At Rush, we strive to leave a lasting impression in our community by overcoming current barriers to health care access, especially for those in underserved areas. We believe the best approach to this problem is to focus on educating our future health care leaders, conducting innovative research that advances health care and performing community service.

For instance, each of those three initiatives is embodied in a newly created program to help educate and train students for new health care jobs that are currently in demand and needed to deliver high-quality, coordinated health care to Chicago’s low-income West and South Side communities. That unique program, created in part by a donation from BMO Harris Bank, is a collaboration between Rush; Malcolm X College, a City College of Chicago; and the Medical Home Network (MHN), which sets out to improve information sharing between health care providers to better meet the health care needs of people living on Chicago’s South and Southwest Sides. New curriculums will be developed to help prepare students to work at MHN and other employers seeking to change the way health care is administered, especially for those in vulnerable areas. In addition, graduate students at Rush will conduct research to evaluate the program’s effectiveness so that other communities can learn from our work.

Rush’s desire to positively affect the lives of people living in the West Side, along with the near western suburbs, is also being helped by our closer relationship with Rush Oak Park Hospital following our full acquisition of the hospital in 2013. Rush Oak Park Hospital will continue its vital role as a community hospital, which includes community service activities and programs.

Whether it’s conducting a diabetes health fair with free screenings in Oak Park or helping to give Malcolm X College students the opportunity to advance their education, the efforts made by faculty, staff and students at Rush are leaving a lasting impression in the community. It’s all part of our aim to provide quality health care, regardless of a patient’s ability to pay.

In the fiscal year that ended June 30, 2013, Rush and Rush Oak Park Hospital provided more than $259 million in community benefits, much of which went to covering uninsured patients as well as costs that are not fully reimbursed by Medicaid and Medicare. That amount doesn’t reflect all of our contributions, so we invite you to read further to learn more.

Larry Goodman, MD
Chief Executive Officer
Our Investment in the Community

At Rush University Medical Center, our mission is to provide the very best care for our patients. Our education and research endeavors, community service programs and relationships with other hospitals are dedicated to enhancing excellence in patient care for the diverse communities of the Chicago area, now and in the future.

Rush is making a lasting impression in the Chicago area by providing health care, educating future health care providers, supporting research and volunteering in our community. In fiscal year 2013 (July 1, 2012, to June 30, 2013), the cost to Rush to provide these community benefits to the West Side and the Chicago area was more than $259 million.
Unreimbursed Medical Care – $183,985,477
Charity care – $37,719,169
This is the cost to provide services to patients who qualified for charity care or financial assistance under one of Rush’s policies. Rush provides free or discounted care for those facing significant financial hardship.

Costs not covered by reimbursements for Medicare – $51,565,997
Medicare, a federal health insurance program for people 65 and older and for people with certain disabilities, does not cover all of Rush’s costs to provide care to patients covered by it. This figure is the additional cost to Rush that is not reimbursed by Medicare. Rush counted 148,508 Medicare patient encounters in fiscal year 2013.

Costs not covered by reimbursements for Medicaid – $62,246,309
Medicaid is a federal program for people with low incomes and few resources. This figure is the cost to Rush that is not reimbursed by the program, which does not cover the full cost of care. Rush counted 92,046 Medicaid patient encounters in fiscal year 2013.

Unrecoverable patient debt – $32,454,002
These are expected payments that were not made for health services that Rush provided. Expected payments are those due to Rush after our discounts to insurers, government payers and patients who are responsible for their own bills. Payments that cannot be collected from patients who fail to provide required information to identify them for financial assistance must be categorized as “bad debt.”

Support for Education Programs – $43,617,583
Rush is committed to providing programs to educate and train the health care workforce of the future, even though not all of the costs of this education are covered by tuition and grants. This is the cost to subsidize the education and training of future physicians, nurses and allied health professionals.

Support for Research Programs – $16,460,000
In keeping with its mission to provide the best patient care, Rush subsidizes medical research that focuses on improving patient care both now and in the future. This is done in concert with private funding and federal grants, which do not cover all the costs of conducting research. This amount reflects what was subsidized solely by Rush.

Other Community Benefits – $9,429,356
Rush invests in outreach programs and other services to build new relationships and strengthen existing relationships with community and medical organizations throughout the Chicago area. In addition, Rush covers the salary and benefits for faculty and staff who volunteer their time for these programs, and makes direct donations to community and medical organizations throughout the Chicago area.

Subsidized Health Services – $5,916,160
Rush provides health services in response to community needs. Because some of these services operate at a financial loss, they must be subsidized from other revenue sources. These services include pediatric and primary care as well as palliative care, among others. Through this approach, which draws upon the services provided within physician clinics maintained at Rush as well as our community service projects, Rush hopes to reach and help people before emergency department visits are required for crisis and medical treatments.
Providing Accessible Health Care

Rush believes quality health care should be accessible to everyone. When people come to Rush, they can rest assured that they will receive the same level of care regardless of their ability to pay. Though the provision of these medical services is frequently at a financial loss to the institution, this is part of the greater community benefit that Rush is proud to offer.

Among the Top Hospital Providers of Medicaid Days in Illinois

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<th>Inpatient Days for Patients Eligible for Medicaid</th>
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<td>1. Saints Mary and Elizabeth Medical Center</td>
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<td>2. Advocate Christ Medical Center</td>
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<td>3. Saint Francis Medical Center</td>
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<td>4. Rush University Medical Center</td>
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<td>5. The University of Illinois Hospital &amp; Health Sciences System</td>
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<td>6. Mount Sinai Hospital</td>
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<td>7. John H. Stroger, Jr. Hospital of Cook County</td>
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<td>8. University of Chicago Medical Center</td>
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<td>9. Northwestern Memorial Hospital</td>
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Source:

Notes
The information in this document is taken from the annual summary report of community benefits prepared for the Illinois attorney general's office, and it includes contributions from Rush Oak Park Hospital. Only a portion of Rush's financial assistance programs meet the Illinois attorney general's office's definition of "charity care" for the annual summary report.

Participation in community service activities (such as providing free care at homeless shelters) by medical students, physicians and other staff is on a volunteer basis. These low-income and homeless populations do not receive "charity care" as defined by the Illinois attorney general. Therefore, the cost of the time, including salary and benefits, of faculty and staff at Rush and the cost of the care they provide are not reflected in any of the numbers on Page 3.
Financial Assistance and Eligibility Services

The largest part of Rush’s community benefits total was the more than $183 million in unreimbursed, but much needed, care that Rush provided to patients. That amount includes free care for patients who qualify for Rush’s financial assistance program (which is called charity care), care for patients who receive services at Rush but later cannot pay their bills (which is called unrecoverable patient debt) and care for patients whose government insurance (Medicare and Medicaid) does not cover all the costs to Rush to provide those services.

Rush has many financial assistance programs to help patients. For example, Rush provides free care for patients with income levels at or under 300 percent of the federal poverty guidelines — a 70 percent discount to patients whose income is up to four times the federal poverty level — and interest-free payment plans. In addition, Rush maintains a patient-eligibility service that focuses on ensuring that patients who do not have insurance receive the coverage they may be entitled to under various federal and state programs. This service also assists patients with obtaining other benefits they may qualify for, such as social security and disability, which help patients well beyond their visits to Rush.

Because the paperwork required for these programs can be overwhelming, Rush has specialists on site who assist patients with the application process. These specialists can also help patients with interest-free payment plans if needed.

Payments can be made over 24 months with a minimum payment of $25 each month. Rush does not charge interest on unpaid balances.

$183 MILLION

in unreimbursed care that Rush provided to patients

Rush NeuroBehavioral Center

The Rush NeuroBehavioral Center (RNBC) in Skokie, Ill., treats children with brain-based difficulties, such as attention deficit hyperactivity disorder, autism spectrum disorders and other social-emotional challenges. It is just one example of the many Medical Center programs that provide assistance to patients who need financial help. Through the Meryl E. Lipton Scholarship Program, the center gives children from high-poverty areas scholarships to help them make use of services at RNBC.

RNBC uses an annual fundraiser to help provide services to these children, who would be otherwise unable to afford services at the center. The funds assist in providing assessments and other services to help children overcome their challenges.

“Parents come here worried, unsure of what to do, and they feel like their dreams for their child are slipping away. Our scholarship program helps give them access to a better understanding of what’s going on with their child, and we develop a positive path moving forward.”

- Anne Howard, PhD, clinical psychologist and scholarship manager at the Rush NeuroBehavioral Center
“They really are the most wonderful people at Rush. I couldn’t ask for more.”

- Wanda Williams-Harrell, an aneurysm patient at Rush
Life-Saving Measures for Patient in Financial Need

Last year, Wanda Williams-Harrell had the mother of all headaches — a headache that hurt so overwhelmingly that no over-the-counter pain reliever would help. “I felt like my head was about to explode from my body,” Wanda says. And then she experienced a strange spasm in the nape of her neck.

Wanda told her husband to call 9-1-1.

A health care worker and nursing student, Wanda knew this was no ordinary headache.

A Life Line

That call and what happened afterward may have saved Wanda’s life. Paramedics brought Wanda to an emergency room that participates in Rush University Medical Center’s 942-BRAIN initiative. This program allows emergency room personnel to speak directly to neurological stroke specialists at Rush any time of day or evening. They discuss the patient’s condition and, together, determine if the patient requires specialized neurological care.

For Wanda, doctors made the decision to transfer her immediately to Rush. They suspected an aneurysm, a blood-filled sack, had ruptured in Wanda brain.

“This condition is fatal in 50 percent of cases,” says Roham Moftakhar, MD, a neuroendovascular surgeon at Rush. “For Wanda, time was critical; we needed to act quickly.”

Accessing the Brain

Once at Rush, staff performed an angiogram to confirm their suspicions and locate the source of Wanda’s excruciating pain: An aneurysm had indeed burst deep inside Wanda’s brain. To stop the bleeding in her brain and prevent further damage, Moftakhar and his colleague Demetrius Lopes, MD, opted to perform a minimally invasive endovascular procedure that would enable them to access the far reaches of Wanda’s brain. By threading a catheter through Wanda’s blood vessels to her brain, doctors could insert a stent to reinforce the leaky arteries damaged by the aneurysm and restore normal blood flow. They also inserted a Slinky-like coil in her brain to keep the aneurysm from erupting again.

No Insurance: Now What?

It took several days before Wanda fully realized what had happened. She was weak but incredibly grateful to her health care team.

Wanda also became extremely worried. After working 14 years for the city as a public health worker, she had recently been laid off. Her husband, Nathanial, had just started a new job. So like many Americans in 2013, Wanda did not have health insurance. How would she pay for her care?

The answer: charity care. Rush provides free or discounted care for qualifying patients facing significant financial hardship.

Staff connected Wanda and her husband to a financial counselor at Rush who told them about the program and asked them to fill out the appropriate paperwork. The end result: Wanda qualified for charity care under Rush’s financial assistance policies.

This support proved invaluable to Wanda because, as it turned out, the aneurysm that erupted wasn’t her only problem.

Wanda had multiple aneurysms, a condition she may have been born with. So she underwent a second procedure to prevent another aneurysm from erupting. And to help ensure a smaller, less problematic aneurysm doesn’t become a threat down the line, Wanda now sees Moftakhar and his team for follow-up visits and tests.

And that’s just fine with Wanda, who is doing extremely well after her ordeal, according to Moftakhar. She has become one of his team’s biggest fans. “They really are the most wonderful people at Rush. I couldn’t ask for more.”
Improving Patient Care Through Research

At Rush, we find new ways to prevent, diagnose and treat illnesses. As an academic medical center, Rush is able to leave a lasting impression on health care in the form of new discoveries that lead to improved treatments. We advance medicine through study results conducted by our physician-researchers, who are involved in thousands of basic, clinical and translational projects that include a number of large-scale studies focusing on major health issues.
Collaboration between our research and clinical endeavors allows us to directly help patients by building on our existing knowledge with what we’re learning through research studies. Discoveries in the lab can lead to advances in patient care, while observations in clinical settings can lead to research studies. This type of research — known as translational research — has led to breakthroughs in care throughout the years.

Researchers at Rush are looking for the best ways to identify diseases before people show symptoms. Therefore, clinicians at Rush are studying large, distinct populations, such as those coping with diabetes (see study below), over long periods of time to identify patterns among the groups that give us a better understanding of the causes of health conditions and ways to alleviate them.

In recognition of the importance of research to the health and well-being of the community, Rush provided more than $16 million during fiscal year 2013 to fund and enable these research activities. The following is just a small sampling of research conducted at Rush throughout the fiscal year.

**Community Health Care Workers Help Control Diabetes Among Mexican-Americans**

Researchers at Rush found that Mexican-Americans with Type 2 diabetes who were visited in their homes by community health workers showed a significant improvement in symptoms compared to a group that received a biweekly, bilingual newsletter on diabetes education in the mail. The study was published in the August 2013 edition of the American Journal of Public Health.

“In many populations that experience health care inequality, community health workers empower people to take better care of themselves while saving money in the health system,” says Steven Rothschild, MD, a family medicine physician at Rush and the study’s lead author.

Community health care workers not only provide health information to patients but also coach them in how to apply the information and make lifestyle modifications at home and at work. They may also share the same culture and language as minority patients, so they’re able to help control chronic health conditions better than other methods.

“The key is helping people take action to live healthier lives,” Rothschild says. “Community health care workers are already in some neighborhoods, but they are widely underused throughout the country.”

Though the study focused on Mexican-Americans with Type 2 diabetes, it builds on prior research showing that people with chronic conditions that require lifestyle changes can benefit more from the use of community health care workers than from other methods.

“Our hope is that people will increasingly consider community health workers as an essential part of the health care team and that insurers will start to look at reimbursement for these services as a strategy to reduce costs,” Rothschild says. “Compared to the cost of medication, the salary and benefits for community health care workers is a modest investment that can improve health and reduce long-term costs.”

**Elder Abuse Linked to Increased Rates of Hospitalization**

Older adults who are subject to abuse, neglect and exploitation face a greater risk of being hospitalized, according to the results of a study published in the April 2013 issue of *JAMA Internal Medicine*. It is the first study to examine how elder abuse is linked to the use of health care services.

“Elder abuse is a serious, common and under-recognized public health and human rights issue,” says XinQi Dong, MD, a geriatrician at Rush and the study’s lead author.

Examples of elder abuse include physical abuse, financial exploitation, such as forging an older adult’s signature on
“With the rapidly growing aging population in this country, problems of elder abuse will likely become even more common, affecting our family, friends and loved ones.”

- XinQi Dong, MD, a geriatrician at Rush

checks or other documents, or a caregiver’s failure to provide basic life necessities, such as food and shelter.

Results came from a study of the Chicago Health and Aging Project, a community-based, long-term study of risk factors for Alzheimer’s disease among older adults aged 65 and over. Participants in the project, which began in 1993, include residents of three neighborhoods on Chicago’s South Side.

Of the 6,674 older adults in the project, researchers found 106 who were identified by social services agencies as having been the victim of elder abuse sometime between 1993 and 2010. Those with reported elder abuse had an annual hospitalization rate that was more than three times higher than those who had no reported abuse.

It is estimated that one out of 10 older adults experience some form of elder abuse, neglect and exploitation in the United States each year.

“With the rapidly growing aging population in this country, problems of elder abuse will likely become even more common, affecting our family, friends and loved ones,” Dong says. “We hope our study will help lead to additional research and resources, as well as national policy initiatives, to improve the health and well-being of this vulnerable population.”

**Using Social Support to Lower Health Care Use and Costs**

Efforts to identify and meet the social needs of patients can lead to decreased use of health care services and costs, and better health care for patients, according to a study by researchers at Rush published in the March 2013 issue of *Health Affairs*.

The study examined seven innovative models of health care used by institutions across the country, each with strong social support services. Researchers found that providing social support, including homemaker services, assessment by a social worker, transportation, emotional support for patients, and caregiver and legal assistance, can have a positive impact when provided along with regular health care services.

“Many vulnerable patients, including older adults and people with low incomes or chronic illnesses, face social challenges daily,” says Gayle Shier, MSW, the study’s lead author and program coordinator of the health and aging department at Rush. “As a result, patients’ compliance with their medical care plans may become secondary to meeting needs that are perceived as more urgent, such as obtaining food, caring for a loved one or seeking employment.”

An array of helpful community-based services already exists, according to Shier, but some people either aren’t aware of these services or don’t realize the importance of using them. There is a robust system of community-based organizations, a network for the aging and disabled, long-term service and support programs, and mental health services.

“Improving the system will require better integrated care — care that fosters communication, collaboration and coordination not only between medical professionals in different settings but also between medical and social services,” says Robyn Golden, LCSW, study co-author and director of health and aging at Rush.
Educating Our Future Health Care Providers

At Rush University, we give students the knowledge and skills to become the physicians, nurses and allied health workers of tomorrow. And our students enhance their education with hands-on experiences, available through community-based programs that enable them to truly make a difference in the lives of others.
Rush University is the foundation from which our students learn to become our future medical leaders and leave a lasting impression on people’s lives. Approximately 90 percent of Rush Medical College students volunteer in at least one community outreach activity. It’s valuable experience for the health care providers of tomorrow, whose services are much-needed.

Shortages of dedicated, well-educated health care professionals in our nation are alarming at a time when aging baby boomers are creating a rising demand for health care. Rush provides programs to educate the health care workforce of the future, even though not all of the costs of this education are covered by tuition and grants. In fiscal year 2013, Rush provided more than $43 million to subsidize the education and training of future physicians, nurses and allied health professionals at Rush’s medical college, the College of Nursing, Graduate College and College of Health Sciences.

Rush is committed to continuing to subsidize education programs to provide highly trained professionals not only to Rush, but to the larger health care community. As part of that commitment, Rush has helped create and advance the following programs that allow students to serve the community as they learn.

**Rush Community Service Initiatives Program**

Twenty-two years ago at Rush University, Edward Eckenfels, PhD, now a professor emeritus, launched a then-radical idea: a community service program initiated and governed by students in health care. He believed that students who were exposed to diverse populations would become more culturally competent as providers, which would serve them well as future physicians.

Rush has since developed programs to expose students to the many public health disparities in the Chicago area, while also providing valuable health services to disadvantaged communities. The Rush Community Service Initiatives Program (RCSIP) is a network of ongoing community service programs — some of which are detailed later in this report — in which Rush medical students volunteer with physicians from Rush.

**Working With Malcolm X College**

Rush and Malcolm X College are working together to help train undergraduate students at Malcolm X to enter in-demand health care professions in Chicago and address aspects of the health workforce shortage. As part of the program, Rush provides equipment, clinical experience, guest lecturers, curriculum expertise and laboratory time to Malcolm X.

Two career ladder programs have been instituted by Rush for graduates of Malcolm X to complete their bachelor’s degree: Graduates of Malcolm X’s medical radiography program may be eligible to enroll at Rush University for a bachelor’s degree program in imaging sciences, learning techniques used for CT and magnetic resonance imaging. Meanwhile, those who complete the respiratory care program at Malcolm X may be eligible to enroll at Rush University’s bachelor’s program in respiratory care.

By promoting educational and professional advancement, the program aspires to help both individuals and the city thrive for years to come.

$43 MILLION

to subsidize education and training of future health care professionals

90%
of Rush Medical College students volunteer in at least one community outreach activity
RU Caring

RU Caring is a program that brings together students from all areas of Rush University, including medical, nursing, audiology and occupational therapy students. RU Caring provides them with the opportunity to develop and perfect their clinical, interpersonal and leadership skills while helping the community. The following are examples of RU Caring's initiatives during fiscal year 2013.

Back to School Health Fair

This past fiscal year, Rush University's voluntary, student-led RU Caring program hosted its eighth annual Back to School Health Fair, performing physical exams, and offering electrocardiograms, immunizations and hearing screenings for 345 attendees.

Rush also partners with community groups such as Smile Illinois to offer dental services, including examinations, cleanings, fluoride and sealants, for health fair attendees. The event is held in partnership with Alderman Bob Fioretti of Chicago’s 2nd Ward and the Chicago Department of Public Health.

Sharon Gates, director for multicultural affairs and community outreach for Rush University, cites the collaboration between students and physicians from different disciplines as a reason for the program’s success. “People come together and work in a cohesive, focused manner to help kids in need,” she says.

Spring Into Motion and Fitness Health Fair

The annual Spring Into Health and Fitness Fair is another example of RU Caring’s commitment to provide better access to health care for underserved communities across Chicago, which have high levels of poverty and poor access to primary health care due to lack of insurance. The event offers Chicagoans who live in these neighborhoods free health screenings, physical exams, school physicals, nutrition counseling services, immunizations, and HIV testing and counseling. Rush students from a wide range of disciplines participated this past fiscal year, including students from medicine, nursing, occupational therapy, audiology, health systems management and clinical laboratory sciences. They worked under the supervision of physicians, nurse practitioners, and professional nursing staff and faculty from Rush to provide health services for approximately 200 underserved Chicagoans in the fair’s ninth year.

Commemorating Martin Luther King’s Birthday With Day of Service

Rush University students and staff commemorated Dr. Martin Luther King’s birthday with a day of service in January. Students from each of Rush’s colleges, along with Rush staff, collected toiletries and snack foods for donation to U.S. military personnel serving overseas. Several other activities took place on and off campus, including providing breakfast for shelter residents at Franciscan House of Mary and Joseph, and delivering homemade cookies to the Ronald McDonald House.
Joining Forces to Help the Community

Rush’s commitment to using innovative, quality care to improve lives is not limited to the Medical Center campus. The relationships we have built within the community leave a lasting impression and provide an outlet for the sense of service and philanthropy that defines Rush.

From students to physicians to support staff, employees at Rush are dedicated to helping underserved populations. In fact, students often select Rush University specifically for the opportunity to use what they learn in the classroom to help the community. The following programs are just a few examples of how Rush offers its services to the community.
\textbf{Chicago City Church}  
153 W. Garfield Blvd., Chicago  
At this Washington Park mission, Rush medical students provide free medical care to local residents and the homeless. Students work with a physician to address urgent needs and dispense medication. In fiscal year 2013, the program served 186 people.

\textbf{The Clinic at Franciscan House of Mary & Joseph}  
2715 W. Harrison St., Chicago  
Located on Chicago’s West Side, this shelter provides a meal, a shower and a safe place to sleep for up to 235 men and 35 women each night, making it one of the larger overnight shelters in Chicago. Staffed weekly by students and physicians from Rush, the clinic at Franciscan House of Mary & Joseph is the major source of medical care for many of the shelter’s residents. In fiscal year 2013, 419 volunteers provided triage and physical exams, obtained medical histories and distributed medications to 492 patients at the clinic.

\textbf{CommunityHealth Clinic}  
2611 W. Chicago Ave., Chicago  
At this not-for-profit volunteer organization located 10 minutes north of the Medical Center, members of the community who cannot afford to pay for care or are ineligible for medical insurance receive free preventive and primary health care services. One evening each week, students and physicians from Rush volunteer to provide services ranging from routine physical exams and immunizations to a full laboratory and pharmacy. In fiscal year 2013, medical students and physician volunteers from Rush evaluated 483 patients.

\textbf{Freedom Center}  
1515 W. Monroe St., Chicago  
Rush medical students, led by a physician from Rush, provide free health care for men, women and children in the near West Side community. Co-founded by a primary care physician at Rush, this free clinic opened in 1994 to serve the homeless in Pilsen, a predominantly Mexican immigrant community. The clinic now serves a wider range of people. In fiscal year 2013, 476 people received health services at the Freedom Center.

\textbf{Haymarket Center}  
932 W. Washington Blvd., Chicago  
Rush has partnered with the Haymarket Center — a not-for-profit organization that aids people in their recovery from chemical dependency — to provide clinical services, including physical examinations. In fiscal year 2013, volunteers from Rush assisted 236 people.

\textbf{Kids-Shelter Health Improvement Project}  
Nine homeless facilities on Chicago’s West and South Sides  
A medical outreach team travels to nine homeless facilities on the West and South Sides of Chicago to provide free health care services to homeless children and adolescents. The team includes a pediatrician from Rush, medical students and pediatric resident physicians from Rush and John H. Stroger, Jr. Hospital of Cook County. Follow-up care is provided as needed at Rush. In fiscal year 2013, approximately 400 patients were seen through the program.

\textbf{Project Lifestyle Change}  
520 S. Maple Ave., Oak Park, Ill.  
Rush Oak Park Hospital’s Project Lifestyle Change is a free, yearlong group education and support program aimed at diabetes prevention. The program consists of four weeks of group education followed by five months of follow-up support and education, and teaches blood glucose monitoring, restricted fat and calorie meal planning, and exercise and behavior modification. In fiscal year 2013, 68 people participated in Project Lifestyle Change.

\textbf{School-Based Health Centers}  
2245 W. Jackson Blvd. (Crane); 730 N. Pulaski Rd. (Orr); 1321 S. Paulina St. (Simpson), Chicago  
The Rush University College of Nursing operates school-based health centers through the Chicago Public Schools at Richard T. Crane Technical Preparatory Common School, the Rezin Orr Community Academy High School and the Simpson Academy for Young Women.
The health centers increase adolescents’ access to quality health care and provide medical services on school grounds, helping students spend more time in school and less time out sick. The health centers provide comprehensive services, including risk assessments, health education, acute and chronic care, family planning, school and sports physicals, laboratory services and immunization services. The centers also help people enroll in programs such as KidCare and the state’s Women, Infants and Children program. During fiscal year 2013, nurses and students from Rush had 1,499 student encounters at Orr; 1,330 at Simpson; and approximately 1,000 at Crane.

**The Ruth M. Rothstein CORE Center**

2020 W. Harrison St., Chicago

Rush collaborated with the Cook County Bureau of Health Services to create this facility in 1998 — the nation’s first freestanding, specialized outpatient health care facility addressing the medical and social needs of people with HIV/AIDS and other chronic infectious diseases.

Now, it’s the largest, most comprehensive provider of HIV/AIDS treatment in the Midwest. In fiscal year 2013, Rush provided $200,000 in operational support to the CORE Center, and Rush leadership continues to serve on its board.

**20/20**

Various locations throughout Chicago

20/20’s mission is to provide free vision services to underserved populations. Student volunteers from Rush screen adults and children for eye diseases, such as glaucoma, cataracts, amblyopia and strabismus. In fiscal year 2013, 216 people benefited from this program.

**Wellness Program With the Chicago Department of Family and Support Services**

2102 W. Ogden Ave.; 1767 E. 79th St.; 6117 S. Kedzie Ave., Chicago

The Wellness Program With the Chicago Department on Aging has primarily served minority older adults since 1985. Advanced-practice nurses, dietitians and pharmacists from Rush provide health information and care for older adults at three Chicago senior centers, one of which is only four blocks from Rush. These clinicians conduct tests of blood pressure, bone density, glucose, diabetes and prostate-specific antigen, or PSA, levels. During fiscal year 2013, Rush provided 7,981 health screenings to older adults.

Now, it’s the largest, most comprehensive provider of HIV/AIDS treatment in the Midwest. In fiscal year 2013, Rush provided $200,000 in operational support to the CORE Center, and Rush leadership continues to serve on its board.

216 people screened for eye diseases at the 20/20 program
Mentoring in the Community

At Rush, we believe building a stronger community includes leaving a lasting impression on its youngest members by helping them to reach their potential. Our students welcome that challenge, volunteering their time and energy to community-based programs to help children and adolescents.

The following are examples of some of the programs that are designed to help kids build confidence in school — and build new skills that will put them on the road to a lifetime of well-being.
BUDDIES Program
On the Rush University Medical Center campus
The BUDDIES program matches Rush medical student volunteers with chronically ill pediatric patients. The Rush medical students do not administer any medical care or advice but rather act as mentors, advocates and, most important, friends. In the last fiscal year, 500 pediatric patients at the Medical Center were helped by this program.

Heart to Soles
2715 W. Harrison St., Chicago
Students at Rush, in partnership with Midwest Orthopaedics at Rush, examine the ankles and feet of people at the Franciscan House of Mary & Joseph to identify foot and ankle problems. The center provides meals, showers and a safe place to sleep for many of Chicago’s homeless. In fiscal year 2013, Rush volunteers examined 300 people.

AGE-WISE Clinic
520 S. Maple Ave., Oak Park, Ill.
Rush Oak Park Hospital’s AGE-WISE program originated in 1995 to offer free health resources to older adults. Services include health education classes, support groups and screenings for common health problems to prevent, detect and treat diseases early. Health screenings range from diabetes, prostate, cholesterol and thyroid blood tests to glaucoma, skin cancer and bone density screenings. In fiscal year 2013, there were 4,217 encounters related to AGE-WISE events.

“I every class is educational. You know it’s going to be fun, but it’s also going to lead you in the right direction for your health. It’s a good way to stay active, and people feel comfortable there. You feel like you’re with friends.”
- Joyce Barloga, AGE-WISE member

Instituto Health Science Career Academy (IHSCA)
2520 S. Western Ave., Chicago
Students at Rush work closely with IHSCA’s staff to mentor high school students at the school, which is tailored to Latino students interested in science and health care fields. Rush mentors give IHSCA students the necessary support and encouragement to strive for personal and academic success. In fiscal year 2013, this program involved 225 IHSCA students.

Reach Out and Read
On the Rush University Medical Center campus
Pediatricians from Rush use routine appointments to introduce and promote the value of reading to children from low-income families. Books are distributed to patients at their visits, and volunteers at Rush read to children in the office waiting room in order to demonstrate good reaching techniques. Pediatricians,
nurses and pediatric residents discuss the importance of reading aloud to young children as a means to increase language skills and promote a love of learning. In fiscal year 2013, 6,000 new books as well as thousands of gently used books were distributed to children and their families.

Sankofa Initiative
Various locations throughout the West Side, Chicago Rush students visit partner sites, including schools, not-for-profit organizations and after-school programs, to tutor children and teenagers, encouraging interest in math and science while assisting with homework. Rush students assisted 740 students during fiscal year 2013 through the Sankofa Initiative.

Science and Math Excellence (SAME) Network
West and Southwest Sides of Chicago
Operated through Rush’s Department of Community Affairs, the SAME Network is a community service enterprise that was developed in response to the low science, math and reading test scores in public schools surrounding Rush on the West and Southwest Sides of Chicago. Formed in 1990, the SAME Network was designed to create interest and improve proficiency in science and math. By providing scientific equipment, teacher training and a variety of hands-on experiences, the SAME Network offers these students the same opportunities to learn math and science as students from more affluent areas. Since its launch, the SAME Network has grown to a collaboration between Rush and 34 elementary schools, 11 high schools, many local businesses and several other educational organizations. During fiscal year 2013, 1,258 children, teens and educators benefited from the SAME Network’s services.

The following are just a few of the SAME Network programs:
The College Internship Program provides support to students throughout college. Eligible students receive scholarship assistance, academic support and the opportunity to work at Rush in an area related to their chosen fields. In fiscal year 2013, 22 college students benefited from this program.

The College Preparatory Enrichment Program, a collaboration between the SAME Network, Chicago Public Schools and Benedictine University, offers students entering the seventh grade the opportunity to participate in after-school activities and summer instruction on the Benedictine campus in Lisle, Ill. The students are recommended by their principals and teachers because of their math and science academic potential. In fiscal year 2013, 58 students participated in the program.

The High School Internship Program offers a variety of hands-on internship experiences at Rush to high school students interested in pursuing education in math, science and technology fields. Upon graduation from high school, these students are eligible to transition into the SAME Network’s College Internship Program. In fiscal year 2013, 18 students participated in this program.

Special BUDDIES
On the Rush University Medical Center campus Special BUDDIES is a student organization at Rush that creates opportunities for future health care providers of all disciplines to become comfortable interacting with people with developmental disabilities. While volunteers do not provide medical care, their visits help to make patients’ hospital stays more comfortable. In the process, students develop important communication skills. During fiscal year 2013, volunteers met with 28 patients.
“As an intern I was asked to do things where I thought, ‘How am I going to do this?’ But when you know people have a lot invested in you and are there to support you, you figure out a way, and that builds confidence. That has stayed with me.”

- Porsha Love, Science and Math Excellence (SAME) Network alumna
Building a Foundation for Kids’ Futures

As a teenager, Porsha Love, now 27 years old, had a few careers in mind.

During her time at Morgan Park High School on Chicago’s South Side, she thought she might want to become a pediatrician. A few years later, at Illinois State University, she decided to major in human resources and marketing. Then, during one of her summer breaks, she worked as an intern for Alicia Smith, associate vice president for hospital operations at Rush.

“Before that, I didn’t know what health care administration was,” Love says. “But when I started working with Alicia, I said ‘OK, this is it.’”

Love had already interned in several Medical Center departments and at Citibank. But she found she preferred the sheer variety of challenges she faced in hospital operations.

“Alicia would say, ‘We need some more benches,’ or ‘We need to fix that restroom,’ and it was up to me to figure out how to get that done,” Love recalls.

Addressing Gaps at Every Age

Love, who went on to earn a master’s degree in health administration from the University of Memphis, was able to explore careers and find the right fit thanks in large part to the Science and Math Excellence (SAME) Network.

The Rush Office of Community Affairs founded the SAME Network in 1990 to help narrow the gap in math and science test scores between schools on the South and West Sides and schools in wealthier communities.

Since then, the network has helped thousands of kids develop science and math skills and, in many cases, parlay their skills into careers.

For high school and college students like Love, that help usually comes in the form of internships at Rush and elsewhere.

For elementary school students, the SAME Network raises money to build science labs in schools that don’t have them. It also sends Rush staff members to give math and science workshops in the classroom. Preschoolers and kindergarteners, meanwhile, benefit from the professional development the network provides for their teachers.

Making Impressions That Last

In addition, the SAME Network often invites students from its dozens of member schools to visit Rush for math- and science-related activities. Nancy Cullinan Nasko, the principal at St. Pius V elementary school in Pilsen, says these visits have made an impression on her young students.

“Visiting Rush is like visiting a city,” Nasko says. “It really has opened students’ eyes to all that it takes to make a hospital run — all the different careers, everything that needs to get done.”

Love, who now works as the clinic services coordinator at Memphis Health Center, says her exposure to that variety not only launched her career but also gave her the tools to succeed at it.

“As an intern I was asked to do things where I thought, ‘How am I going to do this?’” Love says. “But when you know people have a lot invested in you and are there to support you, you figure out a way, and that builds confidence. That has stayed with me.”
A Model for Patient Care

Rush’s campus continues to undergo a major transformation that started in 2004, including our state-of-the-art hospital building, the Tower, which opened in January 2012, and our recently opened Rush Family Birth Center. But that transformation runs much deeper than sophisticated health care facilities. It’s a transformation in the way we deliver care, and our ability to leave lasting impressions on our community members as a resource, partner and model for environmental awareness.
Over the past few decades, Rush has played an important role in the West Side’s steady emergence from years of economic struggle and physical decay. As two other medical schools moved away from the struggling neighborhood, Rush upheld its commitment to the area by investing in new facilities, including the Armour Academic Center, which opened in 1976, and the hospital Atrium Building, which opened in 1982.

Over the following years, the West Side began to flourish as other new and refurbished buildings, including offices and condominiums, appeared. Then, Rush reaffirmed its commitment to the community: It launched a 10-year redevelopment project, called the Rush Transformation, to redesign and reorient the campus and the way Rush provides medical care.

The project entailed new and renovated buildings designed to better support patient needs, as well as advanced technology that improves the quality, safety and efficiency of patient care. That includes the Tower hospital, one of the country’s most advanced health care facilities.

On the Tower’s ground floor, the McCormick Foundation Center for Advanced Emergency Response provides a new level of readiness for large-scale health emergencies, such as a mass outbreak of an infectious disease, a bioterrorist attack or an accident that spills hazardous materials. It is also providing expanded service to the growing near West Side population at a time when the number of emergency rooms in urban and suburban areas across the country is falling.

And we’re committed to breaking down barriers that might otherwise prevent our diverse patients from getting quality care. Our interpreter services office has 11 members on its staff to help make the process much smoother for both patients and hospital staff.

Rush Family Birth Center

With the March 2014 opening of the Rush Family Birth Center on the eighth floor of the hospital building, Rush’s tiniest patients are now being born in the Tower.

The expanded labor and delivery unit includes obstetrics triage, a labor lounge and 10 labor-delivery-recovery rooms located right next to the neonatal intensive care unit (NICU), eliminating long transfers to other rooms between stages of the birthing process and saving precious minutes. Newborns will go to the mother-baby unit with their mothers or, if necessary, to the infant resuscitation area or a NICU room depending on their condition.

The goal is to keep mother and baby together as long as the baby’s condition permits. The design includes spacious rooms that provide a relaxed and comforting space for mom, baby and family to be together.

Neonatal Intensive Care Unit – Precious Seconds Saved

At Rush, the eighth floor of the Tower was designed to situate the NICU just steps away from the delivery rooms so babies in distress can be in the hands of a specialized neonatology team within seconds after delivery.

Three high-risk obstetrical operating rooms are immediately adjacent to the NICU, along with a NICU procedure room and a five-bay infant resuscitation area so neonatal specialists can immediately begin caring for high-risk infants who need special care. Every detail of the NICU — including individual rooms that include family space so parents can stay close to their baby 24/7 if they desire — supports a healthier, more soothing environment for infants and their families.

New, improved facilities help Rush leave a lasting, positive impression on people even during their very first moments in the world.
Interpreters Improve Communication and Care

November 2013 marked the 10th anniversary of Rush’s interpreter services. During the past decade, Rush interpreters have helped countless limited-English-proficient (LEP) patients and their caregivers communicate with each other, enhancing care and increasing these patients’ peace of mind.

Many LEP patients choose Rush over other medical facilities because they know that they can receive care in their native language here, according to Carlos Olvera, the first interpreter hired at Rush, and manager of interpreter services.

“A quick stroll through our halls is sufficient to realize how ethnically and culturally diverse our patient population is,” Olvera says. “Studies have shown that positive health outcomes for LEP patients are much more likely when those patients receive their medical information in their own languages.”

High Demand, High Standards

The interpreter services office has grown from three staff members to 12 since its inception and now receives approximately 10,000 requests a month. The office maintains a busy schedule of inpatient and outpatient visits, covering all parts of the campus, as well as Rush Oak Park Hospital, where interpreters travel 15 to 20 times a month.

The office has 11 Spanish-speaking interpreters and one Polish speaker. In addition, Rush draws on agency interpreters to provide in-person or over-the-phone interpreting in languages such as Arabic, Mandarin, Cantonese and Hindi, among others.

Interpreters often assist patients who are about to undergo surgery. They visit units during nurse shift changes to help explain the plan of care and stop by a variety of areas.

“We run around like crazy all day, but it’s well worth it,” Rush interpreter Rick Kirgan says.

In addition to being in great demand, the interpreters are held to a high standard.

All of Rush’s interpreters have been awarded the highest certification available to medical interpreters in the United States from the Certification Commission for Healthcare Interpreters. Rush is the only major medical center in Illinois, and one of only a few in the nation, to have its entire staff certified at this level.

Removing Barriers

From the increase in the number of interpreters to the types of languages requested, interpreter services at Rush has changed in many ways over the last decade.

“It’s become part of the Rush culture,” Olvera says. “We’ve been able to minimize the communication barriers for patients by simplifying the process of getting interpreters.”

That process begins the moment a patient first arrives at Rush. Included on the patient’s admittance forms are fields that allow hospital staff to determine what language the patient speaks and whether or not an interpreter is needed.

Once this information has been entered, all subsequent appointments in Rush clinics appear on the interpreter services list so the office can make arrangements accordingly, eliminating the need for the clinician to call them first. This arrangement makes for a much smoother process for the patient and hospital staff.

“What I love about the interpreters is that they’re all advocates for the patient, helping them navigate the system,” says Paul Jones, MD, head of pediatric otolaryngology at Rush. “The interpreters help doctors, nurses and other staff better care for patients, and the program is a testament to Rush’s commitment to the needs of our diverse community.”

Interpreter services at Rush receives approximately 10,000 requests a month.
“[Because of the dystonia] my son was on the floor. He was no longer walking. With the surgery he had, with the stimulation in the brain, he’s much better now. He’s walking now, and he has a normal life.

“Because I don’t speak a lot of English, I need to know what they’re doing with him. The interpretation has been wonderful. I didn’t have any doubts, especially when the procedure was done. I was able to have everything answered, and I didn’t have any doubts left.”

- Martin Sanchez, father of a patient at Rush, with Medical Center interpreter Rocio Rosiles
For more information on the community benefits provided by Rush, visit rsh.md/community2014.

To make an appointment, call (888) 352-RUSH (7874).

Rush University Medical Center
1653 W. Congress Pkwy.
Chicago, IL 60612

About Rush
Rush University Medical Center is a not-for-profit, health care, education and research institution on the West Side of Chicago.

We are consistently ranked by U.S. News & World Report as one of the top medical centers in the country. The University HealthSystem Consortium, an alliance of approximately 90 percent of the nation’s not-for-profit academic medical centers, has consistently awarded Rush the highest possible score for “equity of care” in its annual quality and safety benchmarking study, which measures whether patients receive the same quality of treatment and have the same outcomes regardless of their gender, race or socioeconomic status.

And Rush’s nurses have been awarded Magnet status three consecutive times. Rush is the first hospital in Illinois serving adults and children to receive Magnet status — the highest honor of nursing excellence — and the first in Illinois to earn a third four-year designation.

Rush University is home to Rush Medical College and one of the nation’s top-ranked nursing colleges, the College of Nursing, as well as graduate programs in allied health and management through the Graduate College and the College of Health Sciences. The Medical Center offers more than 64 highly selective residency and fellowship programs in medical and surgical specialties and subspecialties.

PLEASE NOTE: All physicians featured in this publication are on the medical faculty of Rush University Medical Center. Some of the physicians featured are in private practice and, as independent practitioners, are not agents or employees of Rush University Medical Center.

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