



RIVERSIDE

HEALTHCARE



**Community Benefit Report
and Assessment Update 2024**



A Message from Our President

Access. It's more than a word—it's a promise.

At Riverside, delivering exceptional care is just the beginning. Making sure our community can get that care is just as important. That's why we're focused on putting services where they're needed most, with the right doctors and support teams in place. And it's why we're constantly creating programs that reach every corner of our diverse and growing community.

This report reflects our ongoing commitment to breaking down barriers to care. Yes, the numbers tell part of the story—but behind each one is a person, a family, and a dedicated team working to ensure care is within reach for all. Access isn't just something we talk about. It's something we build, every day.

Riverside Healthcare is a fully integrated healthcare system serving the needs of individuals and communities with facilities in Kankakee, Iroquois, Will, and Grundy Counties. Riverside Medical Center, the system's 300-bed award-winning Level II Trauma hospital provides a full scope of nationally-recognized inpatient and outpatient care.

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, Excellence,
Partnership, Stewardship**

Vision

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



Riverside's Economic Impact on Kankakee County, IL (2024)

EMPLOYMENT IMPACT - Total Impact: 5,220
INCOME IMPACT - Total Impact: \$375.1 million
SALES AND RETAIL - \$180.1 million
SALES TAXES - \$11.3 million

Riverside is Kankakee County's largest employer.

2,901 Employees

Total Patient Encounters
342,207

Outpatient Surgery Cases **7,204**

Outpatient Visits **280,082**

Inpatient Surgery Cases **1,956**

Inpatient Admission Visits **9,485**

Newborn Deliveries **776**

Emergency Room Visits **42,704**

Subsidized Health Services:	\$48,213,914
Uncompensated Care:	\$12,618,680
Government Sponsored	
Indigent Health Care:	\$3,429,363
Charity Care:	\$1,771,585
Charity Care in the ED:	\$380,298
(included in total Charity Care Number)	
Financial Assistance:	\$1,927,000
Volunteer Services:	\$240,772
Education:	\$140,250
Donations:	\$175,290
Language Assistance Services:	\$136,835
Other:	\$1,507

Total Community Benefit* \$68.7 Million

*2024 Quantitative Benefits Summary

Community Health Needs Assessment Priorities:

Chronic Disease

- Cancer
- Stroke
- Respiratory Illness
- Alzheimer's Disease

Behavioral Health

- Substance Use
- Behavioral Health
- Trauma Awareness and Prevention

Social Determinants of Health

- Food
- Housing
- Transportation
- Interpersonal Safety
- Healthcare Affordability

70.1%

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

Riverside's 2024 Awards and Recognition

Riverside Healthcare is consistently recognized as one of the nation's top hospitals for excellence and patient safety. In addition to being honored five times by Becker's Hospital Review, Riverside has earned the following prestigious distinctions:



Statistical information for primary and secondary service areas

County *	Population 2024 Estimated	Median Income 2019-2023	Poverty Rate 2019-2023	Unemployment Rate 2019-2023
Kankakee	106,833	\$68,325	8.7%	5.1%
Ford	13,396	\$60,782	7.7%	5.4%
Grundy	52,920	\$93,060	4.7%	4.5%
Iroquois	26,746	\$62,439	9.2%	4.8%
Livingston	35,659	\$70,796	7.3%	3.6%
Will	698,450	\$107,799	5.2%	4.8%
State of Illinois	12,692,653	\$81,702	8.2%	5.8%

Local Profile**	White 2019-2023	Black 2019-2023	Latino 2019-2023	Native American 2019-2023	Median Income 2019-2023	Poverty Rate 2019-2023
Kankakee County	80.6%	16.2%	12.1%	1.1%	\$68,325	8.7%
City of Kankakee	52.7%	42.6%	24.0%	0.9%	\$45,119	21.0%

American Community Survey 2019–2023 <https://data.census.gov/cedsci/> Percentages do not add up to 100% as individuals can select multiple races.



Riverside Medical Group

290,042
Office Visits

With nearly 170 doctors and advanced practice providers representing 24 specialties and locations throughout four counties, RMG continues to expand to meet the changing needs of the communities Riverside serves.

Audiology
Cardiology
Electrophysiology
Endocrinology
Family Medicine
General Surgery
Geriatrics
Immediate Care
Internal Medicine

Neurology
Neurosurgery
Occupational Health
Oncology
Orthopedics
Otolaryngology (ENT)
Pediatrics
Physical Medicine & Rehab

Plastic Surgery
Podiatry
Psychiatry
Pulmonology
Rheumatology
Urology
Women's Health /
Obstetrics & Gynecology

Riverside Ambulance Services

Number of individuals served:
(not including community events)

6,769

Unreimbursed cost:
\$6,393,601

Healthcare Education and Training

Number of individuals served:

257

Unreimbursed Cost:
\$140,250

Riverside Community Health Centers

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

12,848

Unreimbursed cost:
\$2,053,019

Recruitment of Physicians

Number of new providers:

24

Unreimbursed cost:
\$634,006

Riverside Financial Assistance

5,879

Applications
Submitted

5,272

Approved

607

Denied

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

Top most frequent reasons for financial assistance denials:

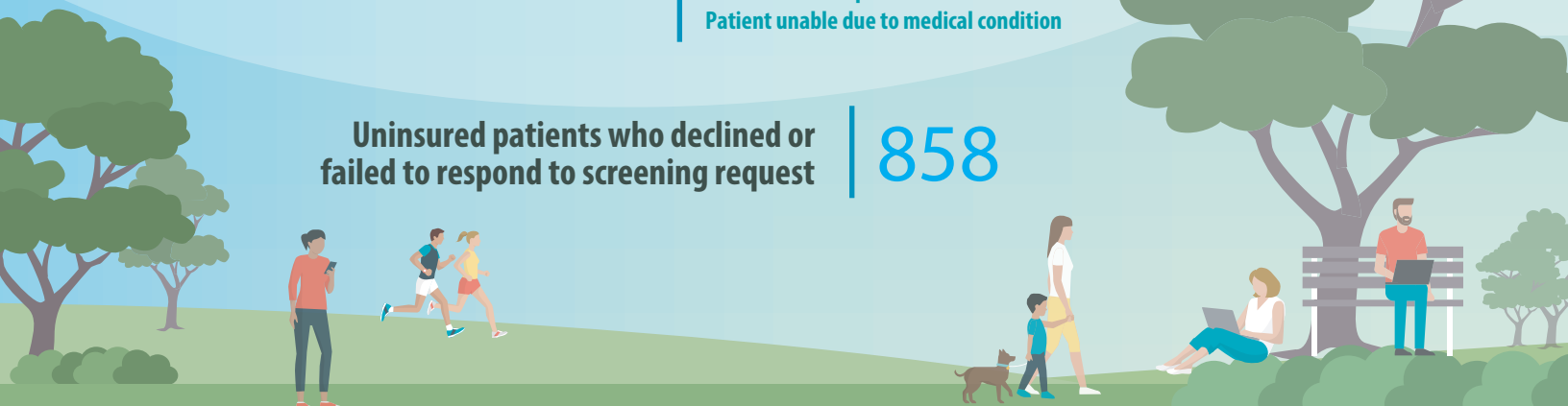
Application not completed
Patient declined to complete application
Income exceeded limits
Patient is eligible for Medicaid
No response from patient

Top most frequent reasons for declining screening:

No response from patient
Patient preferred to pay
Patient refused
Patient failed to provide information
Patient unable due to medical condition

Uninsured patients who declined or failed to respond to screening request

858



Riverside's Community Health Needs Assessment Implementation Plan 2025-2027:

Priority #1: Chronic Disease

Heart disease:

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, electrophysiology, 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.

Cancer:

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 Advocata for Medicaid/Medicare/Marketplace eligibility screening, enrolling patients in copay assistance programs, and accessing other financial assistance programs for those in need.

Stroke:

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.

Respiratory illnesses:

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.

Alzheimer's disease:

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.

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 continue to lead the Riverside opioid task force to address prevention in our community. We will 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.

Behavioral Health:

Riverside will increase the availability and access of services offered our inpatient and outpatient services. Riverside will identify ways to bring education and services to clients to decrease barriers including transportation and funding. Riverside will offer professional development and trainings to community and team members to remain current on appropriate interventions to address treatment needs.

Trauma Awareness and Prevention:

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.

Priority #3: Social Determinants of Health

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.

Housing:

Riverside aims to continue 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, alongside existing resources.

Transportation:

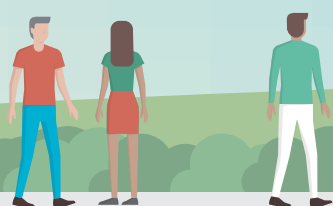
Riverside's plan aims to address transportation needs of our patient population through a multifaceted approach that prioritizes accessibility, sustainability and safety.

Interpersonal Safety:

Riverside aims to enhance interpersonal safety within our community by fostering a culture of awareness, support, and resilience. We will 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.

Healthcare Affordability:

Riverside aims to further tackle 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 will 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 to educate residents about Riverside's financial assistance and refer them to Advocata to access available financial assistance programs.



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

