consecutive year, ROPH's Project Lifestyle Change, a group education and support program that informs on pre-diabetes health, continued to make an impact in the community. In January of FY2014, ROPH received a grant from the National Diabetes Prevention Program to educate people on how to delay or prevent the development of type 2 diabetes for those at high risk. The program teaches blood glucose monitoring, restricted fat and calorie meal planning, exercise and behavior modification at no charge. In FY2016, 503 people were served via the Project Lifestyle Change program.

### *Community Health Improvement Services*

Rush Oak Park Hospital acts as a training ground for students pursuing careers in nursing as well as food and nutrition at Dominican University and Resurrection University, offering real-world experiences in a clinical setting and insights from staff who works at the bedside. Rush Oak Park Hospital staff also teach classes to students seeking advanced degrees in health care fields, such as health systems management at Rush University Medical Center. In FY2016, 80 nursing and nutrition students received onsite training at ROPH.

## **Community Service and Collaborations**

In FY2016, ROPH invested \$24,672 in community building activities, including the following:

### **Board and committee membership**

Numerous employees of ROPH volunteer their time to serve as board members for various organizations within the community. These organizations include the following:

- Infant Welfare Society
- PHC Wild About Wellness
- Oak Park-River Forest Lion's Club
- Rotary Club
- Chamber of Commerce

Rush Oak Park Hospital representatives with these organizations lend their expertise in health care and promote health and well-being in the community in which the hospital serves through collaboration.



Through these relationships ROPH also participates in collaborative activities to promote health well-being. Here are some examples from FY2016:

- Stroke screenings were conducted by ROPH staff at the Rotary Club's Festival of the Trees
- Eye glasses were collected by ROPH to support the Oak Park-River Forest Lions Club efforts to supply eye wear to those in need
- An educational event about childhood obesity was spearheaded by ROPH along with PHC Wild About Wellness

### **Job training for developmentally disabled**

Rush Oak Park Hospital's (ROPH) commitment to serving community needs includes hosting the Community Integrated Transition Education (CITE II) Program, a young adult transition program that serves local students with development disabilities and/or autism who have received a certificate of completion from Oak Park-River Forest High School. Students participate in the components of the program that assist them in moving toward their desired post-school outcomes, particularly with an emphasis on job training and acquiring gainful employment.

Funded by the Illinois Department of Human Services, the program provides job placements, job coaching and ongoing support for the young adult students who work or volunteer at local businesses. Key to the program's success are partners like ROPH, which provides not only the training ground for participants but the time and expertise of its staff to ensure participants gain invaluable work skills in the areas of food and nutrition and environmental services. In FY2016, ROPH helped train 12 program participants.

### **Providing shelter during extreme weather**

In conjunction with the Village of Oak Park, ROPH offers space in its emergency room for those without adequate air conditioning or heat in instances of extreme temperatures. This effort helps prevent hypothermia and frostbite in extreme cold; and heat stroke and other heat-related illnesses when the thermometers spike. This was particularly important in the winter of 2016, when temperatures dipped below zero on several occasions. In FY16, the emergency room at ROPH provided a safe haven for approximately 100 instances, helping those seeking refuge from the elements.

### **Cash and In-Kind Contributions**

#### ***Direct Funding***

Direct funding is given to support various community initiatives and events throughout the fiscal year. In FY2016, ROPH funds were donated to organizations such as Catholic Charities, the Human Rights Campaign and the Oak Park-River Forest Infant Welfare Society at a total of \$13,675.

#### ***In-Kind Donations***

In FY2016, Rush Oak Park Hospital provided \$33,163 worth of in-kind donations. Below are some examples:

- *Clean linens for Housing Forward (Formerly Named West Suburban PADS)*  
Rush Oak Park Hospital (ROPH) helps finance the laundering of bedding for Housing Forward, an organization dedicated to transitioning people from housing crisis to housing

stability. In FY2016, approximately 2,300 clients at Housing Forward had clean linens - bedding free of lice, scabies and contagions - thanks to laundry services purchased by Rush Oak Park Hospital.

- *Employee drives*  
Each year, Rush Oak Park Hospital sponsors drives to support local organizations, such as schools and community groups. Drives are conducted by ROPH staff who work with community partners such as the Oak Park-River Forest Lions Club and St. Catherine's Church. In FY2016, employees of Rush Oak Park Hospital impacted the lives of approximately 985 people by conducting drives to collect glasses, school supplies and canned food.
- *Addressing Food Insecurity*  
The Food Surplus Project was created to alleviate food insecurity in our community by redistributing unused food from hospitals to local food pantries. This is a collaborative community effort that arose from a leadership program at Dominican University in nearby River Forest. Representatives from several local organizations, including ROPH, the Oak Park-River Forest Day School, Oak Park-River Forest High School, Thrive Counseling Center and the Oak Park-River Forest Food Pantry, worked together to create the infrastructure of the program and implement strategies to reduce food insecurity.

The need to address this issue in our community was determined by looking at the percentage of students in local schools who qualify for free and reduced meals and assessing the rates of food insecurity in Oak Park and surrounding communities, such as Austin, Berwyn and Forest Park. Participants in the project also evaluated research showing the health risks associated with food insecurity, such as hypertension, high cholesterol and type II diabetes, health issues that seriously affect members of our community.

In FY2016, staff from several departments at ROPH— including nursing, food services and nutrition—gave more than 208 hours to help redistribute food from our hospital to the vulnerable populations that are served at the Oak Park-River Forest Food Pantry. This time was spent planning, undergoing food handler certifications and actually preparing and packaging the food. To facilitate this effort, the hospital invested in a new refrigerator dedicated exclusively to this effort and donated packaging supplies.

This past year, approximately 6,700 meals were given to food pantry clients thanks to these efforts. In addition to food, the Surplus Project sparked another collaborative initiative between the Food Pantry and ROPH, free blood pressure and BMI screenings as well health education and information about available health services in Cook County for follow-up care.

### **Access to Advanced Care Close to Home**

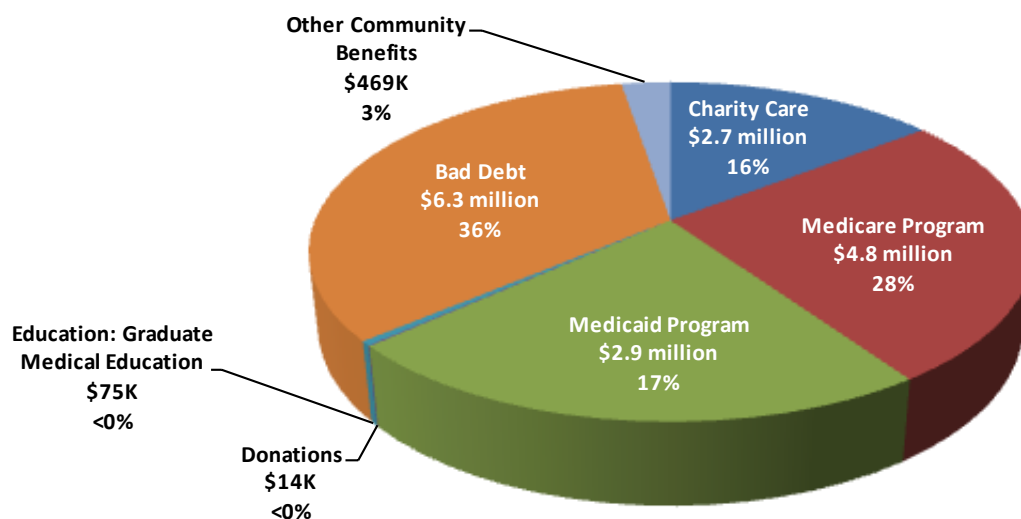
Not only are most of the physicians at ROPH specialists in a particular field of health, the hospital provides access to such advanced services in diabetes care, breast imaging, artery disease and emergency care, among others.

ROPH is the only hospital in the western suburbs that has consistently received a perfect score on the Human Rights Campaign Foundation's Healthcare Equality Index core four criteria, which include patient nondiscrimination, employee nondiscrimination, equal visitation, and staff training around sexual orientation and gender identity/expression.

During the fiscal year, the hospital broadened its scope of medical technologies, including installing a new state-of-the-art MRI and a new GE Nuclear Medicine Camera that went along with a complete renovation of the of the hospital's Nuclear Medicine Services.

With advanced tools in cardiac and stroke care that include telemedicine technology with Rush University Medical Center, ROPH continues to provide top-notch emergency service care. The hospital also continues to be the No. 1 ambulance destination for the villages of Oak Park, Forest Park and River Forest.

## Rush Oak Park Hospital Community Benefit Data Summary



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Community benefit calculations of financial assistance, Medicare and Medicaid are based on uncompensated cost of care, not charges.

<sup>1</sup>The computation of charity care (cost) is based on the filed 2016 Medicare cost report. The Medicare loss and Medicaid loss is based on a ratio of cost to charges utilizing ROPH's filed 2016 cost report. These amounts will differ from the amounts in the footnotes to the audited financial statements as this report reflects more recent and updated costs.

<sup>2</sup>During FY2016, ROPH received payments related to a renewed Provider Assessment Program, which was approved by CMS and administered through the Illinois Department of Health and Family Services. The program was designed to improve Medicaid payments to hospitals. In addition, during FY2015 the ACA Expansion Payment program was initiated by the State which provides additional federal matching payments related to the expansion of Medicaid eligibility per the Accountable Care Act. Without the Provider Assessment Program's additional reimbursement, the FY2016 unreimbursed cost of the Medicaid program would have been \$7.7 million.

<sup>3</sup>The amount of bad debt reported for purposes of the Community Benefit filing includes the provision for uncompensated care write-offs within ROPH. This amount is valued at expected payments written off and not charges.

<sup>4</sup>The amount of charity care reported for purposes of the Community Benefit filing includes only uncompensated care meeting the strict definition of charity care as defined by the Office of the Attorney General in the Community Benefits Act Compliance Information. As defined in the compliance information, "Only the portion of a patient's account that meets the organization's charity care criteria is recognized as charity. Although it is not necessary for the entity to make this determination upon admission or registration of an individual, at some point the entity must determine that the individual meets the established criteria for charity care." Under this definition, if ROPH has not received information from the patient that is required to determine eligibility for charity care under ROPH's policy, any uncollected amount cannot be included in charity care per the Community Benefits Act compliance information.

<sup>5</sup>In the discussion of ROPH's provision of charity care to our patient population, there are several factors which must be considered in addition to the charity care number provided for purposes of the Community Benefits filing to obtain a full understanding of the breadth of charity provided by ROPH. These factors are outlined as follows:

Through utilization of a patient eligibility service, ROPH is extremely proactive in enrolling patients who arrive at the hospital without insurance coverage into various state and federal programs that provide health insurance coverage. The maintenance of this service for our patients has a significant impact on decreasing the amount of charity care provided. In addition to achieving appropriate, available coverage for our patient's medical services, this eligibility service also obtains eligibility for SSI or SSA benefits for applicable patients. Guiding the patient through this often time consuming and arduous process is extremely beneficial to the patient, as once SSI/SSA eligibility is approved, the patient will begin receiving a monthly assistance check that provides a benefit well beyond their health care at ROPH.

Due to the process that ROPH and other hospitals must facilitate to prove a patient's eligibility for discounted or free care, the precise amount of charity care often can be indistinguishable from other categories of uncompensated care. Without the cooperation of the patient in providing appropriate documentation, ROPH cannot correctly distinguish patients who meet the defined charity care policies and appropriately categorize those individuals as charity care write-offs. Instead, these patient cases are frequently classified as bad debt write-offs due to a lack of support information. This creates a reported charity care amount that is not representative of the true amount of free care provided to low income and indigent patients. During FY2013, ROPH started preparing a detailed analysis of patients who completed charity care applications and the results of the application process. Below is a summary of this analysis for FY2016:

<b>Category</b>	<b>Approved Patient Applications</b>	<b>Pending Patient Applications</b>	<b>No Response Patient Applications</b>
Charity Care (100% write-off): Number of Patients	456	118	310
Charity Care (100% write-off): Write-Off Amount	\$ 2,054,145	\$117,519	0
Limited Income (75% Write-Off Amount): Number of Patients	37	0	0
Limited Income (75% write-off): Write-Off Amount	\$53,093,79	0	0
Presumptive Charity Care (100% write-off): Number of Patients	4,483	0	0
Presumptive Charity Care (100% write-off): Write-Off Amount	\$8,176,393	0	0

The above amounts represent charges written-off. Only the cost of providing these services can be included as charity care per the definition required in this filing. (Note: In 2014, ROPH established a presumptive care charity care program, so that in the event patients without insurance do not inform us or

apply for financial assistance, we may extend charity care for that episode of care. For FY2016, the total of the presumptive charity care write-offs was \$8,176,392.98 with 4,483 approved cases.

<sup>6</sup>In recognition of the need to simplify policies, expand assistance to the growing population of uninsured and remain compliant with State law, ROPH increased the discount for all Illinois patients without insurance to 68%. Non-Illinois residents who do not have health insurance automatically qualify for a 33% discount. This discount is immediately given to all individuals without insurance regardless of whether a request was made for financial assistance. In addition, ROPH assists families with limited incomes, defined as annual income less than 400% of the federal poverty level, with a discount of 75% and a catastrophic policy for patients with large medical bills was added with discounts up to 75%. ROPH also formalized an annual review of these policies, implemented a formal communication plan to all staff at ROPH and assigned accountability for communication to patients.