Rush Oak Park Hospital
Community Benefits Report FY2014

Bruce Elegant
President and CEO
Rush Oak Park Hospital
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Message from the President/CEO of Rush Oak Park Hospital

Rush Oak Park Hospital (ROPH) is committed to ensuring that all patients receive quality health care. We are also dedicated to building a healthier community around us. For more than a century, ROPH has strived to meet and exceed the needs of our community and provide exceptional, compassionate care. Our goal remains to continue on that path, strengthening our ties with our community through targeted outreach programs.

Aiding the uninsured and covering costs not fully reimbursed by Medicaid and Medicare are only two of ROPH’s contributions to our community.

We also offer annual health fairs and free health screenings, and our nursing department continues to have a strong relationship with local colleges, Dominican and Resurrection universities. Like our partner, Rush University Medical Center, we are dedicated to providing an assortment of benefits.

You are invited to read further and learn more about how ROPH is continuing to strengthen and invest in our community.

Bruce Elegant  
President and CEO  
Rush Oak Park Hospital
Organizational Information

For more than 100 years, Rush Oak Park Hospital (ROPH) has been dedicated to providing exceptional and compassionate healthcare to its surrounding community. ROPH is a community hospital consisting of 237 beds located in Oak Park, Illinois, and is affiliated with the Rush System for Health with full management by Rush University Medical Center. ROPH is a valuable healthcare asset to the near western suburban area.

The ROPH campus includes the Center for Rehabilitation, one of the few acute rehab centers in the area, managed by Marianjoy Rehabilitation Hospital; the Breast Center; state-of-the-art Interventional Radiology and Surgical suites; a comprehensive Emergency Department, staffed with a board-certified physician 24 hours a day; and a comprehensive Center for Diabetes and Endocrine Care with an American Diabetes Association-Recognized Education Program and board-certified endocrinologists.

The campus also is home to the 135,000 square-foot Rush Medical Office Building, which houses an advanced MRI operated in cooperation with Oak Park Imaging Services, LLC; the Rush Pain Management Center; the Rush Outpatient Pharmacy; and about 30 medical offices. Off-campus, the Rush Oak Park Physicians' Group has practices in Oak Park, Hillside, Elmwood Park and North Riverside.

Community Needs Assessment and Community Engagement Plan

Since 2007, ROPH has conducted a community benefits report that highlights the many ways in which ROPH serves its community. In fiscal year (FY) 13, 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 Rush Oak Park Hospital 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 Impact Plan (see Appendix E of the main report) was developed for FY 14 – 16 to address 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 community resources exist that address these needs.
ROPH’s Community Health Impact Plan includes:

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

**Investing in the Community**

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, health promotion and education endeavors, and volunteer opportunities, 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, 2014 was $12,743,040.00

**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, cost not covered by Medicare or Medicaid, and unrecovered patient debt. ROPH provided $12,139,451.00 in unreimbursed care to patients in FY 2014. The breakdown of this care is below.

- **Charity Care total - $4.674 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 68 percent discount off the hospital charges to all uninsured patients.

- **Costs not covered by Medicare or Medicaid - $4.676 million:** This community benefit includes financial losses associated with participation in Medicaid and other government programs.

- **Unrecoverable patient debt - $2.788 million:** This community benefit includes expected payments that were not made for health services that ROPH provided.
Direct Funding

Direct funding is given to support various community initiatives and events throughout the fiscal year. In FY 2014, ROPH funds were donated to six organizations such as the YMCA and Catholic Charities at a total of $15,450.00.

Outreach Health

ROPH invested $603,569.00 in community health services during FY 14 through implementing and coordinating community outreach programs and other health services. Examples of these programs are below.

- **Age-WISE**: Nearing its 20th-year in existence, ROPH’s Age-WISE (soon to be renamed) program offers older adults and their families a comprehensive resource for current information and support of health-related issues. Today, the program includes a more holistic approach that provides health education classes, support groups and screenings for common health problems for all adult ages. The program’s initiative is to prevent, detect and treat diseases early by identifying unmet health care needs in the community.

  The clinical health screenings the program provides range from diabetes, prostate, cholesterol and thyroid blood tests to glaucoma, skin cancer and bone density. The free lab work is invaluable for the uninsured, and follow-up for participants with abnormal results has led to early intervention.

- **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 FY2014, the annual diabetes health fair provided free health screenings to more than 170 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 Classes**: Throughout the year, ROPH offers a valuable array of health education classes. In FY2014, ROPH drew more than 700 attendees to these classes that include such things as the Arthritis Foundation exercise programs and healthy heart sessions. Other community outreach health programs included classes on dementia and Alzheimer's disease, chronic heart disease, osteoporosis, nutrition, the advances in cataract and laser surgery, the effects of smoking, and the causes and treatments of depression.

- **Project Lifestyle Change**: For the fourth 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, 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.

Community Service

ROPH encourages volunteerism among our physicians, employees and administration. From career planning and job fairs put on by the Human Resources Department and the Nursing Administration to the hospital’s annual Food Drive for Forest Park’s St. Eulalia’s Food Pantry and the December Toy Drive, ROPH prides itself in supporting the community in other ways other than providing exceptional health care.

Continued Commitment

Rush Oak Park Hospital is currently planning more events to promote wellness as part of our ongoing commitment to the community. Through community outreach, ROPH will continue to address important health topics such as heart and vascular disease, cancer and prostate health as well as diabetes and other thyroid-related disorders. In the coming year, experts from ROPH will offer lectures regarding common concerns, including how to handle household health emergencies and issues specifically related to women’s and men’s health. And because keeping fit is instrumental in maintaining a healthy weight as well as keeping hearts and minds strong, ROPH will be hosting exercise classes for the community.

Sharing knowledge and expertise

ROPH works closely with Rush University College of Nursing to provide clinical placements for their nursing students. In addition, ROPH has built a steadfast relationship with local colleges, Dominican and Resurrection universities, providing clinical rotations for nursing students. Whether it’s in the form of serving as an instructor, board member or general consultant, members of ROPH’s nursing and leadership departments also provide knowledge and input to both the Department of Nursing at Dominican University and Resurrection University’s College of Nursing.

Serving on the board of directors of the Oak Park River Forest Infant Welfare Society, a family-centered medical home providing medical, dental and behavioral health services to underserved children, ROPH President/CEO Bruce Elegant brings his keen expertise and vast knowledge in healthcare administration to the table.

“We have strengthened our partnership with ROPH over the past few years and he has been an advocate for our mission in providing unfettered access to healthcare services to the children in our community,” said Elizabeth Lippit, executive director of the Infant Welfare Society Children’s Clinic, of Elegant in a press release issued in September of 2014. “We appreciate his insights as we continue to strengthen our organization in the changing healthcare marketplace.”
ROPH also provides an environment for community volunteering. Our volunteers play an integral role in the day-to-day operation of the hospital by supporting staff, assisting patients and visitors, and serving as goodwill ambassadors to the community. From college students to retirees, community members are provided the opportunity to explore the health care industry by working in such areas as therapy, emergency services and rehabilitation, among many others.

**Building Advanced Care Close to Home**

Year after year, ROPH's surgical, rehabilitation, diagnostic, and diabetic and endocrine care meet the growing needs of the communities we serve. Other advanced services ROPH provides the community includes our Rush Radiation Therapy Center and our Emergency Department.

The Rush Radiation Therapy Center at ROPH provides cancer patients with advanced treatment that destroys tumors, minimizes side effects and improves patients' quality of life. The center’s central location in the community is a welcome advantage for radiation patients whose therapy often consists of multiple treatments over an extended period of time. The center consists of renowned radiation oncologists who practice both at Rush University Medical Center as well as ROPH.

Reducing unnecessary waiting in the emergency room is always a priority at ROPH. In a study of data for a Crain’s Chicago Business story published in May of 2013, ROPH’s ER was found to have the fastest times among city and suburban hospitals. Crain’s analysis—which contained data provided by the U.S. Department of Health and Human Services—included 176 Illinois hospitals and represented the time from check-in to discharge. The success in low ER wait times and improved patient care is attributed to ROPH’s triage system that helps identify which patients need to be treated first and a fast track method for those patients with non-life-threatening conditions. The Emergency Department at ROPH strives to provide not only fast care, but the best quality care possible.

**Community Benefit Data Summary**

<table>
<thead>
<tr>
<th>FY2014 Community Benefit Cost Mix Breakdown</th>
<th>Footnotes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Assistance (at cost)</td>
<td>$4,674,187 37%</td>
</tr>
<tr>
<td>Unpaid Cost - Medicaid</td>
<td>$ - 0% 1</td>
</tr>
<tr>
<td>Unpaid Cost - Medicare</td>
<td>$4,676,981 37% 1</td>
</tr>
<tr>
<td>Bad Debts</td>
<td>$2,788,283 22% 3</td>
</tr>
<tr>
<td>Community Health Services</td>
<td>$603,569 5%</td>
</tr>
<tr>
<td>Total</td>
<td>$12,743,030 100%</td>
</tr>
</tbody>
</table>

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

*Footnote # 1:* The computation of charity care (cost) is based on the filed 2014 Medicare cost report. The Medicare loss and Medicaid loss is based on a ratio of cost to charges utilizing ROPH’s filed 2014 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.
Footnote #2: During FY2014, ROPH received payments related to a Provider Assessment Program, which was approved by CMS and administered through the Illinois Department of Health and Family Services. The six-year program (2009 – 2014) was designed to improve Medicaid payments to hospitals. Without the Provider Assessment Program’s additional reimbursement, the FY2014 unreimbursed cost of the Medicaid program would have been $4.753 million.

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

Footnote #4: 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.

Footnote #5: 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 FY2014:

<table>
<thead>
<tr>
<th>Category</th>
<th>Approved Patient Applications</th>
<th>Pending Patient Applications</th>
<th>No Response Patient Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (100% write-off): Number of Patients</td>
<td>840</td>
<td>130</td>
<td>456</td>
</tr>
<tr>
<td>Charity Care (100% write-off): Write-Off Amount</td>
<td>$5,452,353.00</td>
<td>$134,007.00</td>
<td>0</td>
</tr>
<tr>
<td>Limited Income (50% Write-Off Amount): Number of Patients</td>
<td>43</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Limited Income (50% write-off): Write-Off Amount</td>
<td>$43,668.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Presumptive Charity Care (100% write-off): Number of Patients</td>
<td>6,021</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Presumptive Charity Care (100% write-off): Write-Off Amount</td>
<td>$12,351,300.00</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

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 FY2014, the total of the presumptive charity care write-offs was $12,351,300 with 6,021 approved cases.

Footnote #6: 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 50% 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 70% and a catastrophic policy for patients with large medical bills was added with discounts up to 70%. 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.