Serving the needs of the community has been the mission of Riverside since we opened our doors in 1964. From that time forward our organization has grown in the geography we cover, as well as in the variety of services we offer. But what has not changed is our commitment to meeting the needs of those we serve. As president and CEO of Riverside Healthcare, I am proud to lead an organization that has community need as its guide.

The information and numbers contained in this report highlight a remarkable story of the extraordinary efforts of many men and women committed to making better lives for those who live here, regardless of economic standing. And it shows how Riverside works with other organizations to ensure we are addressing the area’s most significant health issues.

This Community Benefit Report and Assessment Update shows that as an organization, Riverside provided over $57 million in community benefit in 2018 and nearly 300,000 patient encounters. This devotion to ensuring all who reside in our communities have what they need to be at their best for themselves and their families is not only evident on the pages of this report, but also in how our employees live the Riverside mission every day.

It is our hope you’ll take a moment to review this information to gain a better understanding of just how Riverside is making a positive difference in the lives of people every day.

It is our privilege and our purpose.

Phillip Kambic President and CEO
Riverside Healthcare is a not-for-profit healthcare institution located in Kankakee, Illinois, and is part of a fully integrated healthcare system serving the needs of patients throughout five Illinois counties including Kankakee, Iroquois, Livingston, Will, Grundy and parts of Western Indiana. Riverside Medical Center, as the focal point of the healthcare system, is 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 are a multi-year Healthgrades® Distinguished Hospital for Clinical Excellence Award recipient as well as a ten time recipient of Watson Health’s 100 Top Hospitals® award. Riverside’s commitment to providing access to quality care throughout the communities we serve is evidenced by our numerous Riverside community, primary and specialty health centers and campuses 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, as well as an outpatient campus in Bourbonnais, featuring an oncology and radiation center, diagnostic center, outpatient surgery center and a medically-based wellness center. Additionally, Riverside has health clinics in five communities throughout the region.

**About Riverside Healthcare**

**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.

**Your Heart’s in the Right Place**
In Kankakee County and the surrounding medical service area, Riverside Healthcare provides vital health care services 24 hours a day, seven days a week, 365 days a year. Riverside 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 2018, Riverside had over 3,100 employees representing 2,351 full-time equivalent employees. Staff come from 167 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 2018, secondary jobs generated annually from operating activities of Riverside were 2,514 jobs and the total employment impact was 5,003 jobs.

Riverside spent approximately $31.3 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 261 construction jobs in 2018. 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 245 jobs and a total employment impact of 506 jobs due to construction activities. In 2018, the total employment impact of Riverside on Kankakee County was 5,003 jobs from operations and 506 jobs from construction, for a total employment impact of 5,509 jobs.
Assessment Update and Community Benefits Plan

Riverside Healthcare is pleased to submit the enclosed community benefit and 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 into 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.

Riverside partners with the Kankakee County Health Department, AMITA St. Mary’s Hospital, The United Way of Kankakee and Iroquois Counties and representatives from multiple other areas within the community to provide leadership, staffing and funding in the Partnership for a Healthy Community. The Partnership contracts with the Illinois Public Health Institute to facilitate the Community Health Needs Assessment (CHNA) including identification of community priorities and the development of action plans. For this most recent CHNA, the group began in 2017 and continued through 2018 to develop a refreshed plan for 2019-2021. This document articulates not only Riverside’s community benefits, but also its support for these community-identified priorities:

COMMUNITY HEALTH PARTNERSHIP PRIORITIES:
Access to Care:
To improve community member access to health and medical services where, when and in ways they are needed most.

Behavioral Health:
To increase awareness and education and provide access to mental health and substance abuse services to members of the community.

Employment and Education:
To invest in job skill training for employees for formal education and certifications.

As part of Riverside’s commitment to the region and in conjunction with the Partnership for a Healthy 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 continues to make great strides and touches many lives to fulfill the mission of the Community Health Partnership. There has been significant progress in improving access to healthcare services and providing for those dealing with mental health and substance abuse in the community as well as expanding employment and education. The vision to create a strong, healthy, and safe Kankakee County is a work in progress. Riverside will continue to commit its resources to further the work of the partnership now and into 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 health priorities with strategies and initiatives deemed to be both supportive and adjunctive to the Community Health Plan.

Health Care Impact in the Community

Summary of Quantitative Benefits

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
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<tbody>
<tr>
<td>Subsidized Health Services</td>
<td>$35,390,556</td>
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<tr>
<td>Uncompensated Care</td>
<td>$11,302,140</td>
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<tr>
<td>Government Sponsored Indigent Health Care</td>
<td>$5,524,427</td>
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<tr>
<td>Charity Care</td>
<td>$3,650,354</td>
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<tr>
<td>Volunteer Services</td>
<td>$771,474</td>
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<tr>
<td>Education</td>
<td>$295,707</td>
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<tr>
<td>Donations</td>
<td>$85,855</td>
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<tr>
<td>Language Assistance Services</td>
<td>$41,988</td>
</tr>
<tr>
<td>Other</td>
<td>$10,384</td>
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</table>

Total Community Benefit* $57.1 Million

Jan 1 - Dec 1 2018
The income impact of Riverside for 2018 is presented in the middle section of the table to the right. Income (wages, salaries and benefits) paid to Riverside employees was $192.1 million. Applying the hospital income multiplier of 1.67, the secondary income impact was $128.7 million and the total income impact was $320.8 million. Construction projects paid workers an estimated $15.7 million in income, which occurred only during the construction year(s). The construction income multiplier of 1.57 resulted in $8.9 million in secondary income impact and $24.6 million in total income impact from construction activities in 2018. The total income impact from Riverside in Kankakee County in 2018 from both operating activities and construction activities was $345.4 million.

Finally, the impact of Riverside on retail sales and sales tax was estimated for 2018. From the $345.4 million in total income impact generated from Riverside operations, retail sales are estimated at $154.0 million, resulting in $9.6 million in Illinois state sales taxes of 6.25 percent. From the $24.6 million in total income impact generated from Riverside construction, retail sales are estimated at $11.8 million, resulting in an estimated $0.8 million in Illinois state sales taxes of 6.25 percent. When combining the total estimated retail sales from both operations and construction of $165.8 million, using the Illinois state sales taxes of 6.25 percent, the resulting state sales taxes were estimated to be $10.4 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, Riverside 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 . . .
Our Most Recent Achievements

WATSON HEALTH 100 TOP HOSPITALS®
Ten-Time Recipient!

Riverside Medical Center is one of the Watson Health 100 Top Hospitals® 2019 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 financially stability.

HEALTHGRADES AMERICA’S 100 BEST HOSPITALS

Riverside Medical Center was named by Healthgrades as one of America’s 100 Best Hospitals. This distinction recognizes Riverside in the top two percent of more than 4,500 hospitals nationwide for our consistent, year-over-year superior clinical performance.

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 about 7% of healthcare organizations in the United States for nursing excellence. Riverside first achieved the prestigious designation in 2011 and has recently received redesignation in 2016.

HEALTH CARE’S MOST WIRED®

Riverside Medical Center has been designated as a 2018 Health Care’s Most Wired® Hospital by the American Hospital Association’s (AHA) Health Forum. According to the results of AHA Health Forum’s 19th Annual Health Care’s Most Wired® Survey, Most Wired hospitals are using smartphones, telehealth and remote monitoring to create more ways for patients to access health care services and capture health information.

ILLINOIS’ AND AMERICA’S HEALTHIEST EMPLOYERS

Riverside has been recognized as one of the 100 Best Places to Work in Healthcare by Becker’s Hospital Review since 2012 and was selected from more than 5,000 employers throughout the nation as one of America’s Healthiest Employer five times.

riversidehealthcare.org/awards
Awards and Recognition

Riverside’s Healthgrades Achievements

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.

Consistently ranked among the top hospitals in the nation, Riverside Medical Center recently received the 2018 Distinguished Hospital Award for Clinical Excellence™ for the fifth year in a row. 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. In 2018, Riverside received the Healthgrades Outstanding Patient Experience Award. Riverside’s commitment to remarkable patient experiences and excellent care is well-recognized. Riverside was also named one of Healthgrades America’s 100 Best Hospitals for Cardiac Care and received 5-star ratings in Heart Attack, Heart Failure, Coronary Intervention, and Valve Surgery.

Riverside has received the following Healthgrades distinctions:

**Distinguished Hospital for Clinical Excellence™**

**Outstanding Patient Experience Award™**
- Among the Top 15 percent of hospitals nationwide for patient experience (2017, 2018)

**Cardiac**
- Healthgrades America’s 100 Best Hospitals for Cardiac Care™ (2018)
- Healthgrades Cardiac Care Excellence Award™ (2018–2019)
- Five-star recipient for Cardiac Interventional Procedures (2017–2018)
- Five-star recipient for Treatment of Heart Failure for 6 years in a row (2014–2019)
- Five-star recipient for Treatment of Heart Attack (2017-2018)
- Five-star recipient for Valve Surgery (2017-2018)

**Critical Care**
- Pulmonary Care Excellence Award
- Five-star recipient for Treatment of Sepsis for 7 years in a row (2013–2019)
- Five-star recipient for Treatment of Respiratory Failure for 10 years in a row (2010–2019)
- Five-star recipient for Treatment of Pneumonia 5 years in a row (2015–2019)
- Five-star recipient for Treatment of Pulmonary Embolism for 4 years in a row (2015–2018)

**Gastrointestinal**
- Five-star recipient for Colorectal Surgeries for 5 years in a row (2014–2018)

**Orthopedic**
- Five-star recipient for Total Knee Replacement for 10 years in a row (2008–2017)
- Five-star recipient for Hip Fracture Treatment for 7 years in a row (2012–2018)

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

68.9% of Riverside’s services are provided to the elderly and the poor—some of the area’s most vulnerable citizens.

Riverside serves the Illinois counties of Kankakee, Will, Iroquois, Livingston, Grundy and beyond. Riverside’s primary service area, Kankakee County has a population of 110,024 and includes the communities of Bradley, Bourbonnais, Kankakee and Manteno. The racial makeup of the county is 81.3 percent White, 15.1 percent Black or African American, 10.6 percent Hispanic or Latino and 0.4 percent Native American. The median household income is $56,542 and 15.0 percent of the population lives below the poverty line.

More than 32.1 percent of individuals living in Kankakee are below poverty level, which exceeds the State of Illinois average of 12.6 percent. The racial makeup of the city is 53.5 percent White, 39.4 percent Black or African American, 18.3 percent Hispanic or Latino and 0.9 percent Native American. The median household income is $35,601, well below the Illinois average of $61,229.

The 2018 County Well-Being Index 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.

In 2018, Riverside treated 110,805 Medicaid patients, many for highly complex diagnoses requiring care at significant cost. Medicare and Medicaid do not cover the full cost 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.

Demographic Data Resources:
1American Community Survey 2013-2017
Statistical information for primary and secondary service areas

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<td>15.0%</td>
<td>7.5%</td>
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<tr>
<td>Ford</td>
<td>13,264</td>
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<tr>
<td>Grundy</td>
<td>50,972</td>
<td>$71,598</td>
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<td>5.8%</td>
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<tr>
<td>Iroquois</td>
<td>27,604</td>
<td>$48,857</td>
<td>12.9%</td>
<td>6.5%</td>
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<td>Livingston</td>
<td>35,761</td>
<td>$54,339</td>
<td>12.8%</td>
<td>5.5%</td>
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<tr>
<td>Will</td>
<td>693,310</td>
<td>$80,782</td>
<td>7.0%</td>
<td>6.0%</td>
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<tr>
<td>State of Illinois</td>
<td>12,741,080</td>
<td>$61,229</td>
<td>12.6%</td>
<td>7.4%</td>
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Data Resources: American Community Survey 2013-2017

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<tbody>
<tr>
<td>Kankakee County</td>
<td>81.3%</td>
<td>15.1%</td>
<td>10.6%</td>
<td>0.4%</td>
<td>$56,542</td>
<td>15.0%</td>
</tr>
<tr>
<td>City of Kankakee</td>
<td>53.5%</td>
<td>39.4%</td>
<td>18.3%</td>
<td>0.9%</td>
<td>$35,601</td>
<td>32.1%</td>
</tr>
</tbody>
</table>

65% of Riverside services provided to elderly/poor. In 2018, Riverside treated 110,805 Medicaid cases.
Community Benefits Activity Summary for 2018

The Community Benefits Activity Summary for 2018 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, AMITA 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.

Riverside Healthcare Community Health Centers: Riverside owns and operates more than 32 community health clinics and provider offices located in Kankakee, Bourbonnais, Manteno, Frankfort, Manhattan, Dwight, Momee, Momence, Hopkins Park (Pembroke Township), Wilmington, Coal City, Gilman and Watseka. The health clinics employ more than 170 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, Momence and Kankakee Community Health Centers’ primary objective is to extend the reach of Riverside 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.

Number of individuals served by the Hopkins Park, Momence and Kankakee clinics: 10,715
Unreimbursed cost: $1,764,372

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

Number of individuals served: 6,544
(not including community events)
Unreimbursed cost: $3,997,898

Healthcare Education and Training: Riverside affiliates and collaborates with more than 84 organizations to grow future workers in both clinical and nonclinical professions across the region.

In support of developing future nurses for our region, 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 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.
Ongoing needs

To address the ongoing need for healthcare professionals, Riverside collaborates with many colleges and universities for both undergraduate and graduate degree programs from our immediate community. The majority of student experiences are placed from Olivet Nazarene University and Kankakee Community College’s entire spectrum of healthcare programs from nursing to respiratory care, radiology, physical therapy assistant and lab staff. Riverside places nursing students throughout the entire system in medical-surgical, telemetry, pediatrics, critical care areas, perioperative services, behavioral services, emergency services, senior life, rehabilitation, Riverside Medical Group, and obstetrics/labor and delivery. In addition, Riverside also develops the skills and advances the training of other healthcare and nonclinical degree-seeking professionals from a variety of colleges and universities including Governors State University, Joliet Junior College, Southern Illinois University, Eastern Illinois University and more. Educational affiliation experiences provide for undergraduate and graduate degree work in: laboratory, radiology, social work, medical assisting, health information management, marketing, business and health care administration, instructional design, health education, 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 in addition to Riverside staff providing local and regional presentations on healthcare occupations to local junior high/middle school and high school students.

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 and growing patient population combined with retirement of staff, there remains a need to grow healthcare workers in the United States and fill talent pipelines for healthcare organizations to meet the needs of our community.

Number of individuals served: 1,710
Unreimbursed cost: $295,707

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 2018, Riverside recruited 13 new physicians and 12 advanced practice providers to the area.

Number of new providers (including physicians and advanced practice providers): 25
Unreimbursed cost: $973,341

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 2018 with over 170 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 over 170 providers representing 24 specialties and with locations throughout five counties, RMG continues to expand to meet the changing needs of the communities Riverside serves.

Specialties include:

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

In 2019, 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 for communities.
Wellness and 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.

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 3D mammograms for all, including the uninsured, impoverished and needy.

Riverside continued its awareness emphasis on early detection of lung cancers throughout the year by participating in educational events, 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, breast cancer, heart disease, peripheral artery disease, diabetes and more.

Resolve Center: In addition to the main Medical Center in Kankakee, Riverside operated the Resolve Center in Manteno, an 18-bed licensed residential substance abuse program for adolescent boys with associated outpatient services, until December 2018. The program, which is now operated by another community healthcare provider, 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: 1,969
Unreimbursed cost: $1,286,470
**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 EMC 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 2015. Staff training and exercises were utilized during the year, along with the use of the STARCOM radios, CEMP computer system, Red Cross Patient Connection, disaster victim registration, family reunification log, internal surge plan, Illinois HELPS as well as HICS forms. This exercise planning was a collaborative effort with many community agencies.

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 2015. Riverside staff also participated in several statewide, IDPH and FEMA disaster exercises, including mass fatality, Braidwood nuclear tabletop exercise, 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, AMITA 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:** $5,930

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**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.

**Riverside Cancer Institute:** Riverside established the Riverside Cancer Institute in collaboration with Rush University Medical Center. In 2004, Riverside opened the Betty Burch Bridgewater Center for Radiation Therapy at Riverside’s Bourbonnais Campus and expanded its Medical Oncology Center into a 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.

In 2015, Riverside united all members of the cancer care team, as well as treatments, technologies and support under one roof at the new home for the Riverside Cancer Institute located in Bourbonnais. The 8,300 square foot site created a universal center of excellence in treatment uniting all aspects of cancer care together including medical oncology, radiation therapy, chemotherapy, infusion therapy, lab services, pharmacy and wellness services for the benefit of patients and families. In addition, the Institute has provided convenient access to cancer treatment services with visiting cancer care specialists from Riverside Medical Group at the campuses in Frankfort and Watseka.

The Riverside Cancer Institute continues to be an Accredited Community Cancer Program with Silver-Level Commendation through the Commission on Cancer, a cancer care quality program.

The program addresses the high cancer death rate of Kankakee County residents. Kankakee County’s age-adjusted cancer deaths per 100,000 standard population is 197.3, significantly higher than the national average (174.1) and the Illinois average (181.3).

**Number of individuals served:** 8,793

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**Riverside Heart & Vascular Institute:**
Cardiovascular disease was the leading cause of all deaths (25.6 percent) in Kankakee County in 2015. Since opening in November 1999 to meet this critical need in the community, the Riverside Heart & Vascular 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.

With Kankakee County, the rate of death due to coronary heart disease per 100,000 standard population is 217.6. This rate is significantly higher than Illinois (134.2) and the national average (134.7).

**Number of individuals served:** 2,838

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6 Illinois Department of Public Health 7 Centers for Disease Control and Prevention
Appointed to Medical Staff

Total: 37

Tu Cao, DO
Amanda Harwood, DPM
Yvonne Moreno, MD
Josefina Batista, MD
Mary McCrate, MD
Kenya Frazier, MD
William Carson III, MD
Jonathan Cotton, MD
Lanetta Coleman, MD
Akhimanyu Beri, MD
Matthew Walsh, MD
Nancy Hammond, MD
Christina Kim, MD
Alyssa Pabalan, DO
Timothy Damrow, MD
John Vasko, MD
Margarita Mankus, MD
Christopher DeNucci, MD
Seth Clifford, DO
Carlos Anaya, MD
Samrat Khanna, MD
Malak Elsheikh, MD
Konrad Bienia, MD
Gaston da Costa, MD
Christina Foreman, MD
Susan Wang, MD
Andrew Toftoy, MD
Shiva Shashidharan, MD
Taruna Madhav-Crawford, MD
David Dusek, MD
Muhammad Marwali, MD
Clifford Kavinsky, MD
Suzanne Aquino, MD
April Szafran, MD
Jessica Shin, MD
Joshua Miller, MD
Janis Rosenfeld-Barbash, MD

Cardiovascular Disease 1/23/18
Podiatry 1/23/18
Radiology 1/23/18
Pediatrics 1/26/18
Radiology 1/29/18
Emergency Medicine 3/7/18
Radiology 4/5/18
Orthopedic Surgery 4/17/18
Obstetrics & Gynecology 4/17/18
Electrophysiology 4/26/18
Anesthesiology 5/16/18
Neurology 5/31/18
Pediatrics 6/22/18
Emergency Medicine 6/25/18
Family Medicine 6/25/18
Emergency Medicine 6/29/18
Pediatrics 6/29/18
Radiology 6/29/18
Emergency Medicine 7/6/18
Pediatrics 7/17/18
Pulmonary Medicine 7/17/18
Infectious Diseases 7/17/18
Radiology 8/7/18
Neurology 8/13/18
Emergency Medicine 8/27/18
Radiology 8/27/18
Orthopedic Surgery 8/31/18
Cardiovascular Disease 8/31/18
Orthopedic Surgery 8/31/18
Radiology 8/31/18
Electrophysiology 9/18/18
Cardiovascular Disease 9/18/18
Radiology 9/18/18
Urology 9/21/18
Orthopedic Surgery 9/21/18
Orthopedic Surgery 10/9/18
Radiology 11/15/18

Non-Physician Providers Appointed to Staff

Total: 21

Nichelle Bush, CNP
Shambre Chambers, CNP
Tara Campo, CNP
Devon Saini, PA
Tammy Ryan, CNP
Michelle Axium, CNP
Melissa Ortega, CNP
Olga Banys, PA-C
Jena Martis, CNP
Kim White, CNP
Natalie Palka, CNP
Elaine Papineau, CNP
Michele Knappe, CNP
Amber Knappe, CNP
Kyle Kalchbrenner, CNP
Marisa Schrum, CNP
Stefanie Lem, PsyD
Ashley Parks, CNP
Sarah Leveque, CNP
Jenna Sarna, CNP
Carly Kaminke, PA

Emergency Medicine 1/3/18
Family Medicine 1/15/18
Internal Medicine 1/15/18
Orthopedic Surgery 1/23/18
Internal Medicine 1/23/18
Emergency Medicine 1/26/18
Family Medicine 3/16/18
Emergency Medicine 4/12/18
Family Medicine 6/14/18
Internal Medicine 6/22/18
Internal Medicine 6/29/18
Internal Medicine 7/17/18
Emergency Medicine 7/17/18
Family Medicine 8/31/18
Infectious Diseases 8/31/18
Family Medicine 9/18/18
Psychiatry 9/21/18
Cardiovascular Surgery 11/8/18
Family Medicine 12/4/18
Internal Medicine 12/5/18
Orthopedic Surgery 12/6/18
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 Club, Parkinson’s Support Group, KC-CASA, 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, lung cancer, heart disease research, United Way and others by providing funding and staff resources.

Providing staffing, ambulance service and first aid to numerous community events, such as: Pembroke Rodeo, Good Shepherd Manor Fest, St. Anne Pumpkin Fest, Ashkum Homecoming, Momence Glad Fest, Kankakee County Fair, Chicago Bears Training Camp and many other community events.

For Riverside’s full guidelines, please visit riversidehealthcare.org

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 may offer presumptive financial assistance for uninsured patients who demonstrate one or more of stated presumptive eligibility criteria (for criteria, please see riversidehealthcare.org). 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.
Riverside’s Community Health Needs Assessment Implementation Plan 2019–2021

PRIORITY #1: ACCESS TO CARE
Prevention and Primary Care
Riverside will increase access to care in the community by actively recruiting primary and specialty care providers to the Riverside Medical Group, educate and encourage preventative services for patients, and leverage technology through tools like MyChart and video visits to enhance patient/doctor communication and accessibility.

Social Determinants
Consistent with the Democracy Collaborative’s Anchor Mission Playbook, Riverside will continue to measure and improve its positive impact through local sourcing, local hiring, and place-based investing. Further, we will convene and collaborate with other similarly-minded, local anchor institutions to share best practices and encourage similar benefit to the community by others.

Chronic Disease
As the region’s leader in services treating the most prolific chronic diseases, Riverside will further support the area’s largest multi-disciplinary cardiovascular team with a multi-million-dollar catheterization lab investment and continued expansion of our Heart Failure Clinic, with expanded community education, screenings, promotion, and accessibility of our Oncology Services, and with the ongoing commitment to stroke prevention and care from our neurologists and neurosurgeons. Also, Riverside will continue to lead the community in diabetes education, treatment, and prevention efforts and with programs that encourage healthy lifestyles and reduce obesity in children and adults.

PRIORITY #2: BEHAVIORAL HEALTH
Substance Use
Riverside will continue as a leader in securing grant funding for substance abuse initiatives. In collaboration with community partners, Riverside will establish education programs for the prevention of drug use and abuse across the lifespan and will improve access to community-based substance abuse services by initiating the provision of opioid treatment clinics and growing existing programs that assist residents and patients in reducing and eliminating dependence.

Mental Health
Riverside is committed to making Mental Health services more accessible to the community. With the recent launch of a Centralized Intake process for all Behavioral Health Services, Riverside will provide screening, assessment, and referral services to the community linking residents with the appropriate type of treatment and level of care. Riverside will increase the availability of services through continued investment in the recruitment and retention of mental health providers and growth across the full continuum of high-quality inpatient and outpatient services for mental health. To address the increased demand for services caused by readmissions, non-compliance, readmissions, and medication problems, Riverside will employ a discharge planning and aftercare initiative to assist patients in maintaining functioning and sustaining after-treatment gains.

Trauma Awareness and Prevention
Riverside will continue to provide trauma-informed care to children and adolescents and will extend this model to adult services. Riverside will invest in resources to enhance our ability to care for those who have experienced trauma while working collaboratively with local social services organizations to prevent future events. We will partner with community providers and first responders to address their staff education and training needs to improve trauma-sensitive interventions. We will build upon current services which include a SANE-trained nurse in the Emergency Department, active counseling services, and screening questions during well-check exams.

PRIORITY #3: EMPLOYMENT AND EDUCATION
Job Skill
As the region’s largest employer, Riverside will invest in job skill training for employees via internal programs and through philanthropic and organizational scholarships for formal education and certifications.

Employability
Riverside will continually align our orientation and job training to improve the service level of all staff for the betterment of our patients and as an investment in the local workforce.

Career Ladder
Riverside will work collaboratively with local K-12 education and higher education institutions to promote and coordinate practical, dynamic career ladders. As an example, Riverside launched a specific program with Kankakee Community College to advance current entry level employees to CNAs. Further, because of partnerships already in place, Riverside employees benefit from tuition discounts at many area colleges.

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

1. Annual Community Benefit, which in 2018 totaled more than $57 million
2. Riverside’s funding of and leadership for the CHNA and its Action Teams
3. Riverside’s commitment to quality care, which regularly results in national recognition and benefits every patient through every service.
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 with 300 of it’s 325 bed license 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.

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

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 developed new clinical programs and expanded existing programs. During this time, Riverside established the institutes for both cardiovascular and cancer care.

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.

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 this year and is a state-of-the-art facility and program to address the prevalence of sleep disorders in both adults and children. In addition, Riverside’s Wound Center opened and includes advanced wound care including hyperbaric oxygen therapy for difficult wounds.

Throughout 2013 Riverside Medical Group grew 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 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 Riverside Cancer Institute completed the expansion of the radiation center to include the latest in linear accelerator technology. Riverside Senior Life Communities Assisted Living and Memory Care in Bourbonnais opened its doors to provide the most advanced care to aging adults.

2015 was a year of strategic growth and change for Riverside. Ground was broken for the Frankfort Campus and for the expansion of the Riverside Cancer Institute to meet the needs of communities seeking access to quality care in areas close to home. Riverside also embarked on one of the largest, all-encompassing initiatives in the healthcare system’s history—the implementation of Epic, a fully-integrated electronic medical records system to improve patient care and provider communication. The opening of the newly expanded Riverside Cancer Institute brought providers, technology and advanced care together under one roof to provide patients and families with the very best in cancer care.

On January 1, 2016, Riverside brought Epic online and live for higher quality, increased efficiency and collaboration for patients, providers and the entire healthcare system. The Riverside Frankfort Campus opened in April bringing award-winning care and services to communities north of Riverside’s Kankakee home and additional Immediate Care locations were added in Dwight and Manhattan. The seven Immediate Care locations provide health care at the speed of life with extended and weekend hours, and the newly-introduced smart phone app allows patients to see the locations nearest them, view wait times and find directions. Riverside Heart & Vascular Institute realigned award-winning expertise and expanded services to provide patients with the most progressive care and confidence in the area.

In 2017, Riverside completed the capstone project of the East Tower opening the all-private room 5th floor. Riverside’s new East Tower 5th Floor features 42 patient-centered private rooms in 33,000 square feet of space. Another innovative aspect of the East Tower’s 5th Floor is MyChart Bedside. Riverside’s MyChart Bedside is a mobile tablet-based technology that uses ‘touchscreen’ prompts through a secure iPad, giving patients and their families access to a wealth of information and educational resources.

In 2018, Riverside Orthopedic Specialists launched as the region’s only complete orthopedic care. Riverside Medical Group grew to over 170 primary care and specialty providers with locations throughout the region. Access to care became even more widespread with the opening of Riverside Immediate Care’s eighth location. Services and specialties also expanded into facilities throughout communities served.
Riverside Hospital opens
- Robert G. Miller, President and CEO

Senior Living Corporation established

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

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

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

Opening of the Riverside Pavilion

Opening of the Betty Burch Bridgewater Center for Radiation Therapy

Opening of Riverside Medical Plaza

Phillip M. Kambic new President and CEO

#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

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

Magnet® Designation for Nursing Excellence
- Riverside East Tower—Family Birthing Center opens
- Riverside Healthcare Watseka Campus opens
- Fourth year named Thomson 100 Top Hospital

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

1964 – Riverside Hospital opens
1989 – Senior Living Corporation established
1993 – Robert G. Miller retires after 30 years of service
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 Watseka Campus 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 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
- Riverside Cancer Institute expansion completed and opens to the public
2016 – Riverside brings Epic, its fully-integrated electronic medical records system, live and online
- Riverside Immediate Care opens in Dwight and Manhattan
- Riverside Medical Group reaches 140+ providers
- Riverside Medical Center receives Magnet-Redesignation for nursing excellence
- Riverside Heart & Vascular Institute realigns and expands cardiovascular expertise, diagnostics and treatment to benefit our patients
2017 – Added 42 private rooms and advanced technology on 5th floor of the East Tower.
- Established partnership with University of Chicago Medicine for cardiothoracic surgery.
- Opened the Central Intake Department to better serve behavioral health patients.
- Created seventh Immediate Care location in Watseka (opened in January of 2018).
2018 – Riverside Orthopedic Specialists launches as a full service line
- Riverside Ambulance acquires southern market territory
- Riverside Immediate Care in Bradley opens
- Riverside Medical Group reaches 170+ providers
Visit riversidehealthcare.org to learn more about our past, present and the future of healthcare at Riverside.

NOTICE: Riverside Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-815-933-1671 TTY: 1-815-935-3323). Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-815-933-1671 (TTY: 1-815-935-3323).