

2022 COMMUNITY BENEFITS REPORT



Thorek
MEMORIAL HOSPITAL

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ATTACHMENTS

- Financial Statements
- Charity Care Policy
 - English
 - Spanish
 - Traditional Chinese



I. INTRODUCTION

For over 110 years, Thorek Memorial Hospital has been providing high quality, progressive health care to Chicago residents. Located on Chicago's North side, Thorek offers the unique characteristics and personal attention of a community hospital while providing many of the amenities and technological advances found at large medical centers. Armed with a dedicated team of skilled physicians and medical professionals, Thorek has earned a reputation for treating people not as case numbers, but as the unique individuals they are.

Thorek has thrived over the years as one of Chicago's remaining independent healthcare providers due to its commitment to serving the health needs of its patients and community. In addition to the 218-bed, acute care facility in Buena Park, Thorek operates seven off-site neighborhood care clinics to help Chicago residents get the services they need at locations most convenient to them.

In addition to its main campus at 850 West Irving Park Road, Thorek Memorial Hospital also has an Andersonville location which offers outpatient services, inpatient detoxification services, and inpatient psychiatric services.

II. MISSION, VISION, VALUES

Thorek Memorial Hospital's mission, vision and values were developed under Dr. Max Thorek's founding philosophy of providing "a human atmosphere where the patient is a person rather than a case."

MISSION

Thorek Memorial Hospital is committed to providing appropriate patient services in a caring and cost-effective manner.

Thorek Memorial Hospital seeks to serve its patients, physicians, employees and community by providing quality services and encouraging employee excellence.

Thorek Memorial Hospital will support education and research and will act as a responsible member of our community and the healthcare system.

VISION

Thorek Memorial Hospital will seek to be the healthcare provider of choice for those individuals, organizations and associations who have the ability to choose.

VALUES

- ***Service Quality*** - We believe in providing the best possible service by constantly striving to do the right things in the right way. We believe that service is not only an activity but also an attitude, which must be cultivated, developed and maintained.
- ***Fiscal Responsibility*** - We believe that sound financial management and an appropriate return on investment is essential to assure continued service to our community. Operating efficiently will allow us to establish fair and competitive pricing. We value our not-for-profit status because it permits us to return the full benefit of our financial success back to the community.
- ***Integrity*** - We believe that by maintaining the highest level of professional and ethical conduct we will earn the trust and confidence of those we serve.
- ***Respect*** - We believe that each person whose life we touch is automatically entitled to be treated with respect. This includes recognition and sensitivity to racial, cultural and religious diversity of the community we are privileged to serve.
- ***Satisfaction*** - We believe that the ultimate measure of our success is customer satisfaction. We view the term "customer" in the broadest possible sense to include patients, family members, visitors, physicians, fellow Thorek employees, the medical community and the community at large.
- ***Teamwork*** - We believe that mutual cooperation maximizes our potential to do well and that working together we can accomplish more than the accumulation of our individual efforts.