



# 2024

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## ANNUAL REPORT

MORE THAN MEDICINE.  
IT'S PERSONAL.







# Chicago's Future Depends on Quality Healthcare for All

It's imperative that we, as Chicagoans, embrace the idea of healthcare as a right for everyone. From every neighborhood, from every street, from every home. Ensuring all of our residents have the care they need to live their happiest and healthiest lives is the foundation of a world class city.

We can overcome the social determinants of health that make Chicago's marginalized neighborhoods on the south and west sides feel less connected or less vital to the rest of our city. Indeed, the delivery of quality healthcare to all—regardless of ability to pay—is the most immediate and impactful way that we can demonstrate that Chicago is for *everyone*. We can make people healthier right now.

Sinai Chicago's safety-net is more than medicine, it's a commitment to improving the environments where people are born, live, learn, work, play, worship, and age. For us, it's about a building a sense of belonging and opportunity along side a healthcare system that helps everyone, everywhere to not just survive, but thrive. That's true equity. And that's our mission.



**DONATE**



# Dr. Ngozi Ezike



Sinai Chicago is just—different. There’s no other hospital in our area that is committed to a 105-year mission to improve the health of everyone in need. What might seem a simple mission is, in action, a multilayered test of passion, persistence and perseverance.

Serving our southwest and west side communities – serving all of Chicago, truly – is an honor. Last year, 25,000 Chicagoans received charity care at Sinai, and we were again lauded as one of the top ten hospitals in the nation that provide community benefit and charity care well beyond that required of our status as a non-profit hospital.

Residents in our communities deserve the highest quality healthcare while being treated with compassion, dignity, and respect. That’s the heart of our work. In 2024, with the support of generous and committed partners, Sinai Chicago made strides in improving the patient experience in amenities, safety, and technological advances.

With donor investment of \$3.5 million, we were able to create a new state-of-the-art angiography suite, establish a behavioral health intensive outpatient treatment program at Holy Cross Hospital, and expand the community health worker (CHW) program into more homes and into more medical units, including maternal and infant health.

At Sinai, we embolden employees to “#BeTheDifference.” In the stories for this year’s annual report, you will see how our caregivers take that mandate seriously and how we are partners with patients in achieving wellness—health, safety, security. Sinai goes beyond medicine in all aspects of our system to provide wraparound care that ensures the holistic health of our community. The relationship with Sinai Chicago is personal for our caregivers and our patients. Read on to learn more about what medicine beyond our doors looks like in action and meet:

- A caregiver from the community who attributes her success to employment at Sinai

- An older man who found support and a trusted ally as he battles lung cancer
- A woman who is now thriving after a violent attack left her with a disability
- A man working too hard while battling kidney disease, who can now focus on his health Patients who are empowered in their healthcare through the MyChart app

These stories also reflect our champions “behind the scenes.” Healthcare that is rooted in wraparound services could not have happened without partners and supporters like you. Together, we envision a Chicago that is becoming healthier, safer, and more equitable because we are all committed to making it happen. We are making great strides in tough circumstances and will continue to do so with your help. Thank you for all that you do, and for being part of our Sinai Chicago family.

A handwritten signature in black ink, reading "Ngozi Ezike MD".

President and CEO  
Sinai Chicago



# Salvador and Jorge



*There are very few people Salvador trusts. Jorge's the exception.*

From a clinician's perspective, Salvador – with kind eyes, a ready wit, and genial personality – presented as one of the most open and cooperative patients one could meet. However, though he would smile and nod his head agreeably, he had no real intention of following up with his treatment plans, even in the face of stage-four lung cancer.

Now 73, Salvador came to the United States from Mexico with his grandparents at the age of 15. When they arrived in Chicago, he began working to make money to support himself. He never had the opportunity to attend school and he does not read or write in English or Spanish. He doesn't speak English. Salvador, a professional gardener for a cemetery, is single, has no children, and values his independence. He is a very private person and told no one that he had developed lung cancer—not his relatives and not his employer.

"He was very standoffish at first. Very wary about my role. But I kept showing up and began to develop a rapport with him," Jorge Hernandez says. As a community health worker, Jorge had been informed that Salvador often ignored medical

instructions and would not follow through with his care, especially if he ran into any setbacks.

"I'd call him every day to make sure he was on his way to appointments and I would meet him in the radiology department. I've gained his trust to the point where he has opened up to me and is able to stay on top of all his medications, cancer treatments, and imaging tasks."

It's more than trust. It's a real personal connection. In fact, Salvador has now directed the oncology staff to contact Jorge directly to inform him of any updates or changes in his prognosis, saying, "just tell Jorge."

Though it's part of his job, Jorge considers it a huge accomplishment to have connected with Salvador on such a personal level. "He was already closed off to others, so I can only imagine what his life would've been like had we not crossed paths. The only close family member he has is a cousin who lives over an hour away [and Salvador doesn't drive]. Now, he says that he considers me a friend and someone who is part of his inner circle."

For his part, Salvador says he is incredibly grateful for Jorge's guidance through his

long and difficult road of cancer treatment and thinks it probably would not have worked out with anyone else. He always tries to repay kindness with "a small gift of some sort and will playfully get offended if you do not accept. We are working on that." Jorge laughs at the unnecessary gesture. "But for now, he is like a friend that needs a little bit of guidance," Jorge says, happy that Salvador is responding favorably to treatment and incredibly positive that he will go into remission soon and return to work.

**Language is not a barrier at Sinai Chicago, where many clinicians are fluent in Spanish. In fact, at our Antillas Clinic, Sinai's caregivers communicate in more than 26 distinct languages. Through Sinai Urban Health Institute (SUHI), Sinai has been a leader and innovator in the use of community health workers (CHWs) to address health disparities. CHW's are members from the community (with lived experience) who are making a real difference in the communities in which they live. They speak the language. They know the neighborhood. They screen patients for social needs, help navigate appointments, and assist with other health needs like cancer screenings, mammograms, asthma management, and diabetes prevention.**





# Zenobia and Audrey

*Audrey was there for me through it all.*

Zenobia is a fun, jovial person, and natural jokester. When she woke up from a coma in the hospital, Zenobia assessed the state of her mangled hand and joked with her doctors that it looked like a piece of fried chicken. “I said, does anybody want some chicken?” she says holding her hand before her face. “I couldn’t remember what had happened to me.”

Yet, when it comes to Audrey Romito, manager of Grant Operations and Patient Experience, Schwab Rehabilitation Extended Services, there’s no joking around. Zenobia’s eyes well up with tears and her voice chokes when she talks about her connection with Audrey.

Zenobia came to Schwab Rehabilitation for inpatient rehabilitative care following a brutal attack by her then-boyfriend. He’d severely damaged much of her body with a hatchet and left her for dead. She was in coma for a month before arriving at Schwab.

“I met her when she got admitted to Schwab,” Audrey said. She runs the Domestic Violence Program at Schwab Rehabilitation hospital. Now disabled due to her injuries, Zenobia was in the

right place. Schwab’s Domestic Violence Program is one of the few in Chicago with a focus on supporting and aiding people with disabilities facing domestic violence situations. Initially, Zenobia wasn’t open to talking to the Chicago Police Department or the State’s Attorney’s Office because she was afraid and wanted to put the incident behind her. Audrey worked with Zenobia, educating her on the importance of working with both entities, so that they could proceed with their investigations, charge the offender, and bring her some measure of justice.

Audrey worked very closely with Zenobia every day while she was an inpatient at Schwab. Audrey helped her develop discharge plans, economic support, homemaker services, medical advocacy, and whatever was needed. The most important aspect to Zenobia is the emotional support Audrey provided.

Audrey was with Zenobia through it all—weekly criminal case updates, attending the court proceedings and trial preparations. In February 2024, the criminal case went to trial and the offender was found guilty of attempted murder. He was sentenced to life in prison. Audrey helped Zenobia prepare a victim

impact statement and was there when she delivered it to the courts.

Her rehabilitation care was a complex and emotional challenge for all involved, but Audrey’s advocacy and presence in Zenobia’s life helped her to make huge strides in her recovery. Zenobia had good news at our photo shoot—she had a new apartment, and it’s fully furnished by the Chicago Furniture Bank. She continues to be active in the domestic violence program’s support group and will always consider Audrey one of her truest friends.

**Sinai Chicago’s Schwab Rehabilitation is one of only two freestanding rehabilitation institutions in Chicago. Schwab’s domestic violence program centers on people with physical, mental, and/or intellectual disabilities—a population disproportionately at high-risk for domestic and interpersonal violence. Schwab provides support in the form of a 24-hour crisis hotline, emergency intervention, safety planning, individual and group counseling, ongoing resource support, legal rights, systems advocacy, and support in securing accessible transportation and safe housing.**



# Albert and Taylor

*She's like a little sister to me.*

Around a year ago, Taylor Turco, a renal dialysis licensed clinical social worker, was making her rounds with the patients in the Mount Sinai Hospital Medical Center Renal Unit. She stopped by Albert's station for a talk. She was concerned. For several months, Albert's health remained unstable due to his poor compliance with his dialysis care plan. His attendance had been spotty, though it was important that he take dialysis three times a week for 3 to 5 hours to keep toxins from building up in his blood—work his kidneys would do if they were functioning properly.

It was obvious to Taylor that with Albert's end-stage renal disease, he should not continue full-time employment and should be on Social Security Disability (SSD). Albert agreed. He had gone to work with swollen legs, pain, dizziness—but he had to earn a living. He didn't intend to neglect his health but explained that he'd applied for SSD years ago and was told that he was not eligible.

Applying to the Social Security Administration (SSA) is not a small undertaking, even for a clinical professional. It's almost impossible for a working person. Each call to advance a person's application can take two hours

or more on the phone. Taylor got to work. Over the course of several weeks, she and Albert made phone calls to SSA to find out what happened with Albert's application and why he was denied. They put together the documentation to prove that he should be eligible.

Taylor found out that Albert hadn't been denied. He had been receiving SSD benefits since 2020, and his funds were regularly deposited to a Direct Express debit card. But the agency sent the card to the wrong address. A significant amount of money had been accumulating in his account. Taylor and Albert updated his address with SSA and contacted Direct Express to have a new card sent out to him right away.

Once he was able to receive SSD benefits, he was able to focus on his care. "When Taylor told me about my social security benefits, we had some tears," Albert said, glad that he'd had someone to help him make the calls, follow-up and cut through the red tape. "It took years of endurance working with kidney failure."

"I do not have to go out and work so hard anymore. I try to stay positive. That's what gives me my strength. I encourage others now, and that makes me feel good. It's just like watering a plant, helping people grow.

That is what life is about and that's what people do here in the dialysis unit at Sinai."

**Navigating the healthcare environment can be very challenging, even for those who are familiar with the complexities of the system and especially difficult for those who are healthcare illiterate. Sinai Chicago has a rich commitment to improving community health, from treating chronic disease to addressing the health disparities that plague our community. It is evident in our wide array of innovative community-based programming and partnerships that we reach beyond our physical walls to provide critical health and social services for all in need.**





# Alexis Smith, MSW with AmeriCorps Members Nayeli and Kareemah

*Sinai raised me.*

Alexis Smith knows what it is to aspire for more, to become a leader, and to give back. These are some of the lessons she learned from leaders at Sinai Chicago. Alexis decided to join Sinai in 2005 during frequent visits to her grandfather, while he was a patient at Mount Sinai Hospital. “I only lived a few blocks away. I was young, but I looked around and watched the people caring for my grandpa. They were nice, and there were all these different types of jobs. I thought, this is a place to work. There might be something here for me too.”

It was her first real job. She entered the healthcare system in food service, which she liked, especially her coworkers. Alexis soon advanced to a dual role as program assistant in the Volunteer Service Office and as an administrative assistant with Sinai Community Institute’s President Debra Wesley. “Debra saw me as a person with possibilities,” Alexis says.

Yet, it wasn’t long after observing Alexis’ drive, intelligence, and work ethic that Debra and many of the SCI staff began to push her out of her comfort zone—more like...out the door. They could see that Alexis was very motivated and wanted better for herself. She was also completing

her bachelor’s degree in Criminal Justice. She describes the gist of the conversation as “Get out of here. What is your next step? We want you to be a better you.”

Alexis moved on to an open position as coordinator in the Volunteer Services department while studying for her master’s degree in Social Work at DePaul University. Following a passion to work with kids, she left Sinai Chicago to become a case manager for the Department of Children and Family Services after completing her master’s.

However, for most Sinai Chicago caregivers, Sinai is like no place else. So Alexis returned. “Sinai is more community-focused. Most hospitals have one or two community outreach services. We have around fourteen. We’re very family oriented and we look after you like family—whether you’re a client, patient or employee.”

She is now the AmeriCorps Program Manager. AmeriCorps is a national service program that involves people in “getting things done” in local communities. The program develops a lifelong ethic of service among the Members who serve. The Serve Illinois Commission funds 40 AmeriCorps programs across the state including the one at Sinai.

Alexis is pictured embracing Nyeli and Kareemah, two of the Sinai AmeriCorps initiative members in this year’s corps. They trust her to steer them to service opportunities that meet their career pathway and interests. She’s good at her job because she knows how important it is to help people achieve their dreams. Oh, and her next step? Alexis’s current aspiration is to run a live-in home for teen girls in the foster system, preparing them to live on their own.

**Sinai Chicago is an economic force in the area – an anchor institution and the largest employer for its communities at both its North and South campuses. We make a difference in terms of job opportunities and economic impact in our communities. Sinai is intentional in our efforts to recruit caregivers that reflect the diversity of the communities we serve. We employ over 3,200 caregivers, 26% of which live within our primary service area. Sinai Chicago also hosts a variety of career pathway programs for our caregivers and community members.**



# Sinai Chicago's MyChart empowers patients' management of their health and well-being

*The difference is Epic.*

"Now, we have a more engaged patient and family. They meet with me informed and ready to ask questions. That's exactly what we want," says Dr. Faisal Amdani, medical director of Critical Care Medicine at Mount Sinai Hospital. Dr. Amdani's favorite presentation is to show patients' families—in real time—the beauty of communication using MyChart. He prompts the patient (or family member in the MICU) to open their MyChart app. He types on his computer screen and presto, like magic his diagnosis and comments begin to appear on their screens too.

The dominant story for Sinai Chicago in 2024 was that we celebrated one year of our "digital health" transformation of adopting the Epic electronic medical records (EMR) system throughout the organization. On September 7, 2023, Sinai Chicago launched the initiative to upgrade its digital healthcare infrastructure by implementing Epic, a "best-in-class" EMR. This \$40 million initiative is a major investment for any healthcare system and even more significant for a safety net provider that operates incredibly lean.

Yet, generous donors and partners were instrumental in making this modernization happen. The implementation of Epic is one of the most significant and impactful investments in Sinai Chicago's history. It's truly an investment in quality of care and is ultimately critical for Sinai to provide the best, most sustainable, and supportive care possible for our patients.

Before this, Sinai's hospitals and clinics operated on an outdated and obsolete 40-year-old EMR that would no longer be upgraded by its manufacturer. It was obsolete. While the old EMR worked for basic data capture, some reporting, and care coordination functions, it could not speak with other providers or systems, limiting care coordination. Even within the walls of Sinai Chicago, it was cumbersome at best.

Though Dr. Amdani was a pro on the old Meditech EMR, he knows that Epic has changed the way Sinai is able to deliver patient care. "Patients can see everything themselves within a day or two. We capture that time spent on diagnoses and test results and can dive deeper into the patient's care and treatment options. The patients and their families are now empowered with greater access to their

medical information, medications and other services."

In today's complex healthcare environment, Epic has advanced continuity in all aspects of patient care, including quality, cost efficiency, and patient-provider communication. MyChart places accessible, bilingual health tech tools in our patients' hands, empowering them to take charge of their care. Over time, Epic will yield more efficient and effective healthcare, increase our capacity to serve more patients, and better support our patients and communities.

**As Illinois' largest private safety-net health system, with a service area that includes over one million Chicagoans living on the south and west sides, Sinai Chicago serves populations who have experienced inequity and limited health resources. Often, these patients are the last to access new health technology. When Sinai provides our patients with health information at their fingertips, they make better care and treatment decisions, and become the driver of a higher level of individualized care for themselves.**



# HONOR ROLL

Sinai Chicago is making a difference and transforming lives because of generous supporters and partners like you.

Sinai's donors are the best! You believe in our work and our mission of improving the lives of the people in Chicago and particularly in strengthening resources on the city's West and Southwest sides. Donors and partners help Sinai Chicago provide the personalized, high-quality healthcare our patients deserve with dignity and respect, while honoring their culture, language traditions and values.

Our patients are the beneficiaries of your generosity through your investment in staffing, programs, equipment, wrap-around services, health advocacy, reductions in gun-violence, and top-notch medicine. The past year has been one of both challenge and triumph. The world around us faced uncertainty, and like so many, we too navigated setbacks and trials. But through it all, we remained steadfast in our

commitment to our patients and communities—and you—our supporters have shown up each and every time, with a can-do spirit that is nothing short of inspiring.

As we turn the page on 2024, this is a time for vision and renewal—a time to acknowledge our collective strength, resilience, and the unwavering commitment each of you brings to our mission. Although we will not publicly list the names of our donors and partners, we want to take a moment to express our deepest appreciation to each and every one of you. It is because of you that we are able to serve some of the most under-resourced communities in Chicago, providing care, healing, and hope where it's needed most. We thank YOU for being part of our community.

**Sinai appreciates all of our supporters. In consideration of donor privacy and online safety, we will no longer list donor names and gift amounts.**

**If you have an inquiry regarding gifts made during the 2024 fiscal year (July 1, 2023 through June 30, 2024) please contact [Lisa.Brosch@sinai.org](mailto:Lisa.Brosch@sinai.org) for further information.**





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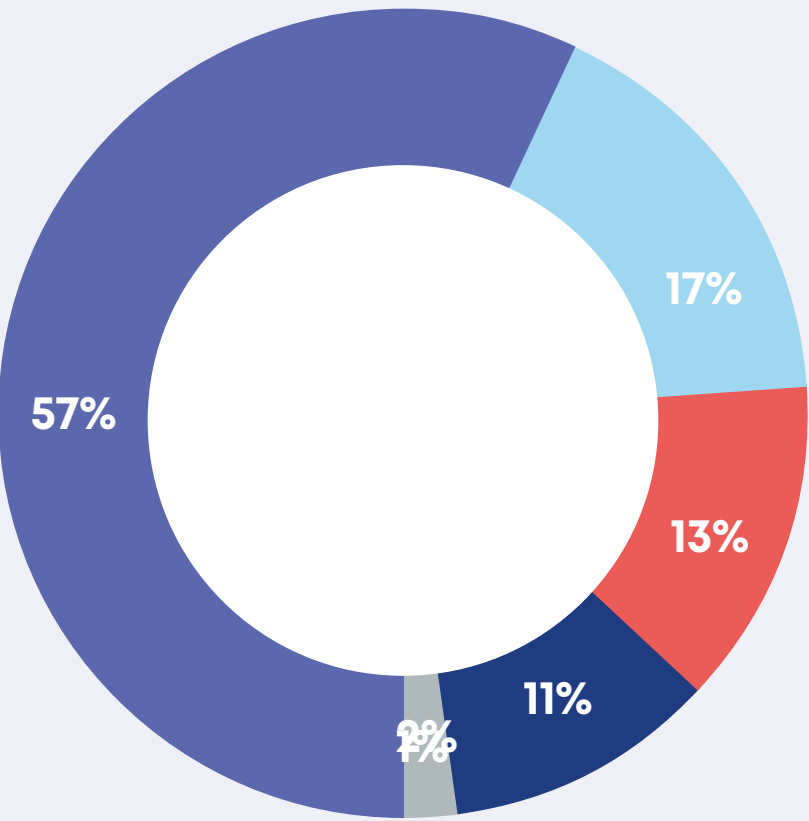
The Mount Sinai Hospital Endowment Foundation was created in partnership with the Jewish Federation of Metropolitan Chicago's Agency Endowment Program, which was established to ensure that Sinai and our sister agencies have the necessary resources to meet community needs. All endowment commitments are recognized as gifts to the Jewish Federation's Centennial Campaign.

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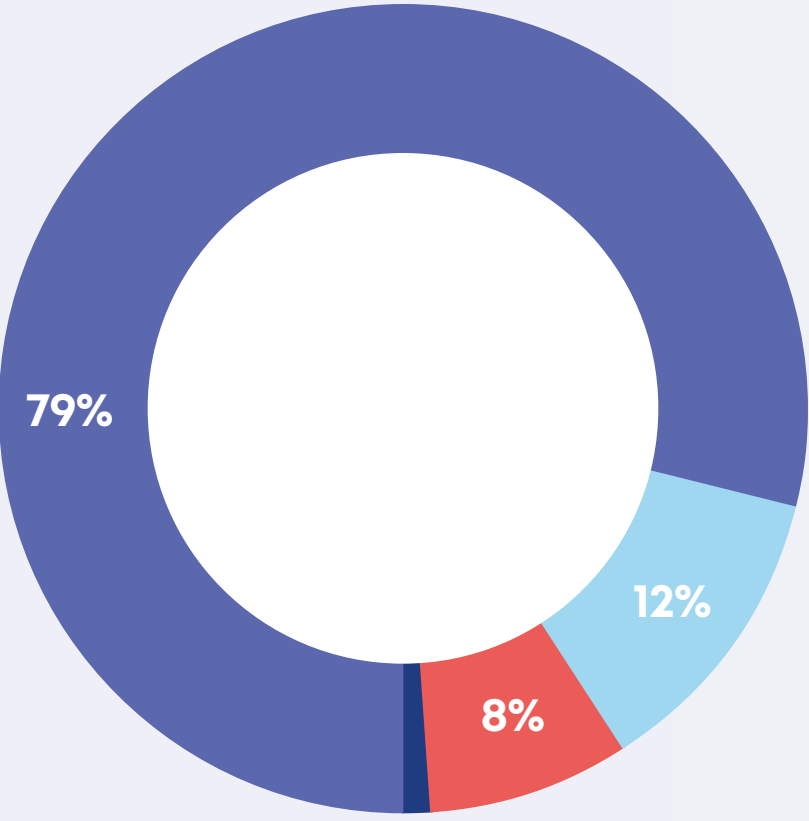
# Revenue and Statics FY2024

## How Philanthropic Dollars Were Spent FY2024



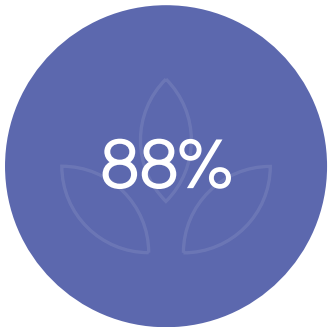
57%	Equipment and Facilities	\$6,999,951.36
17%	Medical Programs and Services	\$2,113,962.75
13%	Community Programs	\$1,594,171.54
11%	Unrestricted	\$1,375,470.97
2%	Other Programs and Services	\$238,660.00
Total		\$12,322,216.62

## Philanthropic Revenue FY2024



79%	Individual	\$3,097,647.84
12%	Corporation	\$2,209,520.16
8%	Foundation	\$6,657,548.62
1%	Auxiliary	\$357,500.00
Grand Total		\$12,322,216.62

## Sinai Chicago Statistics for FY2024



of Sinai's patients use Medicaid, Medicare, or are uninsured



in uncompensated charity care



of Sinai's leadership are people of color



employees



inpatient visits



outpatient visits



operating budget



babies delivered



behavioral health visits



emergency room visits

- Served over 110,000 patients, from nearly every zip code in greater Chicago metropolitan area
- 4 hospitals
- 14 community clinics
- 1 community institute, and 1 nationally renowned research institute
- Largest private “safety net” health care system in Illinois, providing more than 8% of Sinai Chicago’s budget for uncompensated charity care
- Sinai is accredited by The Joint Commission and the Healthcare Facilities Accreditation Program





# You are the “Sinai Chicago difference,” ensuring health equity throughout our City.

When you donate to Sinai Chicago, your dollars make a real, and often transformative impact in the lives of Chicagoans from all walks of life. In fact, every year, we offer around nine percent of our budget in uncompensated charity care—an amount that makes Sinai Chicago an invaluable asset to the health of Chicago.

For people who rely on Sinai Chicago, equity means that they will receive the medical treatment, the medications, and the follow-up care they need without being turned away. In today’s healthcare environment, philanthropic investment is crucial and investment in Sinai Chicago is proven difference maker.

**You help Sinai Chicago combat health disparities, purchase new equipment, hire the best talent, close service gaps, and treat each visitor with dignity and respect. On behalf of our patients and caregivers, thank you.**



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