Crusader Community Health is a community-based, not-for-profit community health center.

MISSION
Crusader Community Health serves the Rock River Valley area with quality primary healthcare for all people in need.

VISION
Reaching out with Heart In Hand - championing the needs of the underserved and providing healthcare for all, regardless of their ability to pay, as we eliminate disparities in healthcare.

COMMITMENT
We are committed to a collaborative healthcare system that is:
- Patient-centered in all aspects,
- Affordable and accessible,
- High quality with dignity, compassion and cultural sensitivity.

Crusader Community Health is accredited by The Joint Commission.

MISSION
Crusader Community Health Foundation’s mission is to support Crusader Community Health.

ROLE
A twenty-five member board of community leaders solicits funds from a variety of sources for the benefit of Crusader. The funds are used for capital projects, upgrading facilities, operating expenses and medical equipment that will ensure quality patient care.

President’s Message

When we look back over the past year, one thing stands out. We couldn't have addressed the needed changes or reacted to the constant transitions without the loyal support of each and every one of you.

Crusader Community Health experienced another record year in 2013 – lots of outward and visible change, yet many intangible things remained constant. Unchanged was the dedication to quality medical and dental care delivered with dignity and respect. Patients of Crusader have come to expect this.

We call it The Crusader Way.

I see The Crusader Way in action daily. When visiting with patients, when speaking with staff members or interacting with community members the good news of Crusader comes forward.

Yes, many of our patients are economically hard pressed, but there is a wonderful spirit among them that shines through. Our patients have come to trust the safety net called Crusader. When they are here we treat them as if they were members of our own family. It is simply The Crusader Way to do so. We see patient fears turn to relief. We see apprehension transform to trust. We see their medical neglect become compliance.

Our gifted staff of nearly 300 also understands The Crusader Way. They helped develop and sustain the concept. They are well-trained and serious about patient care. They are compassionate about their roles within our system. They show this to patients and each other.

I witness cooperation, hard work, dedication and yes, even laughter and an esprit de corps not often found in a medical facility. Our patients sense this. It makes them feel good about Crusader being their medical and dental home.

To our trusted patrons, whether your contributions come through time, talent or treasure, we appreciate you believing The Crusader Way is well-worth supporting. Many are surprised our annual budget is $33.4m. Yet only 15% of this comes from federal grant assisted funds.

For over 42 years the communities we serve have believed their investment in Crusader has been a good one. And we constantly are reminded of our good fortune - that people like you believe in, and support, Crusader.

As we look to the future, we know we are guaranteed more change and transition. We also see the need for Crusader services continuing to grow. As an organization we have learned to embrace change and thrive in its presence. It’s The Crusader Way…day after day…one patient at a time.

Thank you again for your trust and support…day after day!
Crusader served nearly 1 in 5 area residents in 2013.

1,220 babies were delivered by Crusader providers representing over 25% of babies delivered in Winnebago County.

Crusader saw nearly 14,000 dental patients, an increase of 10% over last year!

1,393 patients received help through Crusader’s comprehensive homeless care program.

Crusader compassionately served 292 HIV patients through the specialty clinic!

The Need Continues to Grow
Total Number of Patients Served and Patient Encounters 2004-2013
2013: 48,716 Patients 209,767 Patient Encounters
Crusader Partners with Rockford School District 205 to Help Build Healthier Lives!

Crusader Community Health announced a collaboration with the Rockford Public Schools to develop a new School Based Health Center (SBHC) at the Auburn High School Field House.

The SBHC is a public-private effort, bringing the community’s resources together to help students move toward healthier lives while continuing to strive for academic excellence. Over 3,000 students attend local schools in Rockford’s most economically challenged neighborhood. Medical, dental, behavioral health and optical services will be provided.

The SBHC model addresses the health needs and well being of youth with health disparities and limited access to health care services. The SBHC will be open five days a week, year round. It is expected to open in August 2014 in time to provide school and sports physicals for the 2014-2015 school year.

To help fund the project major gifts were received from: Woodward Charitable Trust; the Community Foundation of Northern Illinois (made possible through the Dr. Louis and Violet Rubin Fund); and the Rockford Health Council. In addition, a $500,000 federal grant, specific for SBHC new construction was received and will support this project.

“The SBHC project is a collaboration of many dedicated area service providers who are committed to prevent or minimize health problems so each child is given the opportunity to reach their fullest potential. It is a unique tool in the fight to prevent poor outcomes in both health and education, especially among vulnerable populations”, noted Gordon Eggers, Jr., President and CEO, Crusader Community Health.

Kiwanis Club of Rockford Completes $75,000 Commitment to Baby Basics!

Members of The Kiwanis Club of Rockford present a $25,000 check to Crusader staff.

In August 2013, The Kiwanis Club of Rockford presented a check for $25,000 to complete its pledge of support of $75,000 to Crusader. The generous contribution was made over three years through an endowment fund to support the Crusader Baby Basics and More project. Baby Basics is a six week series of classes taught by Crusader staff for new parents. It covers a variety of medical and safety issues for children from birth up to two years of age. We are truly grateful for this wonderful Kiwanis partnership that assists young parents to provide quality care for their infants and toddlers by creating healthy, safe and nurturing environments.

Affordable Prescriptions Now Available to Crusader Patients Through Local Walgreen’s Stores

During 2013 Crusader began working with area Walgreen’s pharmacies to offer affordable and convenient prescription services to Crusader patients. Through a federal drug pricing program, uninsured Crusader patients can purchase most prescriptions drugs at discounted prices at local participating Walgreen’s pharmacies. A benefit to Crusader patients is that they are able to fill prescriptions during Walgreen’s evening and weekend hours when Crusader pharmacies are closed.

Crusader Gets High Scores From 2013 Patient Satisfaction Survey!

Nearly 1,700 Crusader patients were surveyed by an independent organization. Questions centered on the level of care patients received at Crusader Community Health in 2013. On the scale, one being failure and five being excellent, Crusader services were given 4.62 out of five. When asked if patients would recommend Crusader to others, the vast majority (97.5%) said they would recommend Crusader to a family member or friend.

Cosmos Offers Continuing Support!

The Cosmopolitan Club of Rockford continues to offer loyal support to Crusader through its donation to the Crusader Diabetes Program. The partnership between Crusader and the Cosmopolitan Club recently celebrated its 20 year anniversary. Cosmopolitan Club support includes diabetes test strips, testing devices and ongoing patient diabetes education through the Cosmopolitan Patient and Learning Resource Center.

A.I.D.E.T. Program Helps Provider/Patient Communication

A.I.D.E.T. is a new program being implemented at Crusader Community Health. A.I.D.E.T provides a framework for Crusader staff to communicate with patients and their families as well as with each other. It is a simple acronym that represents a very powerful way to communicate with people who are often very nervous, anxious and feeling vulnerable. It can also be used as staff members communicate with each other, especially when we are providing an internal service.

2013 Recognition

Crusader Community Health Employees Receive Awards

The George M. O’Neill Leadership Award from the Illinois Primary Health Care Association was awarded to Gordon Eggers, Jr., President & CEO. The award recognizes Gordon’s leadership, vision and achievements. During his tenure at Crusader, he established multiple innovative programs and implemented numerous quality initiatives to improve the quality and effectiveness of patient care.

The Rockford Chamber of Commerce recognized Gordon Eggers as one of Twenty People you Should Know for 2013. He says, “For me to earn any recognition is a reflection of the power of Crusader Health, its employees and what we do for the community.”

The Association of The Professors of Gynecology and Obstetrics Excellence in Teaching Award (APGO) went to Crusader Community Health, OB/GYN, Dr. Antoun Al Khabbaz, a long standing Crusader physician. Each year, APGO honors OB/GYN academic physicians who have made exceptional contributions to women’s health care education. The award was established in 1992 to recognize outstanding teachers in OB/GYN education.

Advocate Award to Wimsatt & Meeks

The Third annual Crusader Community Advocate Award was given to two Crusader employees: Evelyn Meeks, Call Center Representative and Heather Wimsatt, Medical Unit Manager. This award was initiated in 2011 to honor an outstanding employee or employees in memory of Annie Dandridge, a Crusader staff member, who passed away. Annie was an extraordinary person who always exhibited unique kindness and concern for others.
Crusader Goverance

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Crusader Patient-Centered Service Advantages

• Same day/next day appointing system; improved call center telephone access.

• Sliding fee scale for the uninsured.

• ALL patients are assigned a medical provider or dentist.

• 70 American trained, board certified or board eligible physicians, physician assistants, nurse practitioners and mid-wives.

• Behavioral Health and Addiction Counseling.

• Implemented system-wide electronic medical and dental records to enhance quality care and safety.

• GED & Pre-GED classes are held at the Broadway and West State locations; plus Baby Basics classes are supported by the Kiwanis Club of Rockford and are held at the Broadway, West State and Loves Park locations.

• On-site Spanish Interpreters. Translation is available in any language.

• Domestic Violence Response Team available.

• Integrated one-stop-shopping for quality medical, dental and other specialty care, complemented by health education, lab and pharmacy services.

• Adult Chronic disease expertise, with special focus on diabetes, asthma, heart failure, hypertension and prevention; Cosmopolitan Patient Learning and Resource Center.

• Kids Care Now – Walk-In Pediatric Clinic.

Four Locations To Serve Our Region

Crusader Community Health
Woodward Campus
1200 West State Street
Rockford, IL 61102

Crusader Community Health
Utan Building
Broadway & 7th Street
Rockford, IL 61104

Crusader Community Health
1050 Logan Avenue
Belvidere, IL 61008

Crusader Community Health
6115 North Second Street
Loves Park, IL 61111

Dr. Arnold Rosen () accepts the On The Bus Award from Gordon Eggers on behalf of Rockford Gastroenterology Associates.
We appreciate the many gifts of support to the Crusader Community Health Foundation that enable Crusader Community Health to provide exceptional care with dignity day after day. Special thanks to the individuals, businesses, corporations, foundations, churches and service organizations for your generous support from January 1, 2013 through December 31, 2013.

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We have made every effort to ensure that each donor's name is listed correctly. If your name is misspelled, listed incorrectly or inadvertently omitted, please call Crusader Community Health Foundation office at 815/490-1620. Thank you!

Cover art is by local artist Deborah Newton. The painting is displayed at Crusader's Broadway facility and enjoyed daily by patients and staff.
Leaving A Legacy

Remember Crusader Community Health in your Annual Giving and Estate Planning

Through Crusader Community Health Foundation, there are many ways to support Crusader’s mission of providing quality primary healthcare to the medically underserved in our region.

By naming Crusader Community Health as a beneficiary in a will or trust, insurance or retirement plan, or bank account, donors can be assured they have bestowed a legacy of caring for the health needs of the future.

Have you remembered Crusader in your will or living trust? You can do so by adding a simple codicil or amendment to your estate planning documents. The following is suggested wording, and remember, always consult your attorney when making any changes:

If we give ______ % of my/our estate. - or -
If we give a sum of $_______ to Crusader Community Health Foundation.

If there are Crusader programs that are special to you, by adding these words to the above statement can provide for them “...to be used for the general purposes of the _______ program.”

The professional staff of the Foundation can assist you in identifying strategies to fulfill your estate planning needs. All inquiries are without obligation and held in strictest confidence. We also recommend that you consult your legal/financial advisor(s) and family members when planning your charitable gift in order to protect its value and tax benefits.

For more information please contact:
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