COVID-19: Illinois hospitals and health systems response

Illinois’ more than 200 hospitals and nearly 40 health systems took swift action in response to the coronavirus outbreak thanks to staunch preparation and training. Learn about their ongoing efforts.

COVID-19 HOTLINE
- The Illinois Poison Center and IDPH launched a coronavirus hotline to assist healthcare providers and the general public. *(KFVS 12, Feb. 8)*

ELECTIVE SURGERIES
- Edward-Elmhurst Health System is adopting new measures to deal with the coronavirus outbreak, including screening all visitors for flu-like symptoms before allowing entrance into the hospital, not allowing anyone under 18 to visit, cancelling all elective surgeries and closing all of their fitness centers *(Kane County Chronicle, March 16)*

- HSHS St. John’s Hospital, Memorial Health System and SIU Medicine implemented additional screening for patients entering their facilities and have canceled elective surgeries. *(The State Journal-Register, March 17)*

- Advocate BroMenn Medical Center in Normal and Advocate Eureka Hospital in Eureka have made several changes to prevent the spread of COVID-19, including canceling non-urgent visits and some elective surgeries and implementing visitor restrictions. *(The Pantagraph, March 18)*

- NorthShore University HealthSystem canceled elective surgeries and turned outpatient sites into screening centers to expand capacity for possible COVID-19 patients. *(Health News Illinois, March 27)*

- OSF HealthCare St. Joseph Medical Center in Bloomington enacted visitor restrictions and delayed non-urgent surgeries to keep beds open. *(The Pantagraph, March 27)*

- Galesburg Cottage Hospital delayed elective surgeries to increased capacity and conserve supplies. *(The Register-Mail, March 28)*

- OSF Healthcare St. Mary Medical Center in Galesburg postponed elective surgeries, implemented enhanced screening and isolation protocol, and enacted efforts to conserve supplies. *(The Register-Mail, March 28)*

EMERGENCY PREPAREDNESS/TRAINING
- UnityPoint Health’s infection control team began monitoring the situation from an early date and ensured all staff followed CDC guidelines. *(The State Journal-Register, Jan. 23)*

- AMITA Health St. Alexius Medical Center in Hoffman Estates was well-prepared to treat Illinois’ first coronavirus patient thanks to established infection control protocols and advanced cooperation with the CDC. *(ABC 7 Chicago, Jan. 26)*
COVID-19: Illinois hospitals and health systems response

- **Advocate Aurora Health** assembled a team of infection prevention, emergency preparedness, supply chain and other departments to ensure all facilities have ample supplies and support to keep patients and team members safe. *(Daily Herald, March 2)*

- **Northwest Community Healthcare** in Arlington Heights held staging drills for rapid triage and implemented screening and isolation procedures to protect staff and other patients. *(Daily Herald, March 2)*

- **Silver Cross Hospital in New Lenox and AMITA Health Saint Joseph Medical Center in Elgin** announced their Infection Prevention and Emergency Preparedness teams have been working tirelessly to prepare for potential COVID-19 patients. *(The Herald-News, March 6)*

- **Advocate Good Shepherd Hospital** in Barrington was prepared to treat a coronavirus patient while maintaining a safe facility, as its infection preventionists, physicians and nurses had undergone rigorous training. *(The Northwest Herald, March 10)*

- **Anderson Hospital** in Maryville conducts emergency preparedness training in the community year-round and has implemented a COVID-19 Planning Team. *(The Intelligencer, March 10)*

- **Memorial Health System** opened an incident command center to coordinate its response to the virus and work with other hospitals and public health departments. *(NPR Illinois, March 10)*

- **NorthShore University HealthSystem** created a cross-functional COVID-19 team that meets daily to address supplies, planning and readiness to ensure safe and effective care. *(The Daily Northwestern, March 11)*

- **Union County Hospital** in Anna has held mock COVID-19 drills to prepare staff and its healthcare system, Quorum Healthcare, is designating a response team for all its hospitals. *(WSIL TV, March 11)*

- **Galesburg Cottage Hospital** is continually evaluating its emergency plan and working with other hospitals to ensure adequate staff, supplies and beds. *(The Register-Mail, March 13)*

- **Gateway Regional Medical Center** in Granite City is actively screening patients for symptoms and working closely with the local health department. Their clinical and infection control leaders are trained and equipped for outbreaks like COVID-19. *(Advantage News, March 18)*

- **OSF St. Elizabeth Medical Center** in Ottawa has an emergency operations surge plan and has been training staff on potential scenarios. *(My Web Times, March 24)*

- **OSF HealthCare** had Disaster Preparedness plans in place before COVID-19 and is projecting how many supplies it may need. *(Central Illinois Proud, March 25)*

- **Blessing Health System** began planning before COVID-19 was declared a pandemic: it mobilized a screening center, activated a 24/7 hotline, trained staff to handle the crisis, created additional airborne isolation rooms and built a supply of PPE. *(Herald-Whig, March 26)*
COVID-19: Illinois hospitals and health systems response

- **Cook County Health** began preparations for COVID-19 patients in January, including designating specific units for patients, restricting visitors, closing entrances and providing masks for new patients. *(Yahoo News, March 28)*

- **University of Chicago Medicine** is requiring all staff—from doctors to housekeepers—to wear masks to mitigate the potential spread of COVID-19. *(Yahoo News, March 28)*

**PERSONAL PROTECTIVE EQUIPMENT/BED AVAILABILITY**

- **Northwestern Memorial Hospital** in Chicago is a pilot site for real-time inventory reporting to allow for resource sharing with other facilities—as part of a CDC-sponsored project. *(NPR Illinois, March 12)*

- **Ann & Robert H. Lurie Children's Hospital** of Chicago made arrangements for a potential 20% increase in patients due to COVID-19. *(WBEZ News, March 17)*

- **Edward-Elmhurst Health System** erected tents outside Elmhurst Hospital and Edward Hospital in Naperville. The system has a backup supply of personal protective equipment and is reorganizing operations to prepare for an influx of patients. *(Chicago Tribune, March 18)*

- **Shirley Ryan AbilityLab** in Chicago is allowing acute-care hospitals to free up beds for COVID-19 patients by accepting patients with rehabilitation needs who require hospitalization but do not require intensive or critical care. The AbilityLab is also prepared to accept patients regardless of rehabilitation need, if necessary. *(Modern Healthcare, March 19)*

- **MetroSouth Medical Center** in Blue Island reopened to potentially receive quarantined coronavirus patients. *(Patch, March 23)*

- **Illinois Valley Community Hospital in Peru, Perry Memorial Hospital in Princeton and St. Margaret’s Health in Spring Valley** have extra beds available and continue planning for a potential surge in patients. *(My Web Times, March 24)*

- **Mercyhealth Javon Bea Hospital, SwedishAmerican Hospital and OSF Saint Anthony Medical Center** in Rockford are all ramping up bed capacity and preparing to activate contingency plans to treat a potential surge of COVID-19 patients. *(Journal Standard, March 27)*

- **Northwestern Medicine Woodstock Hospital and Mercyhealth Hospital and Medical Center** in Harvard have plans to increase bed capacity. *(Northwest Herald, March 28)*

- **Ann & Robert H. Lurie Children’s Hospital** in Chicago invited hospitals to transfer their non-COVID-19 pediatric patients to Lurie to free up bed capacity at other hospitals. *(WBEZ, March 30)*

- **OSF HealthCare Little Company of Mary Medical Center** in Evergreen Park ramped up construction of its expanded emergency department to ensure it was ready for possible coronavirus patients. The renovated department has additional rooms designed for isolation, if needed. *(Patch, March 30)*
COVID-19: Illinois hospitals and health systems response

- **Memorial Hospital in Belleville and Memorial Hospital East in Shiloh, Missouri**, are preparing for a potential surge of patients and are conserving supplies. *(Belleville News-Democrat, March 31)*

**SCREENING**
- **OSF HealthCare** already had travel screening protocols in place from the 2014 Ebola outbreak and added extra precautions to prepare for the novel coronavirus. *(The State Journal-Register, Jan. 23)*

- **Kishwaukee Hospital in DeKalb and Valley West Hospital in Sandwich**—two of Northwestern Medicine’s facilities—were prepared with established screening and isolation protocols, including an isolation ward and working with a patient’s employer to ensure safety. *(Northern Public Radio, March 2)*

- **Rush University Medical Center, NorthShore University HealthSystem, AMITA Health and University of Chicago Medicine** are using enhanced screening and sanitation protocols, as well as visitor restrictions to prevent the spread of COVID-19. *(Crain’s, March 10)*

- **Memorial Health System** implemented visiting restrictions and opened a respiratory screening clinic at its ExpressCare clinic to screen patients for the COVID-19 virus and reduce emergency room crowding. *(The State Journal-Register, March 16)*

- **Hopedale Medical Complex** erected a triage tent outside its emergency room doors and is conducting screening for all patients. *(Peoria Journal Star, March 17)*

- **Sarah D. Culbertson Memorial Hospital** in Rushville has restricted entrances and established screening at all entry points into the hospital and setting up tents outside their emergency room *(KHQA TV, March 17)*

- **Rush Copley Medical Center** in Aurora established a forward triage in its emergency department to mitigate the spread of the virus—and is working to free up beds. *(Chicago Tribune, March 20)*

- **HSHS St. Elizabeth’s Hospital** in O’Fallon has a multidisciplinary team dedicated to the COVID-19 outbreak, which implemented measures like visitor restrictions and screening all staff and patients. *(Belleville News-Democrat, March 19)*

- **Abraham Lincoln Memorial Hospital in Lincoln, Passavant Area Hospital in Jacksonville and Taylorville Memorial Hospital** have all implemented strict visitor restrictions. *(Illinois Times, March 19)*

- **HSHS St. Anthony’s Memorial Hospital** in Effingham enacted visitor restrictions and erected a triage tent outside its emergency department to treat potential coronavirus patients. *(Effingham Daily News, March 19)*

- **Northwestern Medicine Delnor Hospital** in Geneva set up an outdoor tent to screen potential coronavirus patients. *(Chicago Tribune, March 20)*
COVID-19: Illinois hospitals and health systems response

- **Katherine Shaw Bethea Hospital** in Dixon offers lessons learned from its first week of conducting drive-thru testing for potential COVID-19 patients. *(AHA, March 26)*

- **Advocate BroMenn Medical Center in Normal and Advocate Eureka Hospital** erected tents to accommodate a possible surge of patients. *(The Pantagraph, March 27)*

- **AMITA Health St. Mary's Hospital in Kankakee** is fully staffed and working diligently to prepare for a possible surge in patients. *(Daily-Journal, March 28)*

- **Iroquois Memorial Hospital** in Watseka erected a tent outside its facility to screen potential COVID-19 patients. *(Daily-Journal, March 28)*

- **Riverside Healthcare** in Kankakee has 60 isolation rooms and a tent outside with the ability prepared to create additional isolation rooms if necessary. *(Daily-Journal, March 28)*

**TELEHEALTH**

- **OSF HealthCare** offers telehealth and has plans in place to conserve critical supplies in the event of a shortage. *(Advantage News, Feb. 28)*

- **Mercyhealth Rockford**—which already offers telehealth services—provided guidance for local patients who experience flu-like symptoms. *(MyStateline.com, March 11)*

- **Advocate Aurora Health** used simulation training to prepare staff for COVID-19 patients, expanded telehealth services and implemented visitor restrictions at all locations. *(Patch, March 16)*

- **SSM Health** is offering free virtual visits for all Illinois residents concerned about COVID-19. *(News Tribune, March 16)*

- **Memorial Health System** is offering free virtual care 24/7 to anyone in central Illinois regardless of insurance status. *(The State Journal-Register, March 17)*

- **Rush Copley Medical Center in Aurora and Edward-Elmhurst Health System** are working to expand telemedicine offerings to increase access to care and mitigate the spread of COVID-19. *(Chicago Tribune, March 20)*

- **Blessing Health System and Illini Community Hospital** are offering telehealth visits to protect patients and staff from potential COVID-19 exposure. *(KHQA March 21)*

- **Hospital Sisters Health System** is waiving the fee for 24/7 virtual visits related to screening and evaluation of coronavirus. *(HSHS News & Events, March 26)*

- **Northwestern Memorial Hospital** in Chicago has expanded telemedicine offerings so patients can continue to seek care using secure video links. *(Chicago Sun-Times, March 29)*
COVID-19: Illinois hospitals and health systems response

TESTING

- **The Carle Foundation Hospital** in Urbana launched a new sentinel surveillance program to potentially identify local coronavirus patients who may not have an apparent connection, such as travel history. *(The News-Gazette, March 5)*

- **Rush Medical Center** in Chicago raised a special tent in its ambulance bay to test coronavirus patients, giving the rest of the facility an extra line of defense against the easily spread virus. *(Chicago Sun-Times, March 10)*

- **Advocate Good Shepherd** in Barrington starts drive-thru coronavirus testing—among one of the first nationwide to test patients from their cars to prevent the virus from spreading to others. *(Crain’s, March 12)*

- **NorthShore University HealthSystem** in Evanston is conducting in-house coronavirus testing for symptomatic patients—and sharing data with labs around the country to help validate their own testing. *(Crain’s, March 16)*

- **Advocate Lutheran General Hospital** in Park Ridge is Advocate Aurora Health’s second location to offer drive-thru coronavirus testing in a controlled-access location to qualifying patients. *(Crain’s, March 18)*

- **SSM Health** set up drive-thru testing sites in Mount Vernon and Centralia, as well as online screening for everyone, not just SSM patients. *(Belleville News-Democrat, March 19)*

- **Mount Sinai Hospital** in Chicago opened trailers and tents in its parking lot to receive and assess potential COVID-19 patients. *(NBC Chicago, March 25)*

- **Carle Foundation Hospital** in Campaign began offering COVID-19 testing on site, with results available within 24 hours, to reduce strain on the state. *(WAND TV, March 28)*

WORKFORCE

- **Cook County Health** has trained over 1,000 healthcare workers, from nurses to transporters, to help manage the coronavirus epidemic and is designating isolation wards if needed. *(Chicago Tribune, March 12)*

- **KSB Hospital** in Dixon is building a pool of babysitters to assist employees with potential childcare needs. *(KSB Hospital, March 17)*

- **Rush Oak Park Hospital** is rearranging staff and operations to handle the coronavirus outbreak. *(WGN TV, March 18)*

- **Sinai Health System** is working to keep staff levels high by offering bonuses to workers and streamlining and consolidating certain units. *(Chicago Tribune, March 18)*
COVID-19: Illinois hospitals and health systems response

- Edward-Elmhurst Health System and Rush Copley Medical Center in Aurora are dedicated to finding childcare options for employees on the frontline of this crisis. (Chicago Tribune, March 20)

- Blessing Health System is calling on anyone with an expired EMS license to serve as an EMS provider to support staffing during COVID-10. (WGEM, March 26)

EDUCATION

- OSF HealthCare offered the public a virtual tour of its Digital Pandemic Response Center, which includes a 24/7 nurse hotline and counselors for the community. (TV25, March 18)

- Silver Cross Hospital in New Lenox released an information video to address community concerns around COVID-19. (March 19)

COMMUNITY HEROES

- Crawford Memorial Hospital in Robinson thanked its staff with a special meal and promoted social distancing in a Facebook post. (Facebook, March 17)

- HSHS Good Shepherd Hospital in Shelbyville received Joe’s Pizza sent by an anonymous donor. (Facebook, March 18)

- Community Hospital of Staunton An Anderson Healthcare Partner accepted a donation of earloop masks from Prissy Paws Pet Grooming. (Facebook, March 20)

- Fairfield Memorial Hospital is receiving isolation gowns and masks from hospital and community volunteers. (Facebook, March 20)

- Galesburg Cottage Hospital shared a message of appreciation for its staff and promoted social distancing. (Facebook, March 20)

- Advocate Health Care staff received bouquets of flowers from Flowers for Dreams. (Facebook, March 21)

- Carle Richland Memorial Hospital in Olney acquired a donated refrigerator for its Respiratory Evaluation Center from its local Sears Hometown Store. (Facebook, March 21)

- Advocate Outpatient Center in Oak Lawn received an anonymous thank-you written in chalk outside their front door. (Facebook, March 22)

- CGH Medical Center in Sterling accepted a donation of personal protective equipment from the Wahl Clipper Corporation USA. (Facebook, March 22)

- Advocate Good Samaritan Hospital in Downers Grove accepted face shields, gloves, safety goggles and gowns donated from Glenbard East High School. (Daily Herald, March 23)

- Advocate Sherman Hospital in Elgin received a supply donation from Elgin Community College. (Daily Herald, March 23)

- AMITA Health Adventist Medical Centers in Hinsdale and La Grange staff are staying fueled during long shifts thanks to Meal Trains organized by local volunteers. (My Suburban Life, March 23)

- The Carle Foundation posted signs of encouragement and gratitude for all staff and encouraged social media followers to share messages of appreciation. (Facebook, March 23)
COVID-19: Illinois hospitals and health systems response

- **The Carle Foundation** accepted a donation of personal protective equipment from Parkland College in Champaign. *(Facebook, March 23)*
- **Edward Hospital** in Naperville is expecting a donation of masks and face shields coordinated by the Ray Chinese School in Lisle. *(Daily Herald, March 23)*
- **Fayette County Hospital** in Vandalia accepted homemade face masks from a nurse and other local residents. *(Facebook, March 23)*
- **Northwestern Medicine Delnor Hospital** in Geneva is benefitting from meal trains organized by local residents. *(Daily Herald, March 23)*
- **Northwestern Medicine Lake Forest Hospital** staff were surprised with thank-you notes placed on their cars. *(Daily Herald, March 23)*
- **Pinckneyville Community Hospital** received mask donations from local residents and St. Paul’s United Church of Christ. *(Facebook, March 23)*
- **Carlinville Area Hospital** staff are distributing food to their colleagues on the frontlines. *(Facebook, March 24)*
- **Crawford Memorial Hospital** shared a message of appreciation for one of its nurse practitioners who is also part of Illinois’ National Guard. *(Facebook, March 24)*
- **Kirby Medical Center** staff in Monticello received snacks donated from the hospital’s gift shop. *(Facebook, March 24)*
- **Sarah Bush Lincoln Health Center** staff in Mattoon are honored with a sign reading “Heroes Work Here.” *(Facebook, March 24)*
- **HSHS St. John’s Hospital** in Springfield received messages of gratitude and inspiration from students in Carlinville School District. *(WTTW, March 25)*
- **Katherine Shaw Bethea Hospital** in Dixon invited local children to mail in artwork to brighten employees’ days. *(Facebook, March 25)*
- **Kirby Medical Center** in Monticello thanked its environmental services staff for working hard to keep the hospital clean. *(Facebook, March 25)*
- **McDonough District Hospital** in Macomb received a donation of protective masks from local residents and businesses. *(Facebook, March 25)*
- **OSF HealthCare St. Joseph Medical Center** staff in Bloomington were surprised with anonymous sign of gratitude and acknowledgement. *(Facebook, March 25)*
- **Sarah Bush Lincoln Health Center** staff in Mattoon received pizza donated by Papa John’s. Patients also received flowers donated by Mattoon Floral Shop. *(Facebook, March 25)*
- **SIU Medicine** received donated supplies like hand sanitizer from local organizations including Hospital Sisters Mission Outreach, State Representative Tim Butler and ACEC-Illinois. *(Facebook, March 25)*
- **Swedish Hospital** in Chicago is receiving 3D-printed face shields from a local engineer who saw their plea for donated supplies. *(WTTW, March 25)*
- **AMITA Health Mercy Medical Center** staff in Aurora shaved their beards to help conserve protective equipment. *(Facebook, March 26)*
COVID-19: Illinois hospitals and health systems response

- Decatur Memorial Hospital and HSHS St. Mary’s Hospital in Decatur acquired extra supplies donated by Millikin University’s biology, chemistry and nursing departments. *(WAND TV, March 26)*
- Ferrell Hospital’s sidewalks in Eldorado were decorated with kind messages of appreciation. *(Facebook, March 26)*
- HSHS St John’s Hospital in Springfield thanked food and nutrition staff at all Springfield hospitals for prioritizing food safety and infection prevention. *(Facebook, March 26)*
- Kirby Medical Center staff in Monticello are greeted by neighbors showing support on their driveways each night. *(Facebook, March 26)*
- CGH Medical Center in Sterling welcomed a candlelit prayer vigil from community members who parked outside the hospital. *(Facebook, March 27)*
- Fairfield Memorial Hospital received a donation of PPE from Illinois Eastern Community College’s School of Nursing. *(Facebook, March 27)*
- Genesis Medical Center in Silvis was decorated with colorful hearts and a sign reading “In this Together.” *(Facebook, March 27)*
- Horizon Health in Paris posted notes of encouragement for staff throughout their facility. *(Facebook, March 27)*
- HSHS Good Shepherd Hospital in Shelbyville thanked its environmental services staff for their critical role in keeping the facility clean. *(Facebook, March 27)*
- HSHS Holy Family Hospital staff in Greenville were surprised with edible cookie dough donated by Allie Mae’s Sweetery. *(Facebook, March 27)*
- Morris Hospital and Healthcare Centers has received donations of masks, food and money for PPE, as well as messages of appreciation. *(WCSJ, March 27)*
- Sarah Bush Lincoln Medical Center in Mattoon accepted a donation of PPE from Lakeview College of Nursing. *(Facebook, March 27)*
- Ferrell Hospital in Eldorado received face shields donated by the board chairman of Farmers State Bank in Marion. *(WSIL, March 30)*
- Elmhurst Hospital staff received meals donated by Market Table Catering & Events of Elmhurst. *(Chicago Tribune, March 31)*
- Franciscan Health Hospital in Olympia Fields received thousands of medical gloves donated by the Zakat Foundation in Bridgeview. *(Chicago Tribune, March 31)*