



Caring for the Heart of This Community.

2025
COMMUNITY
BENEFIT REPORT



The Communities We Serve Shape Who We Are.

That's why every investment we make starts with the people who call this place home.



Philip M. Kambic
President & CEO

At Riverside, remarkable care begins with a commitment to our community. As an independent, not-for-profit health system, every decision we make is guided by one purpose: providing exceptional care close to home.

We continue to invest in advanced technology, specialized expertise, and innovative services so patients can receive the highest level of care without leaving the support of family, friends, and the communities they call home. From complex cardiovascular procedures and comprehensive cancer care to neurosurgery, orthopedic care, behavioral health, and primary care, we are committed to bringing advanced care closer to the people who need it most. This Community Benefit Report reflects that commitment. Behind every number is a person whose life was impacted, a family that found support close to home, and a dedicated team working to improve the health of our communities. As healthcare continues to evolve, Riverside remains focused on investing in services that strengthen our region and ensure patients can access the care they need without traveling far from those who matter most.

Thank you for the trust you place in Riverside. It is our privilege to serve this community, and we remain committed to providing remarkable care, right where you live.

Philip Kambic

For generations, Riverside Healthcare has been committed to strengthening the health of local individuals, families, and communities throughout Kankakee, Iroquois, Will, and Grundy Counties.

As a fully integrated healthcare system, Riverside delivers compassionate, high-quality care through an extensive network of providers and facilities. Its flagship facility, Riverside Medical Center, is a 300-bed, award-winning Level II Trauma hospital that provides nationally recognized inpatient and outpatient services, ensuring advanced care remains accessible close to home.



Our Mission Statement

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.



Our Core Values

Integrity • Excellence • Partnership • Stewardship



Our Vision

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

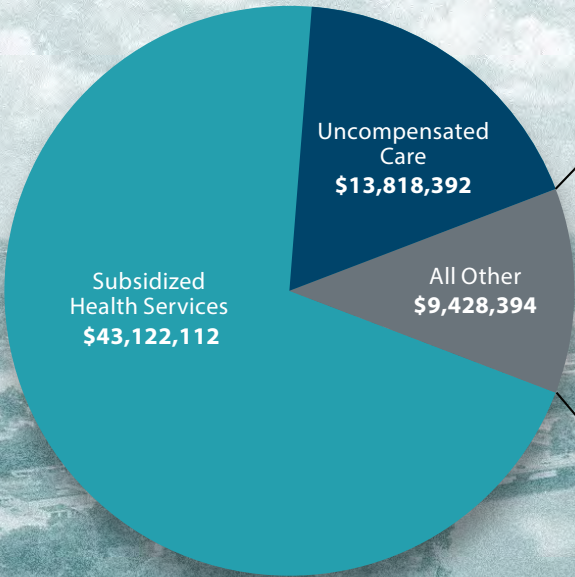
Riverside's Awards and Recognition

Riverside Healthcare is consistently recognized as one of the nation's top hospitals for excellence and patient safety.



Stronger Communities Start With Strong Partnerships.

Riverside's impact reaches far beyond our walls. Riverside is proud to be Kankakee County's largest employer, supporting 3,032 employees and the families, businesses, and communities connected to them.



Government Sponsored Indigent Health Care	\$4,537,766
Charity Care • \$2,224,622	Charity Care in the Emergency Department \$578,619
Financial Assistance	\$1,873,044
Volunteer Services	\$255,660
Language Assistance Services	\$193,155
Donations • \$180,480	
Education • \$161,948	
Other • \$1,719	

You Carry a Lot Every Day.

Financial assistance, community health centers, education, transportation, and physician recruitment help lighten the load.

Through **296,334** Riverside Medical Group office visits in 2025, Riverside helped ensure access to essential healthcare services for the elderly and low-income populations. In total, **70.4%** of Riverside’s services were provided to the elderly and the poor, reflecting the organization’s commitment to serving community needs regardless of a patient’s ability to pay. As a nonprofit healthcare provider, Riverside often delivers care for which it receives partial reimbursement, or no reimbursement at all.



Riverside Community Health Centers • **13,150** Individuals Served — **\$1,953,996**



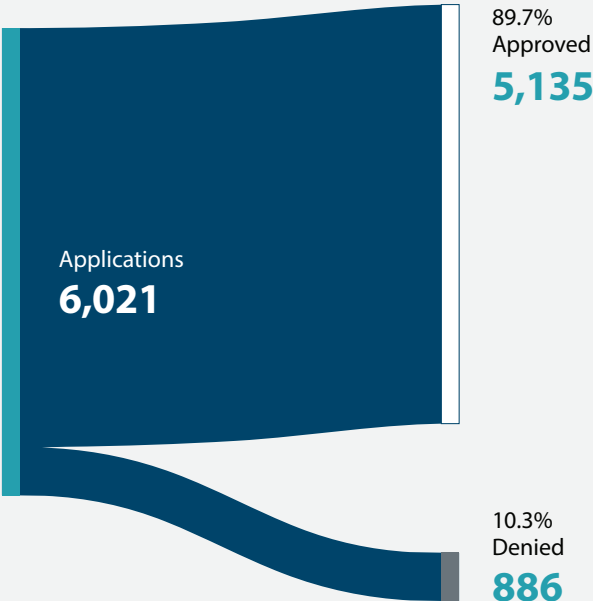
Riverside Ambulance Services • **6,796** Individuals Served — **\$6,510,829**



Recruitment of **25** Physicians — **\$1,062,836**



Healthcare Education and Training • **460** Individuals Served — **\$161,948**



Riverside’s Financial Assistance

Top most frequent reasons for denials

- Patient is eligible for Medicaid
- Application is incomplete
- Patient declined to complete application
- Patient denied over income
- No response from patient

Top most frequent reasons for declining screening

- No response from patient
- Patient refused
- Patient failed to provide information
- Patient was unable due to medical condition
- Patient concerned due to immigration status

1,213 Uninsured patients declined or failed to respond to Riverside’s screening request.

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



Outpatient Visits • 293,262

Emergency Room Visits • 47,440

Inpatient Admission Visits • 10,358

Outpatient Surgery Cases • 7,847

Inpatient Surgery Cases • 2,008

Newborn Deliveries • 974

361,889

**Total
Patient
Encounters**

THE CARE WE PROVIDE

These Are More Than Numbers, They're Stories.

Behind every visit, procedure, delivery, and emergency response is a person, a family, and a community counting on us.

Listening to Our Community. Investing in Its Future.

Because Better Health Starts Long Before a Hospital Visit.

As a member of the Partnership for a Healthy Community, Riverside and community partners identified three top priorities through the Community Health Needs Assessment. Those priorities and their areas of focus are listed below.

1 Chronic Disease

Cancer
Stroke

Respiratory Illness
Alzheimer’s Disease

2 Behavioral Health

Substance Use
Inpatient
Behavioral Health

Trauma Awareness
and Prevention
Outpatient Behavioral Health

3 Social Determinants of Health

Food & Housing
Transportation

Interpersonal Safety
Healthcare Affordability

Service Area Demographics

County	2025 Population	Median Income*	Poverty Rate*	Unemployment Rate*
Kankakee	106,635	71,281	8.7	4.9
Ford	13,406	62,439	6.9	5.5
Grundy	53,219	92,235	4.7	4.6
Iroquois	26,449	66,255	8.4	4.5
Livingston	35,565	73,790	8.2	3.5
Will	701,462	109,984	5.5	4.9
State of Illinois	12,812,508	83,930	8.2	5.8

Local Profile	White	Black	Latino	Native American	Median Income	Poverty Rate
Kankakee County	81.9	16.4	13.8	1.1	71,281	8.7
Kankakee City	53.2	42.5	24.5	0.9	47,514	19.0

*2020 – 2024

The Future We're Planning.

In 2025, Riverside developed its three-year Implementation Plan in response to the Community Health Needs Assessment.

Helping our community prevent, manage, and overcome life's biggest health challenges.

| CARING FOR THE HEART.

The Riverside Heart & Vascular Institute improves the health of our community members by preventing heart disease through advanced screening and education. We will continue to achieve this by partnering with community organizations to host educational events for populations with high risk of developing cardiovascular disease. Additionally, we will host quarterly events with cardiovascular screenings such as blood pressures, lipid profiles, smoking cessation and blood sugars. The Institute offers a wide variety of specialized clinical programs including open heart surgery, interventional cardiology, vascular surgery, cardiac-oncology, heart failure, electro-physiology, wound care, cardiopulmonary rehabilitation and diagnostic services, as well as maintaining a graduate medical education program and research programs. The Heart & Vascular team is proud to offer these high-quality services close to home for our community.

| IDENTIFYING THE MOMENTS THAT MATTER.

Riverside Healthcare is committed to both quality and advancement of stroke care through a variety of focused efforts. We will provide a new level of Advanced Stroke Care in this community with the launch of a state-of-the-art Endovascular Suite allowing Riverside Providers the ability to perform procedures for both Ischemic and Hemorrhagic Strokes. Most notably, will be our team's ability to perform thrombectomy procedures eliminating the need to transfer stroke patients out of our community. We will maintain our Primary Stroke Center Certification through DNV Healthcare. Our inpatient neurological care will continue to serve patients 24 hours per day, 7 days per week, 365 days per year. And we will continue to provide community education on the effects of stroke, major risk factors, primary prevention, and stroke intervention.

| MAKING IT EASIER TO BREATHE.

Riverside Pulmonology brings the most advanced technology including Robotic navigation bronchoscopy and noninvasive treatments options for COPD. We now offer advanced diagnostic options for lung cancer with cancer care treatment accessibility with the purchase of a state-of-the-art ION robotic navigation and cone beam CT.

| SUPPORTING THE MEMORY AND MIND.

As the need for Alzheimer's care continues to grow in our community, Riverside will continue to offer and expand comprehensive services in early detection, diagnosis, treatment, and support of memory disorders.

| GUIDING THE CANCER CARE JOURNEY.

The Riverside Cancer Institute focuses on disease prevention and holistic care for those in need of cancer and hematology services. We recognize the importance of cancer screenings and prevention measures. Our primary care providers ensure that patients (within the most at-risk age and condition ranges) are educated and referred for proper screenings to prevent cancers and chronic diseases. These screenings include mammography, cervical cancer, colonoscopy, blood pressure monitoring, A1C monitoring, kidney health evaluations, screenings for STDs, and screening and preventative care for depression, among many others. Our oncology nurses and providers also provide a screening for skin cancer at least once per year at a public event like the local farmer's market and cancer prevention presentations to at-risk/vulnerable population groups. To further cancer treatment, Riverside recently installed a new linear accelerator and streamlined our time from referral to new patient visit to ensure patients receive quick care with the highest treatment technologies available. The two TrueBeam Linear Accelerators are used for daily radiation treatments as well as stereotactic surgeries. We will be adding HDR Brachytherapy which will allow for radiation treatment of skin and gynecological cancers directly to the sites of tumor. With our multidisciplinary team of social workers, chaplains, dietitian, and more, we will continue to focus on the social determinants that prevent patients from receiving care. We will also continue to focus on preventing our patients' financial challenges by utilizing Advocatia for Medicaid/Medicare/Marketplace eligibility screening, enrolling patients in copay assistance programs, and accessing other financial assistance programs for those in need.

Expanding access to behavioral support and understanding.

| SUPPORTING RECOVERY & PREVENTION.

Riverside will continue as a leader in securing grant funding for substance abuse initiatives. In collaboration with community partners, Riverside continues to lead the Riverside opioid task force to address prevention in our community. We provide substance abuse specific services including therapy as well as medication assisted treatment, to meet the needs of community partners such as probation and drug court as well as community members.

| CARING FOR MENTAL HEALTH.

Riverside is expanding access to its inpatient and outpatient services, making care more available to the communities it serves. Riverside identifies ways to bring education and services to clients to decrease barriers including transportation and funding. Riverside offers professional development and trainings to community and team members to remain current on appropriate interventions to address treatment needs.

| PROVIDE HEALING AFTER TRAUMA.

Riverside will continue to provide trauma informed care services, through inpatient and outpatient programs. We will partner with community providers and first responders to address their staff education and training needs to improve trauma-sensitive interventions and assessments.



To access the full Community Health Needs Assessment and Implementation Plan, please visit riversidehealthcare.org

Addressing the everyday factors that shape wellbeing throughout our community.

| PROVIDING ACCESS TO HEALTHY FOOD.

The Riverside Hospital-Based Food Pantry continues to be a necessary pillar in promoting health and well-being within our community. With the continued success of the food pantry, we are able to provide access to nutritious food that aids in addressing food insecurity and helping combat chronic health conditions.

| SUPPORTING STABLE HOUSING.

Riverside continues to collaborate with local government, nonprofit organizations, and community organizations to keep abreast of new and upcoming development of mixed-income housing projects that cater to diverse populations.

| IMPROVING ACCESS TO CARE.

Riverside’s plan addresses transportation needs of our patient population through a multifaceted approach that prioritizes accessibility, sustainability and safety.

| STRENGTHENING COMMUNITY SAFETY.

Riverside enhances interpersonal safety within our community by fostering a culture of awareness, support, and resilience. We continue to collaborate with local law enforcement and our own behavioral health expertise as well as other organizations in our community to provide resources and to ensure that residents have access to the tools they need to feel secure.

| MAKING CARE AFFORDABLE.

Riverside further tackles healthcare affordability in our community by implementing a multi-pronged approach that enhances access to affordable services and promote healthcare literacy around healthcare and insurance options. We continue to help alleviate the cost of medications by connecting them with the pharmaceutical assistance program which assists low-income residents with out-of-pocket expenses for their medications. We will also continue educating residents about Riverside’s financial assistance and refer them to Advocata to access available financial assistance programs.