



Fiscal Year 2024 Community Benefits Plan Report Summary

Shirley Ryan AbilityLab, formerly known as the Rehabilitation Institute of Chicago (“RIC”), is the global leader in physical medicine and rehabilitation for adults and children with the most severe, complex conditions — from traumatic brain and spinal cord injury to stroke, amputation and cancer-related impairment. Shirley Ryan AbilityLab is a 501(c)(3) nonprofit corporation, as defined by the Internal Revenue Code. It expands and accelerates leadership in the field — leadership that began at RIC in 1953. The quality of its care has led to its designation as the number-one rehabilitation hospital in America by U.S. News & World Report every year since 1991. No other hospital, of any kind, has held this distinction for as many consecutive years. Shirley Ryan AbilityLab provides a continuum of care, offering inpatient, outpatient, and day rehabilitation (“DayRehab®”) services.

In fiscal year (“FY”) 2024, Shirley Ryan AbilityLab treated 3,785 inpatients and 18,401 outpatients and DayRehab® patients. Shirley Ryan AbilityLab facilities are staffed by approximately 2,617 clinicians, scientists, researchers, administrators, and support personnel — an integrated and dedicated team, which last year treated patients from nearly every state in the nation, as well as from multiple countries around the world.

Charity Care, Community Benefits Spending, and Financial Assistance

Shirley Ryan AbilityLab offers financial assistance to qualifying Illinois residents by fully or partially waiving patient financial obligations for medically necessary services. Individuals who may qualify for financial assistance are invited to submit an application. Each application is reviewed, and decisions are made based upon objective, needs-based criteria.

FY2024 Charity Care Costs

- Charity care costs totaled \$136,000
- Net patient revenue totaled \$332,409,000
- Community benefits spending totaled \$48,160,000

FY2024 Financial Assistance Applications

- Total number of financial assistance applications received: 160
 - Total number of financial assistance applications approved: 129 (81%)
 - Total number of financial assistance applications denied: 31 (19%)

The top five (5) reasons that financial assistance applications were denied¹

Denial Reason 1: Patient Had Insurance (charity not required)							
By Race/Ethnicity							
Non-Hispanic White	Non-Hispanic Black	Hispanic	Asian	Asian American and Pacific Islander	American Indian or Alaska Native	Other	Not provided
4	2						3
By Preferred Language							
English	Spanish	Polish	Chinese	Arabic	Russian	Other	Not provided
5							4
By Sex							
Female			Male			Not provided	
6			3				

Denial Reason 2: Did Not Send in Supporting Documents							
By Race/Ethnicity							
Non-Hispanic White	Non-Hispanic Black	Hispanic	Asian	Asian American and Pacific Islander	American Indian or Alaska Native	Other	Not provided
1	1						3
By Preferred Language							
English	Spanish	Polish	Chinese	Arabic	Russian	Other	Not provided
3							2
By Sex							
Female			Male			Not provided	
3			2				

Denial Reason 3: Patient Income Exceeds Financial Assistance Income Guidelines

By Race/Ethnicity

Non-Hispanic White	Non-Hispanic Black	Hispanic	Asian	Asian American and Pacific Islander	American Indian or Alaska Native	Other	Not provided
	1						1

By Preferred Language

English	Spanish	Polish	Chinese	Arabic	Russian	Other	Not provided
1							1

By Sex

Female	Male	Not provided
2		

Denial Reason 4: Charity Care No Longer Necessary

By Race/Ethnicity

Non-Hispanic White	Non-Hispanic Black	Hispanic	Asian	Asian American and Pacific Islander	American Indian or Alaska Native	Other	Not provided
1							2

By Preferred Language

English	Spanish	Polish	Chinese	Arabic	Russian	Other	Not provided
1							2

By Sex

Female	Male	Not provided
1		2

Denial Reason 5: Not an Illinois Resident							
By Race/Ethnicity							
Non-Hispanic White	Non-Hispanic Black	Hispanic	Asian	Asian American and Pacific Islander	American Indian or Alaska Native	Other	Not provided
	1	1					
By Preferred Language							
English	Spanish	Polish	Chinese	Arabic	Russian	Other	Not provided
2							
By Sex							
Female			Male			Not provided	
2							

Number of Patients Declining Financial Screenings: Shirley Ryan AbilityLab is not able to quantify the number that did not respond.

Reason Given for Declining Financial Screening:

1. Patients believed they would not qualify for financial assistance. No other reasons were provided.

Community Benefits

Shirley Ryan AbilityLab also funds numerous community benefits for multiple underserved populations — benefits that would not exist without the organization’s support. Initiatives include:

- LIFE Center education and outreach, including patient peer support groups and education for healthcare providers;
- An adaptive sports program, which is comprised of recreational and competitive sports programming for children and adults, sports and fitness center programming, and military sports programming; and
- Innovative medical research.

In the process, the organization has established a vast network that promotes care, education, healing, and community among those with functional impairments.

Charity care, including losses due to reimbursement less than the cost of Medicaid services	\$18,390,000
Medical education	\$7,940,000
Language assistance services, recreational therapies, specialized fitness and sports programs, donations, pastoral care, volunteer services and other family support services	\$3,110,000
Research	\$13,220,000
Bad debts	\$5,360,000

If you are interested in receiving a full report on the community benefits Shirley Ryan AbilityLab provides, please contact the Advancement department at advancement@sralab.org.