

# Ascension Saint Joseph - Chicago

## FY25 Annual Hospital Community Benefits Plan Report

July 1, 2024 - June 30, 2025



**Ascension**



## **Ascension Saint Joseph**

The purpose of this report is to describe how the hospital meets the requirements outlined in the State of Illinois Community Benefits Act and Hospital Uninsured Patient Discount Act. This annual report of community benefits is public information, filed with the Attorney General and available to the public on request from the Attorney General.

### **Ascension Saint Joseph Chicago**

2900 N Lake Shore Dr, Chicago, IL 60657

[healthcare.ascension.org](http://healthcare.ascension.org)

773-665-3000

Hospital EIN/Tax ID: 36-2235165

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## Introduction

As one of the leading non-profit and Catholic health systems in the United States, Ascension is committed to delivering compassionate, personalized care to all, with special attention to individuals and communities who are at increased risk for poor health outcomes or experiencing social factors that place them at risk.

### **Ascension Saint Joseph**

As a Ministry of the Catholic Church, Ascension Saint Joseph is a non-profit hospital that provides medical care to Chicago and the surrounding communities. Serving Illinois since 1869, Ascension Saint Joseph is continuing the long and valued tradition of addressing the health of the people in our community, following in the footsteps of the legacy of the Daughters of Charity. Saint Joseph was the first Catholic hospital in Chicago and is a full service health care facility licensed for 361 beds, located on Chicago's North side.

For more information about Ascension Saint Joseph Chicago, <https://healthcare.ascension.org/locations/illinois/ilchi/chicago-ascension-saint-joseph-chicago-at-2900-n-lake-shore-dr>

### **Ascension Mission Statement**

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

This statement was adopted on April 1, 2022.

## Community Benefits Report

### Community Benefits Provided

Below are the financial community benefits provided by the hospital during the fiscal year of July 1, 2024 through June 30, 2025.

Total Financial Assistance (Emergency & Non-Emergency Care at cost)	\$2,277,325
Emergency Department Financial Assistance (at cost)	\$662,088
All other Community Benefits including: Government Sponsored Care, Language Assistance Services, Cash & In-Kind Donations, Health Professions Education, Research, Subsidized Health Services, Total Volunteer Services (employee & non-employee), other Government-Sponsored Program Services, Bad Debts, Other Community Benefits not detailed in the Annual Non-Profit Hospital Community Benefits Plan Report instructions.	\$78,344,709
<b>Total Community Benefits for Ascension Saint Joseph - Chicago</b>	<b>\$80,622,034</b>

### Other Benefits:

Listed above are “Other Community Benefits.” These are benefits not detailed in the Annual Non-Profit Hospital Community Benefits Plan Report instructions.

Other Community Benefits categories include Community Building Activities and Community Benefit Operations. The IRS 990 Schedule H instructions and the Catholic Health Association (CHA) publication, A Guide for Planning & Reporting Community Benefit, both identify these categories in their materials. Listed below is the detail associated with these categories.

#### Community-Building Activities

Community-building activities improve the community’s health and safety by addressing the root causes of health problems, such as poverty, homelessness and environmental hazards. These activities strengthen the community’s capacity to promote the health and well-being of its residents by offering the expertise and resources of the health care organization. Costs for these activities include cash and in-kind donations and expenses for the development of a variety of programs and partnerships. This category includes activities such as:

- Physical improvements and housing
- Economic development
- Community support
- Environmental improvements
- Community leadership development & training
- Coalition building
- Advocacy for community health improvement & safety
- Workforce development

Community-building is documented on Part II of the IRS 990 Schedule H.

### **Community Benefit Operations**

Community benefit operations include costs associated with assigned staff and community health needs and/or assets assessments, as well as other costs associated with community benefit strategy and operations. This category includes items such as:

- Assigned staff
- Community health needs/health assets assessments
- Other resources

Community benefit operations are documents on Part 1 7a of the IRS 990 Schedule H.

## Financial Assistance

As part of our faith-based mission, Ascension Illinois is dedicated to helping the most vulnerable and treating everyone with compassion, dignity and respect. Financial assistance reflects our commitment to and reverence for individual human dignity and the common good, our special concern for and solidarity with persons living in poverty and other vulnerable persons, and our commitment to distributive justice and stewardship.

A copy of our Financial Assistance Policy can be found here:

<https://healthcare.ascension.org/financial-assistance/illinois-ascension-illinois-financial-assistance>

During the fiscal year, Ascension Saint Joseph collected the following data on financial assistance applications:

During the fiscal year, Ascension St. Joseph Chicago collected the following data on financial assistance applications:

Facility Name	Approved and Denied Applications	Number of Applications
Ascension St. Joseph Chicago	Total submitted (complete & incomplete)	203
	Approved	118
	Denied	85

Facility Name	Financial Assistance Denial Reason	Total
Ascension St. Joseph Chicago	Failed to Provide Requested Documentation	74
	Income/Assets Exceed Guidelines	11
	Patient Resides Outside Service Area	0
	Program/Policy Eligibility Not Satisfied	0

Facility Name	Gender	Total
Ascension St. Joseph Chicago	Female	123
	Male	80
	Not Available	0
	Not Provided	0

Facility Name	Preferred Language	Total
Ascension St. Joseph Chicago	Spanish	39

Not Provided	33
Not Available	56
Bosnian	0
English	64
Hindi	1
Polish	2
Russian	2
Tagalog	1
Greek	1
Portuguese	1
French	1
Mandarin/Chinese	1
Italian	1

<i>Facility Name</i>	<i>Race</i>	<i>Total</i>
Ascension St. Joseph Chicago	Not Provided	61
	Not Available	45
	White	70
	Black or African American	15
	Asian Indian	2
	Other Pacific Islander	1
	Native Hawaiian	1
	Other Asian	2
	Filipino	1
	Chinese	3
	American Indian or Alaska Native	2

<i>Facility Name</i>	<i>Ethnicity</i>	<i>Total</i>
Ascension St. Joseph Chicago	Not Provided	109
	Not Available	45
	Hispanic-Latino/a-or Spanish origin	26
	Mexican-Mexican American-Chicano/a	16
	Another Hispanic-Latino/a or Spanish Origin	2
	Puerto Rican	5

During the fiscal year, **Ascension St. Joseph Chicago** collected the following data on screening for financial assistance.

Facility Name	Screening	Number
Ascension St. Joseph Chicago	Total Number of Uninsured Patients who have declined or failed to respond to financial assistance screening	542

Facility Name	Screening Declination Reasons	Number
Ascension St. Joseph Chicago	Other	243
	Prefer not to respond	236
	Prefer not to share income information	53
	Previously applied for assistance and denied	6
	Prefer not to apply due to personal beliefs	4

Our screening process for uninsured patients includes the following items to ensure we are educating patients at the earliest possible moment of financial assistance options:

- Patients are made aware of Financial Assistance during initial registration and pre-services work.
- Financial Assistance documents are widely publicized online, signage about financial assistance availability is posted at all registration locations and copies of the Plain Language Summary of the Financial Assistance Policy are available at all registration points.
- Onsite as well as telephonic customer service assistance is available to assist patients with any Financial Assistance application questions.
- Patients are prompted with the following during their pre-registration or Point of Service registration self-service technology check-in: “Would you like to apply for Financial Assistance today?”
  - If they respond “Yes”, the technology directs them to a Registrar to receive an application.
  - If they respond “No”, they are prompted to indicate a declination reason.
- During the self-service registration check-in, uninsured patients are prompted with the Patient Financial Advocacy questionnaire, which screens for public health insurance and other paying funding solutions. This occurs pre-service for scheduled patients.

Additional Point of Service, in-house, and post-discharge screening efforts occur through manual workstreams as described below:

- Emergency Department Registrar screenings occur in-house post-Medical Screening Exam (MSE).
- Emergency Department Patient Financial Advocacy questionnaire is sent to patients electronically post-visit if not captured during their visit.
- Financial Counselors screen inpatients bedside.
- Financial Counselors perform follow-up outreach via a combination of phone calls and letters to patients who are still unscreened after their visit.
- If an uninsured patient does not qualify for a paying funding solution to pursue, the Financial Counselors will inform the patient of Financial Assistance and steps to apply.

## Community Health Needs Assessments (CHNA)

Federal law requires tax-exempt hospitals to conduct periodic Community Health Needs Assessments (CHNAs) and adopt plans to meet assessed needs. In order to comply with federal tax-exemption requirements in the Affordable Care Act, a tax-exempt hospital facility must: 1) conduct a community health needs assessment every three years, 2) adopt an implementation strategy, and 3) report how identified needs not being addressed by the hospital are still being targeted by other community organizations.

Each Ascension Health hospital ministry follows the following guidelines for Community Health Needs Assessments (CHNAs):

- Each ministry will conduct a CHNA every three years by involving community partners and members representing diverse sectors within the community.
- There will be an annual review and update of the ministry's CHNA Implementation Strategy highlighting the outcomes of community benefit programs that target prioritized needs.
- Monthly reporting of community benefit is required to local and system leadership.

Complete Community Health Needs Assessment reports for each hospital are made publicly available at: <https://healthcare.ascension.org/chna> and paper versions can be requested at Ascension Saint Joseph Chicago's Administration Office.

## Prioritized Community Needs

Included in Code Section 501(r)(3) is the requirement that hospitals must provide a description of the process and criteria used to determine the most significant health needs of the community identified through the CHNA, along with a description of the process and criteria used to determine the prioritized needs to be addressed by the hospital. Accordingly, Ascension Saint Joseph Chicago used a phased prioritization approach to identify the needs with the hospital community. The first step was to determine the broader set of identified needs. Through the CHNA assessment, identified needs were then narrowed to a set of significant needs which were determined most crucial for community stakeholders to address.

Following the completion of the CHNA assessment, significant needs were further narrowed down to a set of prioritized needs that the hospital will address within the implementation strategy.

Following the completion of the current CHNA, Ascension Saint Joseph has selected the prioritized needs outlined below for its Implementation Strategy. Ascension has defined "prioritized needs" as the significant needs which have been prioritized by the hospital to address through the three-year CHNA cycle:

- **Access to Healthcare & Affordability** (*Access to Care - Clinical Care*): *A significant portion of the hospital community lacks adequate health insurance, which limits their ability to access primary*

*and specialty care services. Many residents rely on emergency rooms for care due to affordability and provider shortages. 51.1% of total survey respondents identified access to healthcare as top needed support; Emergency department use is high (85.7%) due to lack of accessible care alternatives among respondents. Concerns about high prescription costs, lack of affordable care options, long wait times for specialists, and Medicare confusion among seniors were noted. Community partners named access to care and health insurance coverage as top health and social issues for the community with access and affordability as key drivers*

- **Mental Health & Substance Use Support** (*Mental Health - Quality of Life & Substance Misuse - Health Behaviors*) *Mental health concerns, including depression, anxiety, PTSD, and suicide as well as substance misuse were frequently reported as top health concern affecting the community. Limited access to mental health care, high levels of stress, and economic hardship were identified as barriers to overall well-being. Stigma and workforce shortages also limit access. 35.5% of survey respondents identified mental health as a top health issue & 45.7% of respondents reported a need for better access to mental health services. Community input emphasized a lack of affordable and culturally competent mental health providers, particularly for non-English speakers and marginalized populations. Limited mental health services cited as a key barrier, with hospitals needing to increase outreach and education on available resources to help with stigma reduction.*
- **Food Insecurity** (*Income - SDoH*) *Food insecurity remains a significant issue, affecting physical and mental health outcomes. Limited access to affordable, nutritious food contributes to chronic conditions like diabetes and heart disease. 55% of respondents ranked hunger and food insecurity as a top concern. 44.6% of Hispanic/Latino respondents and 38.8% of Black/African American respondents prioritized access to healthy food as a key community need. Food insecurity (13.5%) in the PSA is above county and state averages with varying needs across the area. 31.6% of survey respondents said more nutrition and food insecurity programs are needed in the community especially those that increase access to fresh and healthy foods*
- **Housing Instability** (*Housing - SDoH*) *Housing instability and homelessness contribute to poor health outcomes, including increased rates of mental illness, substance use, and chronic disease. Many residents face housing insecurity due to rising housing costs, gentrification and limited affordable housing options including senior housing. 45% of respondents identified homelessness and housing instability as a major concern. 29.4% of Black/African American respondents and 16.8% of Hispanic/Latino respondents ranked affordable housing as a top priority. Community partners & focus group participants linked unstable housing to worsening health conditions including mental health issues. Emergency shelters are at capacity, leaving many without stable housing while gentrification pushes out lower-income residents especially seniors.*

Ascension Saint Joseph - Chicago understands the importance of all the health needs of the community and is committed to playing an active role in improving the health of the people in the communities it serves. For the purposes of this implementation strategy, Ascension Saint Joseph - Chicago has chosen to focus its efforts on the priorities listed above.



**Written Comments**

This annual report has been made available to the public and is open for public comment. Questions or comments about this implementation strategy can be submitted via the email:

[ilarl.communitybenefit@ascension.org](mailto:ilarl.communitybenefit@ascension.org)

## Community Implementation Strategies

These strategies and action plans represent where the hospital will focus its community efforts over the next three years, July 1, 2025 to June 30, 2028. While these remain a priority, the hospital will continue to offer additional programs and services to meet the needs of the community, with special attention to those who are poor and vulnerable.

STRATEGY #1: PROVIDE PUBLIC HEALTH INSURANCE ENROLLMENT SERVICES	
<b>Hospital(s) Name(s)</b> Ascension Saint Joseph Chicago	
<b>Prioritized Health Need #1</b> Healthcare Access & Affordability	
<b>Objective</b> By June 30, 2028, there will be an increase of individuals provided with healthcare enrollment services from FY25 baseline.	
<b>Strategy</b> Advocatia Partnership	
<b>Collaborators</b>	
<b>Resources</b>	
<b>Other Ascension Hospitals:</b> Ascension Alexian Brothers; Ascension Saint Alexius	<b>Other Ascension hospital(s):</b> Leader and staff time donated, education collateral, marketing resources, and others
<b>Collaborators:</b> Ascension Medical Group (AMG), Community Based Organizations, Faith Based Institutions, Food Pantries, Libraries, Immigrant Welcoming Centers	<b>Collaborators:</b> in-kind space for events, promotion of services
<b>Consultants:</b> Advocatia and other healthcare enrollment partners	<b>Consultants:</b> Advocatia program platform & consultants, data
<b>Other non-profit hospital:</b> N/A	<b>Other non-profit hospital:</b> N/A
<b>Budget</b> <ul style="list-style-type: none"> <li>Advocatia Technology and Consultation Fees</li> </ul>	
<b>ACTION STEPS</b>	<b>ROLE/OWNER</b>
Appoint Associate Lead for this strategy	Ascension Illinois Community Health
Promote awareness via flyers, social media, Ascension and community partner newsletters	Ascension Saint Joseph Community Health, External Communications
Identify external partners that need enrollment information	Ascension Illinois Community Benefit and Community Health

Identify and establish opportunities for enrollment in the community	Ascension Illinois Community Benefit and Community Health
Monitor work, evaluate progress, report outcomes	Ascension Illinois Community Health
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is to increase access to healthcare services for individuals who are underinsured or uninsured.	

<b>STRATEGY #2: PROVIDE ACCESS TO HEALTHCARE SERVICES</b>	
<b>Hospital(s) Name(s)</b> Ascension Saint Joseph Chicago	
<b>Prioritized Health Need #1</b> Healthcare Access & Affordability	
<b>Objective</b> By June 30, 2028, there will be an increase of individuals provided with access to healthcare services from FY25 baseline.	
<b>Strategy</b> <b>CommunityHealth Partnership</b>	
Collaborators	Resources
<ul style="list-style-type: none"> <li><b>Other Ascension Hospitals:</b> Ascension Saint Joseph Chicago, Ascension Medical Group</li> </ul>	<ul style="list-style-type: none"> <li><b>Other Ascension hospital(s):</b> staff time donated, community investment fund, education collateral, marketing resources, and others</li> </ul>
<ul style="list-style-type: none"> <li><b>Collaborators:</b> CommunityHealth (free &amp; charitable clinic)</li> </ul>	<ul style="list-style-type: none"> <li><b>Collaborators:</b> care coordination</li> </ul>
<ul style="list-style-type: none"> <li><b>Consultants:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li><b>Consultants:</b> N/A</li> </ul>
<ul style="list-style-type: none"> <li><b>Other non-profit hospital:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li><b>Other non-profit hospital:</b> N/A</li> </ul>
<b>Budget</b> <ul style="list-style-type: none"> <li>Community investment</li> <li>In-kind health services</li> </ul>	
ACTION STEPS	ROLE/OWNER
Appoint Associate Lead for this strategy	Ascension Illinois Community Health
Continue to fortify partnerships that provide access to healthcare services	Ascension Saint Joseph Chicago, Ascension Illinois Community Health
Provide support and assistance for needed services	Ascension Saint Joseph Chicago, Ascension Medical Group

Monitor work, evaluate progress, report outcomes	Ascension Illinois Community Health
<b>ANTICIPATED IMPACT</b>	
The anticipated impact of these actions is increased access to healthcare services for individuals in the Ascension Saint Joseph Chicago service area.	

STRATEGY #3: PROVIDE ACCESS TO MENTAL HEALTH SERVICES	
<b>Hospital(s) Name(s)</b> Ascension Saint Joseph Chicago	
<b>Prioritized Health Need #2</b> Mental Health & Youth Well Being	
<b>Objective</b> By June 30, 2028, increase individuals provided with eating disorder services and resources.	
<b>Strategy</b> <b>Eating Disorder Program</b>	
Collaborators	Resources
<ul style="list-style-type: none"> <li>• <b>Other Ascension hospitals:</b> Ascension Alexian Brothers, Ascension Alexian Brothers Behavioral Health Hospital and Ascension Saint Alexius</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Other Ascension hospital(s):</b> staff time donated, community investment, education collateral, marketing resources, and others</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Collaborators:</b> TBD</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Collaborators:</b> TBD</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Consultants:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Consultants:</b> N/A</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Other non-profit hospital:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Other non-profit hospital:</b> N/A</li> </ul>
<b>Budget</b> <ul style="list-style-type: none"> <li>• Annual community investments</li> <li>• In-kind support</li> <li>• Materials &amp; resources</li> </ul>	
ACTION STEPS	ROLE/OWNER
Appoint Associate Lead for this strategy	Ascension Illinois Community Health
Develop partnerships to increase access and education to youth and adult mental health services	Ascension Saint Joseph Chicago, Ascension Illinois Community Health
Provide support, education and coordination for needed services	Ascension Saint Joseph Chicago
Monitor work, evaluate progress, report outcomes	Ascension Illinois Community Health
ANTICIPATED IMPACT	
The anticipated impact of these actions is increased access to specialized care for eating disorders in the Ascension Saint Joseph Chicago community.	

STRATEGY #4: FOOD ACCESS ASSISTANCE	
<b>Hospital(s) Name(s)</b> Ascension Saint Joseph Chicago	
<b>Prioritized Health Need #3</b> Social Determinants of Health: (SDoH: Food Security)	
<b>Objective</b> By June 30, 2028, increase community support for local food pantries, increase food access partnerships and increase the number of individuals provided with food access assistance.	
<b>Strategy</b> <b>Local Food Assistance Support &amp; Partnerships (Community Investment Program)</b>	
Collaborators	Resources
<ul style="list-style-type: none"> <li>• <b>Other Ascension hospital(s):</b> Ascension Saint Alexius, Ascension Alexian Brothers</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Other Ascension hospital(s):</b> staff time donated, community investment, education collateral, marketing resources, and others</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Collaborators:</b> Greater Chicago Food Depository, local food pantries, Faith Based Institutions</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Collaborators:</b> staff/volunteer time donated</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Consultants:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Consultants:</b> N/A</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Other non-profit hospital:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Other non-profit hospital:</b> N/A</li> </ul>
<b>Budget</b> <ul style="list-style-type: none"> <li>• Annual community investments</li> <li>• In-kind support</li> </ul>	
ACTION STEPS	ROLE/OWNER
Appoint an Associate Lead for this strategy	Ascension Illinois Community Health
Identify local food pantries in need of financial support	Ascension Illinois Community Health, Ascension Saint Joseph Community Investment Committee
Identify internal resources to support food pantry initiatives (i.e. food drives, nutrition education and training)	Ascension Illinois Community Health, Ascension Saint Joseph
Monitor work, evaluate progress, report outcomes	Ascension Illinois Community Health, Ascension Saint Joseph
ANTICIPATED IMPACT	
The anticipated impact of these actions is increased access to healthy food and reduced food insecurity.	

STRATEGY #5: HOUSING ASSISTANCE	
<b>Hospital(s) Name(s)</b> Ascension Saint Joseph Chicago	
<b>Prioritized Health Need #3</b> Social Determinants of Health: (SDoH: Housing & Transit)	
<b>Objective</b> By June 30, 2028, increase support for individuals in need of housing assistance in the Ascension Saint Joseph-Chicago community.	
<b>Strategy</b> <b>Local Housing Assistance Support &amp; Partnerships (Community Investment Program)</b>	
Collaborators	Resources
<ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> Ascension Saint Alexius, Ascension Alexian Brothers</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> staff time donated, community investment</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Collaborators:</b> Little Sisters of the Poor St. Joseph Home for the Elderly</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Collaborators:</b> staff/volunteer time donated, data</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Consultants:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Consultants:</b> N/A</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>
<b>Budget</b> <ul style="list-style-type: none"> <li>● Annual community investments</li> <li>● In-kind support</li> </ul>	
ACTION STEPS	ROLE/OWNER
Appoint an Associate Lead for this strategy	Ascension Illinois Community Health
Identify local housing assistance partners including those in need of financial support	Ascension Illinois Community Health, Ascension Saint Joseph Chicago Community Investment Committee
Identify internal resources to support local housing assistance initiatives	Ascension Illinois Community Health, Ascension Saint Joseph Chicago
Monitor work, evaluate progress, report outcomes	Ascension Illinois Community Health, Ascension Saint Joseph Chicago
ANTICIPATED IMPACT	
The anticipated impact of these actions is to increase access to safe and affordable housing to improve overall health.	

STRATEGY #6: TRANSPORTATION ASSISTANCE	
<b>Hospital(s) Name(s)</b> Ascension Saint Joseph Chicago	
<b>Prioritized Health Need #4</b> Social Determinants of Health: (SDoH: Housing & Transit)	
<b>Objective</b> By June 30, 2028, increase support for individuals in need of transportation assistance in the Ascension Saint Joseph-Chicago community.	
<b>Strategy</b> <b>LYFT Concierge Services Partnership</b>	
Collaborators	Resources
<ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> Ascension Saint Alexius, Ascension Alexian Brothers</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Other Ascension hospital(s):</b> staff time donated, community investment</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Collaborators:</b> Lyft Concierge Services</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Collaborators:</b> transportation services &amp; platform, data</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Consultants:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Consultants:</b> N/A</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Other non-profit hospital:</b> N/A</li> </ul>
<b>Budget</b>	
<ul style="list-style-type: none"> <li>● Concierge Service Fees</li> </ul>	
ACTION STEPS	ROLE/OWNER
Appoint an Associate Lead for this strategy	Ascension Illinois Community Health
Identify patients (i.e., uninsured, underinsured, VA, Medicaid, Medicare, etc.) in need of transportation assistance	Ascension Saint Joseph Chicago Care Management
Cover costs of Lyft Concierge Services (LCS) monthly/annual service fees for identified patients within parameters allowed under applicable law	Ascension Saint Joseph Chicago
Monitor work, evaluate progress, report outcomes	Ascension Illinois Community Health, Ascension Saint Joseph Chicago
ANTICIPATED IMPACT	
The anticipated impact of these actions is increased access to healthcare services by eliminating transportation barriers.	

Complete Implementation Strategy reports for each hospital are made publicly available at: <https://healthcare.ascension.org/chna> and paper versions can be requested at Ascension Saint Joseph Chicago's Administration Office.

## Community Implementation Strategy & Health Equity Progress

During the fiscal year, the following was progress achieved on its implementation strategies or other activities the hospital is undertaking to address health equity, reduce health disparities and improve community health. Please note this list is not intended to be comprehensive of all activities the hospital is undertaking, but to highlight initiatives of interest.

<b>Community Need:</b>	<b>Strategy &amp; Progress</b>
<p>Social and Structural Determinants of Health</p>	<p>Strategy: Provide access to transportation assistance services for patients and community residents that have been screened for transportation barriers and connect them to services. Progress: During the applicable tax year, 40 persons were screened for transportation assistance resulting in 40 rides.</p> <p>Strategy: Provide opportunities for students to engage with health care professionals. Progress: During the applicable tax year, 245 students were provided opportunities to engage with hospital professionals such as nursing or other allied professionals.</p>
<p>Access to Care and Community Resources</p>	<p>Strategy: Increase access to community resources and community-based services for the community. Progress: Hospital associates utilized the social determinant of health software, Findhelp, to connect and refer patients to local resources such as food pantry, health clinics, utilities support and more. During the applicable tax year, nearly 400 search sessions were performed to assist with health related social needs. Additionally, 53 additional associates were trained on the platform.</p> <p>Strategy: Provide public health insurance coverage enrollment services. Progress: During the applicable tax year in partnership with Advocatia (a social care technology organization), 791 persons were educated on health insurance and other benefit options. Nineteen persons enrolled in Medicaid and/or SNAP benefits. Additionally, two enrollment events were co-hosted in which 10 persons were engaged and educated on health care enrollment options.</p> <p>Strategy: Provide free navigation services for patients in need of follow up care, a medical provider, or other health related social needs.</p>

	<p>Progress: This program was discontinued as health related social needs screenings for patients were implemented to address similar care concerns.</p>
<p>Prevention and Treatment of Priority Health Conditions</p>	<p>Strategy: Provide a warm hand-off program for patients in need of access to substance use disorder treatment.  Progress: During the applicable tax year, a warm hand-off program resulted in 21 screenings and 21 persons receiving treatment.</p>
<p>Community Support (Investing) Initiatives</p>	<p>Strategy: Standardization of Community Investment Alignment  Progress: Guidelines for community investment criteria to guide outgoing contributions to the community were established across Ascension hospitals late in the fiscal year that became effective July 1, 2023. A system-wide goal of 95% of all community investments alignment with at least two of six criteria points including: Strategic Priority, CHNA/Implementation Strategy Plan, Improved Health Outcomes or Laudato Si’ environmental improvements. At the close of FY25 on June 30, 2025, 98% of the hospital’s community investments aligned with the criteria established.</p>
<p>Purchasing &amp; Hiring Initiatives</p>	<p>Strategy: Local Procurement  Progress: Ascension has guidelines towards local supplier procurement as possible in alignment with strategic sourcing.</p> <p>Strategy: SOAR (Strengths, Opportunities, Aspirations and Recommendations)  Progress: Our SOAR action planning focuses on efforts for improvement in our associate engagement. The Associate Engagement Survey and the SOAR process is conducted and performed annually with evaluation and modified throughout the year. This process is guided by Executive and Senior Leadership with implementation and evaluation by Department Leaders.</p> <p>Strategy: Workforce Development  Progress: In September 2023, Ascension launched a proactive workforce development team of managers who strategically sit under human resources in the organizational effectiveness space within the Center for Career Advancement. The center focuses on preparing, recruiting, retaining, and enhancing the skills of individuals in the healthcare professions to meet the evolving needs of the patients and communities. Goals include addressing challenges like workforce shortages, skill</p>

	<p>mismatches, diversity gaps, and technology integration. The workforce development managers are proactive in collaborating on local workforce development programs, partnering with key leaders and stakeholders to identify new program needs or improvement of existing programs, functioning as an intermediary between local chambers of commerce and community organizations, seeking local and federal funding opportunities, developing and over-seeing high school work-based learning programs through career exploration, job shadowing, internships, apprenticeships, and collaborating with community colleges through advisory councils and increased student clinical opportunities.</p>
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## Appendix

### Hospital Net Patient Revenue Report

<b>Ascension Illinois</b>	
<b>Net Revenue</b>	
<b>For the Twelve Months Ended June 30, 2025</b>	
	<b>SJ-C</b>
Net Patient Service Revenue	\$188,645,554
Add Back Charity	\$10,106,754
<b>AG Reported Net Patient Service Revenue</b>	<b>\$198,752,308</b>