



Loyola University Health System Community Benefit Report 2013



**LOYOLA
UNIVERSITY
HEALTH SYSTEM**

We also treat the human spirit.®

Who We Are

Loyola University Medical Center (LUMC) is a major referral center for the most critically ill and injured patients throughout the region and a leader in specialty care for heart disease, cancer, trauma, burns, solid organ transplantation and neurological disorders, as well as primary care services.

Gottlieb Memorial Hospital (GMH) has provided more than 50 years of comprehensive health care to community members in Chicago's near west suburbs.

In *U.S. News & World Report's* 2013-14 Best Hospitals report, LUMC was ranked No. 3 in Illinois and nationally ranked for Cardiology & Heart Surgery (20th) and Ear, Nose & Throat (33rd) specialties. GMH earned high-performing rankings for Neurology & Neurosurgery and Orthopaedics.

LUMC is the region's only Catholic academic medical center and the learning environment for Loyola University Chicago Stritch School of Medicine and Marcella Niehoff School of Nursing.

A wide range of research is conducted at LUMC, including basic research, clinical trials and translational research that brings innovations to patients.

LUMC and GMH provided \$127 million in community benefits in fiscal year 2013 (July 2012-June 2013).

CHE Trinity Health, of which LUMC and GMH are members, provides \$1 billion in charity care and other community benefits to communities in 21 states annually.





Caring for the Whole Person

Founded on Jesuit values, Loyola University Health System (LUHS) has a legacy of caring for the whole person and is a healthcare provider to people of all faiths.

Caring for the people of our community, particularly the vulnerable and underserved, is deeply engrained in the mission and values of LUHS. Just as LUHS strives to reach beyond the illness to treat the whole person, LUHS physicians, nurses and staff routinely reach beyond the borders of our campuses through programs and partnerships to respond and bring care to our communities.

Who We Serve

We provide services at more than 30 locations to a diverse population stretching across a market area of nearly 6 million people in Chicago's six-county metropolitan area. Within the immediate area surrounding LUMC, there are 500,000 people. This area has substantial disparities in socioeconomic status, unemployment and health status.

12 percent are ages 65 or older.

38 percent are Hispanics.

3,500 transfer patients come to LUMC for specialized heart, cancer, burn, trauma, organ transplantation and neurological care.

50 languages are spoken by the LUHS patient population.

LUMC is the Resource Hospital for Region 8 in Illinois for emergency services. Patients are transported from up to 300 miles away by air transport to receive life-saving care at LUMC's Level 1 Trauma Center.

Fiscal Year 2013 LUHS Statistics

Inpatient Discharges	31,678	Emergency Department Visits	67,376
Outpatient Visits	726,906	Medical Staff	1,273
Average Daily Census	497	Employees	7,340
Average Length of Stay	5.73	Students (medical, nursing, biomedical)	2,080
Births	1,718	Volunteers	417
Surgeries	9,865		

What We Provide

- Charity care and other uncompensated healthcare services
- Education and research
- Subsidized healthcare services*
- Volunteer services
- Other community benefits, such as donations to not-for-profit organizations, language assistance and translation services to patients and their families and health information and screenings throughout the community

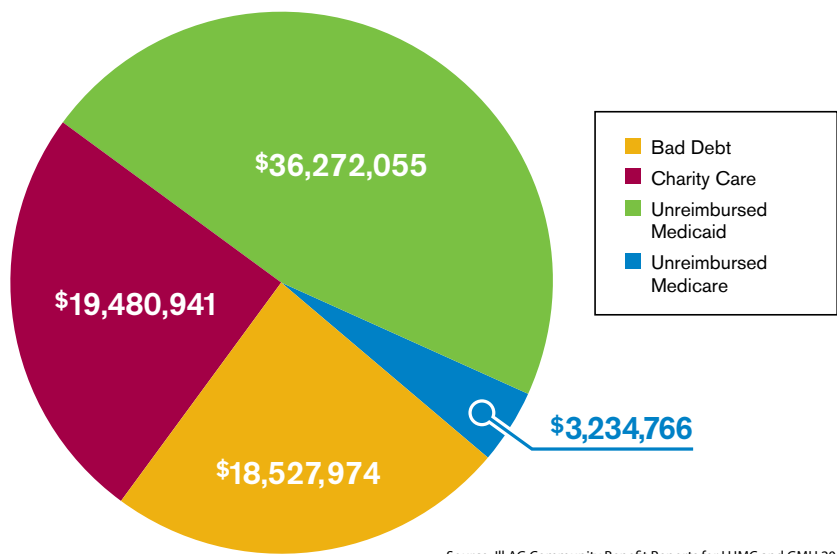


*Services provided in response to community needs that operate at a loss and must be subsidized by other resources.

Charity Care and Other Uncompensated Healthcare Services

Loyola provides medically necessary healthcare services to all patients, regardless of the individual's ability to pay. In fiscal year 2013, LUHS provided a total of \$77,515,736 in uncompensated care—charity care, unreimbursed Medicare/Medicaid, as well as uncollectable accounts.

LUMC and GMH Charity Care and Other Uncompensated Healthcare Services



Source: Ill AG Community Benefit Reports for LUMC and GMH 2013





Education and Research

LUMC is committed to the Jesuit tradition of academic distinction and the values of care, concern, cooperation and respect for one another. As an affiliate of Loyola University Chicago, we provide clinical education support and teaching facilities for the university's health sciences education programs at the Loyola University Chicago Stritch School of Medicine to train future doctors and at Loyola's Marcella Niehoff School of Nursing to prepare nursing students. In addition, we have agreements with 23 other schools of nursing.

LUMC provides education and training for first responders, including paramedics and emergency dispatchers, and also students in the social work, medical technology, dietitian, pathology and pastoral care programs.

In 2013, LUMC trained nearly 8,500 individuals, including 600 medical residents and fellows, 1,100 nurses, 6,800 first

responders and dozens of other students in health professional programs.

GMH provided home and hospice care training for student nurses, supplied preceptors for pharmacy students, provided clinical supervision of physicians and speech therapy students and trained medical students to evaluate patients' needs in the community.

GMH allergist Joseph Leija, MD, provided daily allergy counts to the Chicago metropolitan area as a free service to local news outlets and meteorologists.



Healthcare Services

The Burn Clinic treated more than 3,400 children and adults with electric, chemical and other burns.

The Coleman Foundation Image Renewal Center of the Cardinal Bernardin Cancer Center offered spirit-lifting support services for hundreds of cancer patients.

The Oral Health Center provided dental services to nearly 11,000 individuals and families.

The Child Life Program helped 7,800 pediatric patients adjust to hospitalizations and heal through various support programs.

The Hospice Program offered comfort services to more than 200 end-of-life patients.



Community Health and Screening Programs

Physicians provided nearly 2,500 hours of volunteer time to provide free care for patients enrolled in the Access to Care program (a community organization that connects uninsured/underinsured patients with healthcare providers).

Additionally, LUMC contributed financial support to the Illinois Poison Center (IPC), a toll-free, 24/7 hotline for poison-prevention and treatment.

LUMC provided health education, health screenings and support groups to help improve the health of communities, including pre-school speech and hearing screenings; flu shots; lectures on specific women's, men's and children's health issues; CPR instruction for families; electronic, web-based disease-specific information; laboratory tests for disadvantaged high school students; health screenings for community clergy; and several chronic condition and grief support groups.

Community health
and screenings

\$294,814

FY2013 subsidized
health services

\$3,094,618

Language-Assistance Services

LUHS provided \$1,026,858 in free language-assistance services in fiscal year 2013 for its ethnically and culturally diverse patients with limited-English proficiency or hearing impairments. In fiscal year 2013, LUHS cared for patients who speak 50 languages and provided 30,000 minutes of interpretations each month.

Cash and In-Kind Donations

LUHS donated more than \$23 million in cash or in-kind services during fiscal year 2013 toward charitable activities and organizations.

This includes medical education through Loyola University Chicago's Health Sciences Division in support of future physician and nursing education. LUHS' donations also included influenza vaccinations and free legal services for indigent patients who need guardianship services.

Volunteer Services

More than 400 community members volunteered at LUHS during fiscal year 2013, providing nearly 40,000 total hours to further the patients' experience. Medical residents volunteered at the local west suburban PADS shelter, employees coordinated a clothing drive for disadvantaged women looking for work and hundreds of Thanksgiving gift baskets were donated to needy families in partnership with the Stritch School of Medicine's Ministry Outreach program.



Other Community Benefits

LUHS representatives were active throughout the community at local health and career fairs and serving on local community boards focused on disabled and homeless children. LUHS representatives served on an external task force to help disabled students, presented healthcare topics to law enforcement officials and coordinated placement of Cristo Rey Jesuit High School work/study students at LUHS. Nearly 3,000 individuals benefited from grief and counseling through support groups related to heart disease, cancer, stroke, transplant, burn and trauma. Our Community Benefits Ministry office helps to establish, promote and track the effectiveness of the health system's community health outreach efforts.

The Pediatric Mobile Health Unit van from the Ronald McDonald® Children's Hospital provided free healthcare services to more than 1,500 underserved children in Chicago's western suburbs.

Additional community
benefits in FY2013

\$310,507



LUHS is a not-for-profit, mission-based organization in Illinois,
a nationally recognized healthcare leader, and a member
of CHE Trinity Health, one of the nation's largest
multi-institutional Catholic healthcare delivery systems.

LUMC, a 559-licensed-bed academic medical center in Maywood,
and GMH, a 255-licensed-bed hospital in Melrose Park,
provide specialty and primary care at more than 30 centers
in Chicago's west and southwest suburbs.

CHE Trinity Health serves people and communities in 21 states
from coast to coast with 86 hospitals, 109 continuing care facilities
and home health and hospice programs that provide
nearly 2.8 million visits annually.



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