



# 2023 Community Benefit & Engagement Report

Investing in communities  
to improve health.



# HOSPITAL SISTERS HEALTH SYSTEM

## Our *Mission* drives us to serve.

For nearly 150 years, Hospital Sisters Health System (HSHS) has served as the hands and feet of Jesus, living our Mission “to reveal and embody Christ’s healing love for all people through our high-quality Franciscan health care ministry.” As another year ends, we pause to reflect on our service, celebrate strengths and measure growth. We recognize the legacy we have received and renew our commitment to minister to all who are in need for the next 150 years.

Our Mission inspires us not only to provide healing and hope to those who come to us for care, but to joyfully contribute our knowledge and resources to the communities we serve. From providing life-saving devices where they are needed most to cheering on children with varying abilities, we are dedicated to making our communities safer, healthier and more vibrant.

Our strength has always been rooted in our Core Values of Respect, Care, Competence and Joy. Every day, patients and their families experience the compassion that sets us apart. Our commitment to providing the very best care means that patients have access to world-class equipment and experts close to home. As we look to the future, these Values will continue to guide and strengthen us.

Our growth is not inspired by a desire for profit, but the needs of those we serve. We work with community members to identify needs in order to invest and reinvest in facilities and services. From new, cutting-edge procedures to facility modernization, we are dedicated to providing the very best for our families, friends and neighbors.

As we celebrate our strengths and accomplishments, we also pause to thank the millions of people in Illinois and Wisconsin who trust us with their care. Your trust is not something HSHS takes lightly, and we are grateful to be able to live our mission on your behalf each day.

# HSHS serves *patients,* not stockholders.



## Living Our Mission

Catholic hospitals are the largest group of not-for-profit health care providers in the country, caring for more than **1 in 7 patients** in the United States. Locally, Hospital Sisters Health System (HSHS) has been caring for our community **since 1875**. Our mission inspires us to foster healing for all, with special attention to the **poor, underserved and vulnerable**.



## Patients Over Profit

HSHS earns its not-for-profit status by providing patient financial assistance and community benefit programs. Because we are not focused on financial gain, **we reinvest** any surplus funds back into the communities we serve rather than paying dividends to investors. The investments target specific health and wellness needs identified in communities, not those services deemed profitable.



## Committed to Community Benefit

Consistent with its mission, HSHS provides medical care to all patients regardless of their ability to pay. In addition, HSHS provides services intended to benefit the poor and underserved, including those persons who cannot afford health insurance because of inadequate resources and/or are uninsured or underinsured, and to enhance the health status of the communities in which it operates.

**In 2023, HSHS invested \$222.3 million in community benefit to those we serve through free and discounted care, through both unreimbursed Medicaid costs and charity care.** Charity care is financial assistance at cost, and at HSHS, it makes up \$5.8 million of our community benefit. We also fund programs and develop partnerships that address population health issues such as food insecurity, housing and equitable access to high-quality, affordable care.



## Transparency and Accountability

In addition to oversight by our governing boards, hospitals are subject to extensive transparency and accountability requirements. Beyond the IRS form 990 Schedule H, we are responsible for conducting community health needs assessments and creating implementation plans. These are posted on our websites and reviewed by the IRS at least once every three years.

# Our system of *care.*

Our hospitals are located throughout Illinois and Wisconsin in the following cities and towns.



## By the Numbers



**1.99 MILLION**  
POPULATION SERVED  
1.13 MILLION IN ILLINOIS  
865,000 IN WISCONSIN



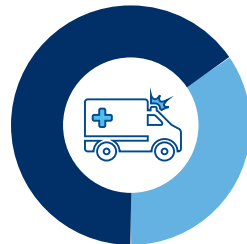
**67,756**  
INPATIENT ADMISSIONS  
44,338 IN ILLINOIS  
23,418 IN WISCONSIN



**41,008**  
OUTPATIENT SURGERY  
22,902 IN ILLINOIS  
18,106 IN WISCONSIN



**12,140**  
INPATIENT SURGERY  
7,744 IN ILLINOIS  
4,396 IN WISCONSIN



**284,366**  
EMERGENCY VISITS  
182,434 IN ILLINOIS  
101,932 IN WISCONSIN



**12,830**  
EMPLOYED COLLEAGUES  
9,128 IN ILLINOIS  
3,702 IN WISCONSIN



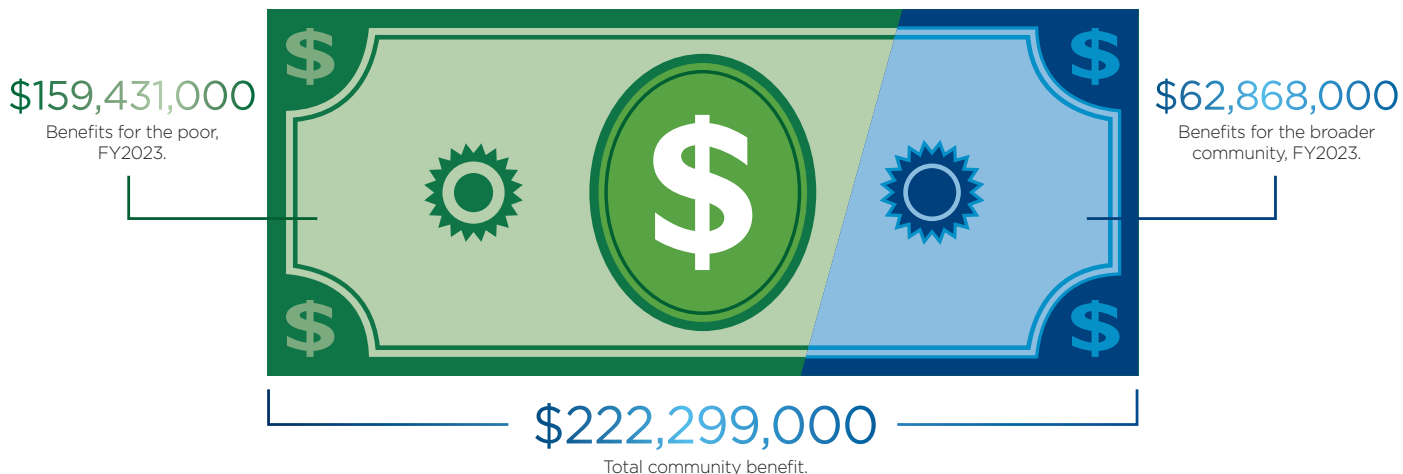
**962**  
TOTAL PROVIDERS  
293: HSHS MEDICAL GROUP, ILLINOIS  
562: PREVEA HEALTH, WISCONSIN  
107: PRAIRIE CARDIOVASCULAR  
CONSULTANTS, LLC



# Our *strength* is our compassionate care.

## Community Benefit

HSHS uses a cost-to-charge ratio to calculate the cost of charity care and the unpaid cost of Medicaid. The following amounts reflect the quantifiable costs of HSHS' community benefit for the years ended June 30, 2023:



## Community Benefit Data

The following data points describe our reportable community benefit programs. These align with our Mission and support our tax-exempt status.

### FY 2023

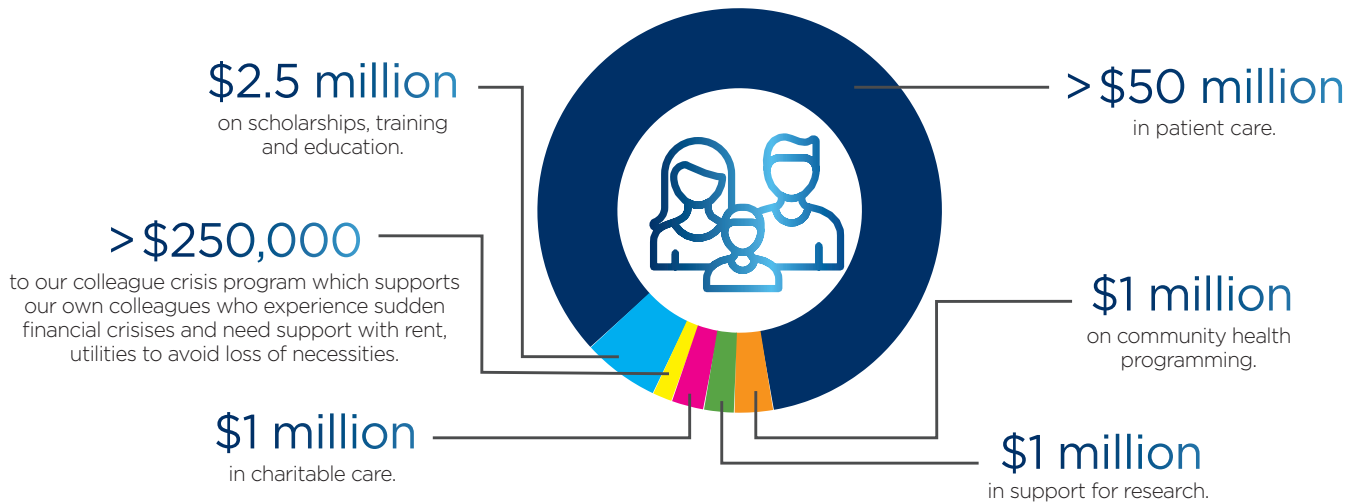
		Lives Impacted	Community Benefit
Financial assistance		9,076	\$ 5,791,117
Medicaid		33,975	136,789,435
Other means tested programs		Unknown	11,951,898
CB Categories	No. of Programs	Lives Impacted	Community Benefit
Community health improvement services	113	27,807	\$ 4,734,242
Health professions education	59	2,988	40,710,831
Subsidized health services	18	19,873	22,831,228
Research	2	Unknown	577,523
Cash and in-kind contributions	55	84,217	997,732
Community benefit operations	27	166	407,764
<b>Total HSHS Community Benefit</b>	<b>274</b>	<b>178,102</b>	<b>\$ 224,791,770</b>
For those in poverty			154,948,400
For the general public			69,843,370

Total colleague hours: 138,256

# Hospital Sisters of St. Francis Foundation

With the shifting financial pressure on our organizations, our foundation has focused on expanding its ability to support our organization’s operations and capital needs.

- Over the past six years, the foundation has raised more than \$78 million to advance the goals of HSHS.
- More than 1,100 of our own colleagues support our foundation, and they make up our largest group of donors.
- Since the beginning of FY2019, the foundation has disbursed more than \$60 million. This includes:



## Local family partners with Prairie Heart to provide AEDs to the community

The McGraws, a central-southern Illinois family, partnered with Prairie Heart Institute and the Prairie Heart Foundation to begin the Community Automated External Defibrillator (AED) Program in memory of Rick McGraw.

“The Community AED Program meets a significant need,” says Brandy Grove, manager of philanthropy for the Prairie Heart Foundation. “Recently, the Rochester Junior High baseball team reached out and requested support for an AED machine at their local baseball field.”

Grove says their team witnessed a tragic event when a local community member suffered a cardiac arrest during baseball practice. Although 911 was called, the individual did not survive. When treating a heart attack, every second matters. Research proves cardiopulmonary resuscitation (CPR) and AEDs save lives. Immediate access to an AED machine could have made a difference on the field that day.

“We grieve with the Rochester community. We are grateful for this partnership with the McGraw family, allowing us to hopefully prevent future tragedies like this by providing life-saving tools,” says Grove.



The Rochester Junior High baseball team and Principal Kim Poole accept their AED machine from Prairie Heart Institute, the Prairie Heart Foundation and the McGraw family.

In addition to the Rochester Junior High School baseball teams, the Community AED Program has already awarded several AED machines to area organizations, including the Loami Police Department, The Springfield Hitting Center/Arsenal Baseball Club, Pleasant Grove Baptist Church and Camp Cilca.

All approved applicants receive the Zoll AED Plus with Real CPR Help®, which is real-time CPR feedback to help rescuers save a life. While only half of all sudden cardiac arrest victims will require shock, 100% will need critical and quality CPR. Real CPR guides the user every step of the way, both telling and showing the user what to do. In addition, all approved applicants will receive AED setup, inspection tags and a one-year license for each machine.

## HSHS Ethics Program

The HSHS Clinical Ethics Program is committed to fostering a culture of ethical decision-making within the realm of Catholic health care. At the core of this initiative is the foundation of education, an integral component provided to all ethics committee members during each committee meeting. This ensures that every committee member possesses a fundamental understanding of clinical ethics within the context of Catholic health care. For those deeply involved in clinical ethics consultation, the program offers a specialized Clinical Ethics Intensive Program, equipping committee members with in-depth knowledge and skills. To maintain proficiency, annual refresher education is provided to

members who have completed the intensive program. The program extends its impact through Ethics Grand Rounds, accessible to all HSHS colleagues and providers, featuring relevant case studies and educational insights. Additionally, the Ethics Consultation Service stands as a valuable resource for patients, their families, clinical staff and providers seeking guidance on ethical matters in both current and retrospective decision-making. The program further emphasizes education on the Ethical and Religious Directives for Catholic Health Care Services, ensuring a comprehensive understanding and application of these directives within contemporary medical care



## HSHS Spiritual Care

HSHS Spiritual Care services exemplify a holistic approach to well-being, extending compassionate support to patients, their families, colleagues, providers, volunteers and the community. Rooted in the principles of prayer and sacraments, the services provide a spiritual foundation for those facing health challenges. The program acts as a vital liaison to community clergy, fostering connections between patients and their religious communities. Beyond traditional spiritual practices, the services encompass crucial elements such as advance care planning conversations, grief and loss support, crisis intervention and critical incident stress debriefing. A key focus is identifying and addressing spiritual distress, ensuring that individuals receive comprehensive care. Spiritual Care plays a central role in leading Mission teams across ministries, engaging in activities that promote the understanding of HSHS's Mission, Franciscan heritage and Hospital Sisters' legacy. This includes education on Mission and Values, retreat programs and colleague engagement to instill a sense of purpose in carrying forth the Mission and ministry. Community outreach and the celebration of our Core Values — Respect, Care, Competence and Joy — underscore the commitment to nurturing the spiritual well-being of all involved in the HSHS community.



## HSHS St. John's Hospital Hand and Foot Clinic

The HSHS St. John's Hospital Hand and Foot Clinic is a place-based health approach providing services to individuals experiencing homelessness to help them access resources and make changes for a better quality of life. At its core, the clinic provides manicures and pedicures to build relationships to better understand and bridge gaps and barriers to health and housing. Persistent gaps and barriers include distrust in health care, housing instability, substance misuse, economic instability and access to preventive and management health care. The clinic helps to build trust in medical providers and offers an opportunity to identify potential infections and symptoms of untreated chronic conditions such as diabetes and vascular disease. As our nurses develop relationships with the ladies and gentlemen, we can better understand their unique needs and help coordinate referrals to next-day primary care appointments, case management services, mental and behavioral health services and specialty care. The clinic launched in 2019 and now has permanent space in a local organization that provides housing, shelter and support services to people experiencing homelessness.

## HSHS Sexual Assault Nurse Examiner (SANE) Program

The HSHS Sexual Assault Nurse Examiner (SANE) Program stands as a beacon of care and support for individuals of all ages who have experienced sexual assault. Operating around the clock, seven days a week, the program ensures that trained and compassionate registered nurses are readily available to assist. These nurses undergo specialized training to conduct medical examinations and collect evidence in a sensitive and non-threatening manner. Beyond the immediate medical needs, they offer valuable information to help individuals navigate the complex aftermath of sexual assault, addressing concerns related to disease, pregnancy and overall well-being. The commitment extends further by developing personalized medical follow-up plans, and once tests are evaluated, communicating results with the utmost confidentiality. The HSHS SANE Program respects and prioritizes the privacy of those seeking assistance, recognizing the importance of a supportive and confidential environment during these challenging times. The HSHS SANE Program locations are: HSHS St. John's Hospital, Springfield, Ill.; HSHS St. Elizabeth Hospital, O'Fallon, Ill.; HSHS St. Vincent Hospital, Green Bay, Wis. and HSHS Sacred Heart Hospital, Eau Claire, Wis.



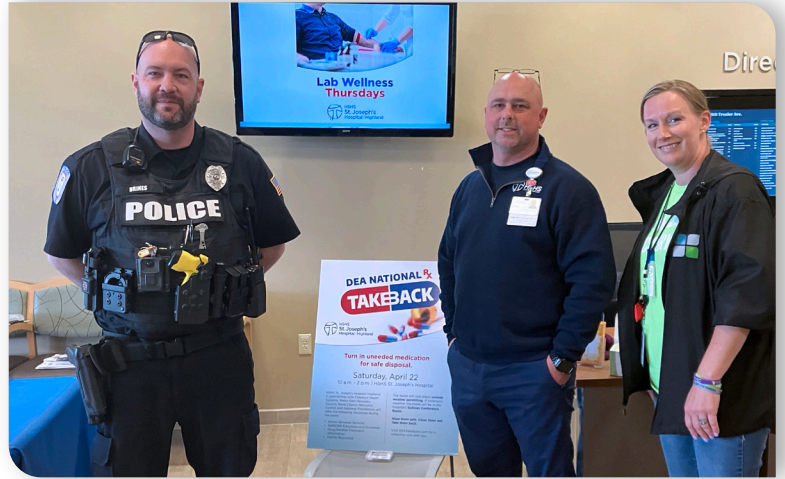
## Partnering with community agencies to raise awareness of substance use disorder and provide access to treatment

HSHS St. Joseph's Hospital, Highland, Ill.

Over the past year, HSHS St. Joseph's Hospital in Highland partnered with multiple agencies to help raise awareness of substance use disorder (SUD) as well as provide access to treatments while working to decrease the stigma related to SUDs. St. Joseph's Hospital's partners included Chestnut Health Systems, through the Rural Communities Opioid Response Program (RCORP) Grant; The Partnership for a Drug-Free Community, and Metro East and Bond County Recovery Councils; and the Gateway Foundation.

Through their partnerships, St. Joseph's Hospital increased its presence at community events to actively engage people and talk about SUDs as well as the resources available to assist in recovery. This includes handing out naloxone (Narcan®) and educating on its use, providing information on local support programs for family members of those affected by SUDs, and providing copies of contact information for recovery resources that are both available and close to home. The hospital also provides free access to Narcan through its emergency department, as well as having a Gateway Foundation staff member to provide a warm hand off for those who come to the hospital for help with SUDs. There is also a safe drug disposal bin available at the hospital's main entrance 24 hours per day.

For their efforts, St. Joseph's Hospital's emergency department was honored with a 2023 Community Project Award from the Illinois Critical Access Hospital Network (ICAHN). The Community Award recognizes ICAHN member hospitals that have implemented a program that strengthened the health and well-being of their communities and have built a partnership with community organizations.



## Hospital earns critical access designation

HSHS Good Shepherd Hospital, Shelbyville, Ill.

HSHS Good Shepherd Hospital announced its official designation as a Critical Access Hospital (CAH) in partnership with the Centers for Medicare and Medicaid Services. This prestigious recognition underscores the hospital's commitment to delivering high-quality health care services to the residents of Shelby County and the surrounding communities.

The CAH designation is given to facilities that play a crucial role in ensuring access to critical health care services in rural areas. It signifies the hospital's dedication to meeting the unique needs of the local community and providing essential medical care to those who need it most.

Other HSHS critical access hospitals include HSHS St. Francis Hospital in Litchfield, Ill.; HSHS St. Joseph's Hospital in Highland, Ill.; and HSHS St. Clare Memorial Hospital in Oconto Falls, Wis.



# Our *Impact* is local and global.



HOSPITAL SISTERS  
**Mission Outreach**

## Mission Outreach impact

In addition to community benefit programs, we support programs like Hospital Sisters Mission Outreach with goals to reduce health disparities and advance the interests of the common good.

- Globally, many communities lack access to basic health care.
- In the United States, environmental degradation disproportionately impacts communities of color and low-income communities.
- Environmental stewardship is a matter of health equity within our local communities in the U.S.
- Since 2002, Mission Outreach has recovered and redistributed 10 million pounds of surplus medical equipment and supplies valued at over \$90 million that would have otherwise ended up in landfills.
- Mission Outreach has partnered with organizations in over 90 countries to responsibly repurpose medical equipment and supplies for the good of environmental stewardship and advancing health care access.

## HSHS donates 190 beds to Mission Outreach

HSHS is undergoing a multi-phase bed replacement project for all hospitals. As beds are taken out of service and if still in good condition, they are being donated to Hospital Sisters Mission Outreach. By the time the first project phase is finished, 190 beds from five hospitals will be donated — an unprecedented influx of a highly needed item for Mission Outreach's international partners.

Erica Smith, executive director of Mission Outreach, says hospital beds are the number one requested item, and they are already being shipped out to hospitals in other countries such as Tanzania, Nigeria and Lebanon, with more to go.

Usually when beds are requested, Mission Outreach would be able to send one or two in the recipient's container. Ratish Kumar, biomedical engineer with Mission Outreach, says, "We have never had a situation like this before where we can meet our recipient's need for an entire year."



To view our bed donation video, scan the QR code.

## Vital services for our youngest patients

Children's hospitals represent less than 5% percent of all hospitals and provide a disproportionately large share of the nation's pediatric acute clinical care. Children's hospitals are also vital centers of primary and specialty pediatric medical education and are leaders in pediatric research.

HSHS operates two outstanding children's hospitals, **HSHS St. John's Children's Hospital in Springfield, Ill.,** and **HSHS St. Vincent Children's Hospital in Green Bay, Wis.** Each is the sole children's hospital in its metro area.

In addition, **HSHS St. Elizabeth's Hospital in O'Fallon, Ill.,** partners with SSM Health Cardinal Glennon Children's Hospital based in St. Louis, Mo., to bring nationally recognized pediatric care to the Metro East region.

### HSHS St. John's Children's Hospital Springfield, Ill.

Committed to developing a community of healthy kids, St. John's Children's Hospital provides the expertise needed for pediatric care. As the only children's hospital in the Springfield area, their staff are specially trained to understand and respond to the specific medical, emotional and spiritual needs of children.

Their pediatricians are board-certified in pediatrics or a subspecialty, providing St. John's Children's Hospital and its outpatient clinics with one of the largest number of pediatric subspecialties in the region.

St. John's neonatal intensive care unit (NICU) is a vital part of the hospital and the communities it serves. St. John's has an 80-year history of caring for premature and critically ill infants. This critical medical resource protects the healthy recovery and development of babies throughout south-central Illinois. As the only level III NICU in the region, St. John's Children's Hospital cares for about 700 babies annually from 39 counties across an approximate 80-mile radius.

#### New Expanded NICU

In 2021, St. John's Children's Hospital opened its new expanded NICU, doubling its size to 28,000-sq.ft. with a family-centered approach. Innovative features of the unit include:

- Single family rooms where parents can stay overnight.
- Expanded rooms that allow NICU twins and their families to stay together.
- Dedicated rooms to meet the highly specialized needs of the smallest patients.
- A milk lab where infant feeding technicians prepare individualized human milk and formula feedings that promote optimal nutrition and growth.
- A family respite lounge and overnight sleep suites.

The NICU also offers couplet care which enables moms and their NICU babies to heal together in the same space while the mother is still a patient in the hospital. St. John's is one of only a few hospitals and medical centers in the United States to offer this innovative concept.





## HSHS St. Vincent Children's Hospital

Green Bay, Wis.

HSHS St. Vincent Children's Hospital is the source for high-quality, reliable health care for children in the Green Bay area. With their partner, Prevea Health, they built a children's hospital within the walls of St. Vincent Hospital. HSHS St. Vincent Children's Hospital is proud to be the first and only children's hospital in Green Bay and one of the five children's hospitals in the state of Wisconsin.

At St. Vincent Children's Hospital, parents have access to advanced care including pediatric and neonatal intensive care (PICU and NICU), as well as a large array of pediatric general and specialty care in partnership with Prevea Health — including some specialties not found anywhere else in the region. Some noteworthy specialties include:

- A Cystic Fibrosis Center, dedicated to providing exceptional care to patients and families with cystic fibrosis (CF). The center is approved by the Cystic Fibrosis Foundation as a certified affiliate of the UW-Madison Cystic Fibrosis Center.
- Hematology-oncology, providing the only full-time team in northeast Wisconsin caring for kids fighting cancers and blood disorders.
- St. Vincent Hospital's Regional Sleep Disorders Center, in partnership with Prevea Health, offers the only pediatric sleep program in the region focused on correcting sleep issues for kids.

No matter what specialty, St. Vincent's child life specialists focus on making sure each child feels safe and loved. Child life is a free service available to all children, teens, young adults and families at St. Vincent Children's Hospital. The certified child life specialists are trained to help children and families cope with health care experiences utilizing age-appropriate techniques. They are a special group of staff, dedicated to listening and getting to know each child and their unique needs. Whether it is a fun, bed-side activity or a game to distract them from a specific procedure, the child life team makes sure children leave with hugs and smiles and a positive experience at the hospital.

## HSHS St. Elizabeth's Hospital and surrounding area

O'Fallon, Ill.

HSHS St. Elizabeth's Hospital and SSM Health Cardinal Glennon Children's Hospital proudly partner to bring nationally recognized pediatric care to the Metro East region.

Through this valuable partnership, SSM Health Cardinal Glennon's specially trained and board-certified physicians are in St. Elizabeth's emergency department and newborn nursery 24/7. Pediatric emergency physicians serve patients from infants to teens who may have an acute illness or injury needing immediate medical attention. If needed, pediatric

patients can be transferred to SSM Health Cardinal Glennon Children's Hospital for further evaluation and testing.

This partnership also extends to HSHS St. Joseph's Hospital in Breese, Ill., where Cardinal Glennon providers offer immediate, real-time ultrasounds and consultations with neonatologists at pediatric hospitals through telemedicine technology, as well as 24-hour consultation service with expert perinatologists.

## *HSHS Illinois*

HSBS St. John's Hospital  
HSBS St. John's Children's Hospital  
St. John's College of Nursing  
HSBS St. Mary's Hospital  
HSBS St. Elizabeth's Hospital  
HSBS St. Anthony's Memorial Hospital  
HSBS St. Francis Hospital  
HSBS St. Joseph's Hospital Breese  
HSBS St. Joseph's Hospital Highland  
HSBS Holy Family Hospital  
HSBS Good Shepherd Hospital  
HSBS Medical Group  
Prairie Heart Institute  
Hospital Sisters Mission Outreach

## *HSHS Wisconsin*

HSBS St. Vincent Hospital  
HSBS St. Vincent Children's Hospital  
HSBS St. Mary's Hospital Medical Center  
HSBS St. Nicholas Hospital  
HSBS Sacred Heart Hospital  
HSBS St. Clare Memorial Hospital  
HSBS St. Joseph's Hospital

