



Hospital Sisters
HEALTH SYSTEM

2018
ANNUAL
REPORT

2018 Annual Report Message from Our **HSHS President and CEO and Board Chair**

Dear Friends and Colleagues,

Over the past year, much like the past 140 years HSHS has existed, our ministries have provided high quality and compassionate care aligned with our Franciscan heritage and mission. This year's highlights include new partnerships and affiliations with nationally recognized programs, such as MD Anderson, investing and upgrading our facilities, accolades from Becker's Hospital Review and working to improve the health status of our communities.

All of these accomplishments would not be possible without our dedicated colleagues and physician partners who work tirelessly to care for our patients. Our mission is to reveal and embody Christ's healing love for all people through our high-quality Franciscan health care ministry; HSHS is blessed to have a team of committed caregivers who exemplify our mission.

As a Catholic health care provider, HSHS has a long and rich tradition of addressing the health needs in the communities we serve. We are proud that two of our community health improvement efforts were recognized by the American Hospital Association (AHA) this year. HSHS St. John's Hospital in Springfield, Ill. was awarded for the Enos Park Access to Care Collaborative that increased access to care and reduced emergency department visits for non-emergent health needs in the Enos Park neighborhood. Additionally, HSHS St. Joseph's Hospital in Chippewa Falls, Wis. was recognized by the AHA for donating more than 2,700 pounds of food from its community garden to local food pantries this year.

HSHS ministries also contribute to other needs through our broader community benefit programs. This includes health education, subsidized health services, research and community building activities.

For more than 140 years, our mission to share the healing love of Christ has remained constant. On behalf of the HSHS family, we are grateful for the opportunity to serve our patients, their families and our communities in the healing tradition of Jesus Christ and St. Francis and St. Clare of Assisi.



Stephen J. Bochenek
Chair, HSHS Board of Directors



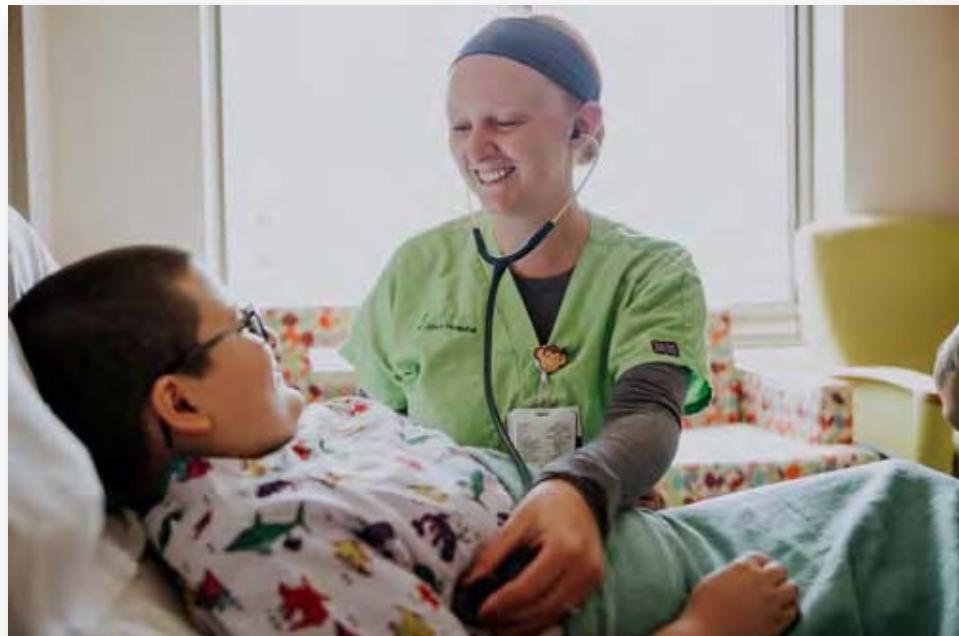
Mary Starmann-Harrison
HSHS President and CEO

Hospital Sisters Health System

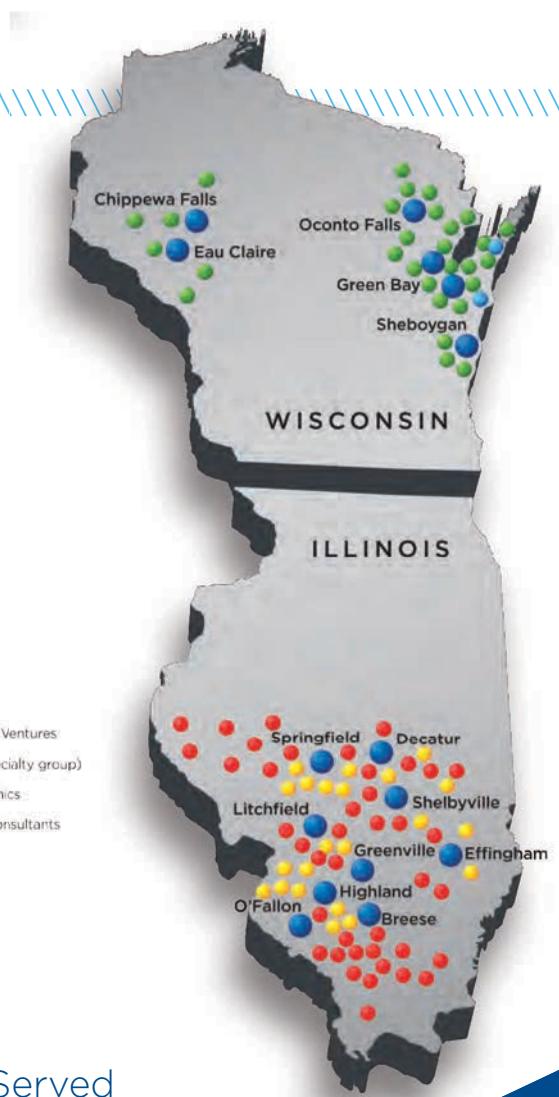
OUR SYSTEM OF CARE

HSHS is a highly integrated, multi-institutional health care system comprised of 15 hospitals and more than 225 physician practice sites in Illinois and Wisconsin. The system serves rural and midsized communities throughout both states. HSHS is committed to delivering high quality, compassionate, holistic, and cost-effective health care services to all who seek it. Sponsored by Hospital Sisters Ministries, our mission is *to reveal and embody Christ's healing love for all people through our high-quality Franciscan health care ministry.* That mission is carried out every day by the 14,000 colleagues and 2,100 physicians who care for patients in our facilities.

Through our care integration strategy, investments in state-of-the-art facilities and technology, and substantial community benefit programs, we continue the legacy of the Hospital Sisters of St. Francis to care for the residents of the communities we serve, with a special emphasis on the poor and vulnerable.



Population Served
2.6 MILLION



Serving our COMMUNITIES

Harvesting Hope Program Enriches Lives, Assists Those in Need

In spring 2018, HSHS St. Vincent Hospital Cancer Centers in Green Bay, Wis., launched Harvesting Hope, a program offering free gardening classes to cancer survivors, their families and friends. The classes take place at the cancer centers' garden at HSHS St. Mary's Hospital Medical Center in Green Bay. Gardening provides many health benefits, and plant-based eating has been linked to the reduction of inflammation, cancer-risk and mortality. The 30 program participants harvested more than 200 pounds of food that was donated to local food banks.



Real Men Wear Pink Program in Central Illinois Enhances Breast Cancer Awareness

Players, coaches, parents and supporters in Decatur, Ill., and its surrounding communities look forward to HSHS St. Mary's Hospital's Real Men Wear Pink campaign and local school's "pink" games every year. The goal is to raise awareness for breast cancer prevention and encourage loved ones to meet with their doctor to learn if they should get a breast cancer screening. Local football teams support the cause by designating "pink" games during the months of September and October where athletes and fans wear pink.



Mobile 3-D Mammography Unit Rolls into Northeast Wisconsin Communities

For women living in a rural setting, sometimes getting necessary care means traveling to a large city. Thanks to a mobile 3-D mammography unit launched by HSHS Eastern Division hospitals and Prevea Health in May 2018, women in eastern Wisconsin now have greater access to breast health screenings. The mobile mammography unit has two changing rooms and a waiting room. It is staffed by a registered mammography technologist and equipped to provide 3-D and/or digital images. It is currently making stops at 11 eastern Wisconsin communities with plans to add more in the future.





Q2 Community Benefit: Mental Health First Aid for Businesses

HSHS Sacred Heart and St. Joseph's hospitals continue to shine light on the stigma surrounding mental health. One

way the hospitals continue to be proactive in this endeavor is by offering Mental Health First Aid classes. In the last few months of 2018, Laura Baalrud, community health educator for HSHS Western Wisconsin Division, provided the 8-hour class for colleagues and community members at two businesses – Eau Claire County Probation and Parole and Wisconsin Lion's Camp, in addition to other residents of the Chippewa Valley. County officials requested this training because a number of people they encounter struggle with mental health issues. "If we can get into the community and educate people about the signs of someone starting to struggle with mental illness, we can bide them time to get in to see a professional," Laura said. "Just like physical illness, people need support."



FY2018 COMMUNITY BENEFIT *\$198.4 million*

FINANCIAL ASSISTANCE AT COST
\$25,650,196

UNPAID COST OF MEDICAID AND OTHER PUBLIC PROGRAMS
\$133,667,663

COMMUNITY HEALTH SERVICES
\$2,584,322

SUBSIDIZED HEALTH SERVICES
\$2,866,662

FINANCIAL CONTRIBUTIONS
\$846,126

COMMUNITY BUILDING ACTIVITIES
\$352,210

COMMUNITY BENEFIT OPERATIONS
\$43,791

TOTAL BENEFITS FOR THE POOR:
\$166,010,970
84% Benefits for the poor

COMMUNITY HEALTH SERVICES
\$3,940,006

HEALTH PROFESSIONS EDUCATION
\$18,592,833

SUBSIDIZED HEALTH SERVICES
\$7,294,406

RESEARCH
\$400,709

FINANCIAL CONTRIBUTIONS
\$1,294,005

COMMUNITY BUILDING ACTIVITIES
\$366,678

COMMUNITY BENEFIT OPERATIONS
\$513,667

TOTAL BENEFITS FOR THE BROADER COMMUNITY:
\$32,402,304
16% Benefits for the broader community

Community Collects Canned Goods for Catholic Charities

February is National Canned Food Month, and HSHS Home Care and Hospice conducted "Cram the Car" events in Belleville, Effingham, Freeburg, Highland and the Breese/Carlyle areas again this year. In total, they collected more than 2,800 pounds of canned goods through this event for food pantries across the HSHS Southern Illinois Division hospitals.

System, Hospital & Physician Partner HIGHLIGHTS

[Orthopedic Surgery Returns to Shelbyville](#)

In late 2017, orthopedic surgery returned to the Shelbyville community. When Jerry Shaft from Tower Hill, Ill. had arthroscopic rotator cuff repair at HSHS Good Shepherd Hospital in Shelbyville, it was the first time orthopedic surgery had been performed in Shelbyville in 15 years. Orthopedic surgeon, Tracy Painter, MD, performed the surgery. "The staff at Good Shepherd Hospital put me at ease, and Dr. Painter was very easy to talk to," Shaft said. "I have a lot of confidence in the hospital."



[Libertas Treatment Center in Green Bay Undergoes Renovations, Hosts Open House](#)

The community was invited to tour and learn more about Libertas Treatment Center in Green Bay during an open house event in September 2018. Libertas is an alcohol and drug rehabilitation treatment center for adolescents and adults where substance use disorders are treated with a dedicated team of experts, providing support and compassion to help patients along the road to recovery.

Updates were recently made to the Libertas facility to create an environment that reflects the holistic, compassionate care it provides. Libertas Treatment Center is the only private inpatient substance use disorder facility in eastern Wisconsin. Services for adolescents and adults are located in Green Bay and Marinette.



[Vita Center for Women Now Provides Midwife Services in the Women and Infants Center at HSHS St. Mary's Hospital, Decatur](#)

Thanks to a partnership with the Vita Center for Women, midwives are available 24/7 for women and nursing staff at HSHS St. Mary's Hospital in Decatur, Ill. Midwives are advanced practice nurses who help women have their desired birth experience. Research shows better outcomes and fewer C-sections when using midwives.

HSHS St. Anthony's Memorial Hospital Brings World-Renowned Cancer Care to Effingham with MD Anderson Affiliation

In March 2018, HSHS St. Anthony's Hospital in Effingham, Ill., became an affiliate of MD Anderson Cancer Network®, a program of the University of Texas MD Anderson Cancer Center based in Houston. This collaboration connects area cancer care experts with internationally-known leaders in cancer care and gives cancer patients access to treatment guidelines and best practices developed by MD Anderson while remaining close to home.

Growing Specialty Care Through Partnerships

HSHS Holy Family Hospital in Greenville, Ill., began collaborating with Cancer Care Specialists of Illinois in 2018 to provide consultations, follow up and on-site treatment therapies for cancer and blood disorders. Holy Family Hospital continues to expand services and seek partnerships which allow area residents to have the advanced health care services they need close to home. Since the hospital affiliated with HSHS in May 2016, the hospital has added more than 20 new specialists to the medical staff.



Growing to Meet Patient and Hospital Needs

HSHS Medical Group accomplishments in 2018 included fully staffing the level I trauma center at HSHS St. John's Hospital in Springfield with 10 providers. HSHS Medical Group also launched the area's only CRNA team serving only obstetric patients at St. John's Hospital. HSHS Medical Group also opened new locations and moved to new facilities. HSHS Medical Group Family Health in Chatham, Ill., relocated to a new facility and now offers lab, advanced imaging and walk-in care. Our Jacksonville, Ill. facility that offers family care, plus foot and ankle specialty care, relocated and now offers lab and imaging. The family and internal medicine practice in Collinsville, Ill. relocated to Maryville, Ill., and added lab and imaging services. as well. In September 2018, HSHS Medical Group broke ground for a new building in Taylorville, Ill., which will be home to internal medicine providers. It is expected to open in 2019.

HSHS Eastern Wisconsin Division Colleagues Help Drive Growth of Therapy Services

Prevea Therapy is a partnership between physical and occupational therapy colleagues at Prevea Health and HSHS Eastern Wisconsin Division hospitals in Green Bay, Oconto Falls and Sheboygan. Prevea Therapy opened a second retail therapy site in West De Pere in May 2018 to give patients in Northeast Wisconsin additional access to specially trained therapists.

Prairie Heart Institute at HSHS St. John's Hospital Continues its Tradition of Innovation and Exceptional Patient Care

In 2018, the cardiology team at Prairie Heart Institute at HSHS St. John's Hospital successfully performed its first mitral valve repair using the innovative MitraClip® XT-r procedure. Patients tend to have shorter hospital stays and experience improved heart function and symptoms almost immediately. Prairie Heart Institute is the leader in MitraClip repair procedures in the midwest, based on volume, and the only hospital in Illinois outside of Chicago to offer this innovative technology for patients. Prairie Heart Institute at St. John's was the first facility in central Illinois to use HeartFlow Analysis, a first-of-its-kind non-invasive technology to help physicians diagnose coronary artery disease. The HeartFlow Analysis takes data from a patient's non-invasive coronary CT angiography and creates a personalized, digital 3D model of the patient's coronary arteries.

System TECHNOLOGY & TELEHEALTH

HSHS St. Vincent's Hospital Now Using ExcelsiusGPS Robotic Surgery Technology for Back and Neck Surgery

In February 2018, HSHS St. Vincent Hospital in Green Bay, Wis., advanced its spine surgery program when it became the first hospital in Wisconsin to offer ExcelsiusGPS™ – one of the most advanced robotic surgery technologies available in the world - for back and neck surgery. In 2016, St. Vincent Hospital was the first hospital in the Green Bay area to launch the da Vinci Xi Surgical System for minimally-invasive colorectal, general, bariatric, thoracic, gynecologic and urologic surgeries. The ExcelsiusGPS is the hospital's fourth piece of robotic surgery technology.

HSHS Medical Group Now Offers Online Scheduling for Appointment through MyChart

A new online patient portal called MyChart, allows HSHS Medical Group patients to schedule appointments with their providers and view their medical records online. Patients who wish to be seen at the HSHS Medical Group Walk-in Clinic at Meijer in Springfield, Ill., or HSHS Holy Family Convenient Care in Greenville, Ill., can now save their spot in line using MySpot. Patients using MySpot go to HSHS Medical Group's website and check in to reserve a spot and reduce waiting time. Once registered, patients can choose to receive reminder text messages about their walk-in visit, spending less time in the waiting room. Data showed patients who used MySpot at our Meijer walk-in clinic saved an average of 15 minutes.



HSHS St. John's Hospital Introduces Three Apps to Enhance Education, Patient Experience

St. John's Hospital introduced three new apps in 2018 to help parents, cardiac patients and family members awaiting loved ones in surgery. HSHS St. John's Children's Hospital's Family Care app provides a medication dosage table, symptom checker, first aid information and more, while cardiac surgery patients who download the SeamlessMD app are guided from preparation for surgery through recovery. Finally, the EASE app sends real-time updates, photos and videos to family members while their loved one is in surgery.

Expanding Hospital Specialty Care for Patients Through Telemedicine

Thanks to a new telemedicine cart and monitor, intensivist physicians at HSHS St. Elizabeth's Hospital in O'Fallon, Ill., are available for consultation 24/7 for physicians and nurses in more rural locations at HSHS St. Anthony's Memorial Hospital in Effingham, Ill. and HSHS Holy Family Hospital in Greenville, Ill. The remote-presence intensivist can examine patients using sophisticated videoconference and other medical equipment, speak with clinicians and family members, review any imaging scans and other tests and support treatment decisions with documentation in the medical record.

System BUILDING & GROWTH

C-Section Surgical Suite Opens in HSHS St. Francis Hospital in Litchfield, Ill.

A new operating room opened in HSHS St. Francis Hospital's Women and Infants Center in July 2018 to allow for faster patient transit time from the labor/delivery rooms to the OR suite for a c-section. Luke and Sweet O'Neal of Troy, Ill., were the first family to use the new c-section surgical suite. "Everything went fabulous," Sweet O'Neal said. "I love the staff and the care you get at St. Francis."



HSHS St. John's Hospital Unveils 1908 Race Riot Healing Garden and Exhibit

HSHS St. John's Hospital unveiled an exhibit that commemorates the 1908 Race Riot on the first floor of its new women and children's clinic in November 2018. The new clinic building is pictured below in the center. The clinic is located near still existing foundations of homes that were burned down during the riots. The 1908 Race Riot was one of the most violent riots against blacks in American history and led to the formation of the National Association for the Advancement of Colored People (NAACP). Despite the horrific violence of this riot on August 14, 1908, inside St. John's there was peace as our Hospital Sisters offered victims care and refuge from violence. According to the archives of the Hospital Sisters, "When no more rooms were available at the hospital, patients were laid on mattresses on the floor — black and white patients lying side by side. Interestingly, once the injured entered St. John's Hospital, they set aside all prejudice, antagonism and hatred." The new exhibit features a centerpiece painting by artist Preston Jackson depicting the Hospital Sisters of St. Francis caring for the victims of the riot (pictured below, left). St. John's also received a beautiful gift from the Hospital Sisters of St. Francis for the outdoor healing garden is a statue of a dove by artist Gianfranco Tassara, representing peace and healing (pictured below, right).



New Prevea Health Medical Office Building Under Construction on HSHS St. Nicholas Hospital Campus in Sheboygan

Construction began on the Prevea Medical Office Building on the northwest side of the HSHS St. Nicholas Hospital campus in spring 2018. The five-story structure will be home to a variety of Prevea health specialty services. It is expected to open in the summer of 2019.

2018 RECOGNITION & AWARDS

American Hospital Association Honors HSHS St. John's Hospital

The American Hospital Association (AHA) recognized Springfield's two nonprofit hospitals, HSHS St. John's Hospital and Memorial Medical Center, in July 2018 for their collaborative effort to improve community health in Enos Park, a low-income neighborhood located between the hospitals. The program increased the number of people with a medical home, reduced emergency department visits for non-emergent health issues and improved self-sufficiency of program participants. The program also has increased access to pediatric mental health services through screening intervention and educational services at its local elementary school and other neighborhood sites.

System Awards

Hospital Sisters Health System received a 2018 Most Wired award for the second consecutive year from the College of Healthcare Information Management Executives.

Leapfrog Awards

HSHS St. Joseph's Hospital in Breese and HSHS St. Mary's Hospital in Decatur were awarded an 'A' from The Leapfrog Group's fall 2018 hospital safety grade report. The designation recognizes their efforts in protecting patients from harm and meeting the highest safety standards in the US.

IHA Quality Excellence Achievement Award

HSHS St. John's Hospital in Springfield was honored to be one of only three Illinois hospitals selected by the Illinois Hospital Association's (IHA) Institute for Innovations in Care and Quality for an award. The hospital received one of the 2018 IHA Innovation Challenge: Partners in Progress Awards because of quality improvement projects and enhancements in care coordination.

ILPEx Award

The ILPEx Recognition Program announced HSHS St. Francis Hospital in Litchfield was a recipient of the 2017 ILPEx Silver Award for Progress Toward Excellence. The ILPEx Silver Award for Progress toward Excellence is granted to those organizations who demonstrate effective, systematic, well-deployed approaches that respond to the overall requirements of most Baldrige Framework for Performance Excellence criteria items and are aligned with organizational needs.

Practice Greenhealth Awards

In recognition for successful programs to reduce their environmental impact, HSHS Sacred Heart and St. Joseph's hospitals in western Wisconsin each recently received the Partner for Change Award from Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in health care.



Press Ganey Awards

HSHS St. Joseph's Hospital in Breese was named a 2018 Pinnacle of Excellence Award® winner by Press Ganey. The Press Ganey Pinnacle of Excellence Award in Patient Experience recognizes top-performing clients from health care organizations nationwide on the basis of extraordinary achievement and consistently high levels of excellence for at least three years in patient experience scores for inpatient services. St. Joseph's Hospital in Breese was also named a Guardian of Excellence Award winner for being a top-performing health care organizations that has achieved the 95th percentile or above of performance in clinical quality. HSHS St. Francis Hospital in Litchfield was named a 2018 Press Ganey Guardian of Excellence Award winner as well.

Five-star Rating from CMS

Illinois Critical Access Hospital Network (ICAHN) recognized HSHS St. Joseph's Hospital in Highland and HSHS St. Francis Hospital in Litchfield for exceptional quality care, demonstrating top performance and for achieving a five-star HCAHPS rating. HSHS St. Joseph's Hospital in Breese also received a five-star rating from the Centers for Medicare and Medicaid Services (CMS), the top score in the federal agency's new ratings system.

Becker's Healthcare's 100 Great Community Hospitals

HSHS St. Joseph's Hospital in Breese was named as one of Becker's Healthcare's 100 Great Community Hospitals of 2018.

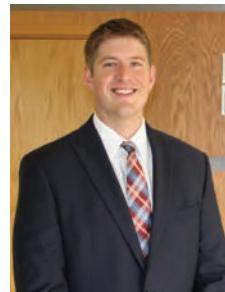
Other Recognitions

The American Heart Association/American Stroke Association awarded HSHS St. John's Hospital its Get with the Guidelines®-Stroke Gold Plus Quality Achievement Award. The hospital also received the association's Stroke Target: Honor Roll award for adherence to the latest research-based guidelines.

HSHS Sacred Heart Hospital recently earned The Joint Commission's Gold Seal of Approval® for advanced certification as a primary stroke center. This renewed certification, which the hospital's stroke program has held for the past 11 years, has been awarded for a two-year period.

OUR PEOPLE

We welcomed these colleagues to the HSHS leadership team:



(Above, left to right)

Andy Bagnall, President and CEO, HSHS Western Wisconsin Division (was president/CEO of HSHS St. Nicholas, Sheboygan) | **Catie Sheehan**, HSHS Vice President, Advocacy and Communications | **Patti Fischer**, HSHS President and CEO, HSHS St. Elizabeth's Hospital, O'Fallon | **Justin Selle**, President and CEO, HSHS St. Nicholas Hospital, Sheboygan | **Chris Brabant**, President and CEO, HSHS St. Clare Memorial Hospital, Oconto Falls | **Angela Nguyen**, HSHS Vice President, Talent Acquisition and Colleague Relations | **Jim Timpe**, President and CEO, HSHS St. Francis Hospital, Litchfield | **Brian Charlier**, President and CEO, HSHS St. Vincent Hospital and HSHS St. Mary's Hospital Medical Center, Green Bay

Executive Management Team

Mary Starmann-Harrison, FACHE
President and CEO

Kenneth Johnson, MD
Chief Physician Executive

Michael W. Cottrell
Chief Financial Officer

David Beach
Chief Human Resources Officer

Sister Monica Laws, OSF, PhD
*Vice President, Mission Integration/
Franciscan Formation*

Peter Mannix, FACHE
*Vice President, Strategy Development
and Implementation*

Ann Carr
Treasurer

Amy Bulpitt
Vice President and General Counsel

HSHS Board of Directors



(Left to right, seated)
John Sheehan
Janice Wiegmann
Mary Starmann-Harrison
Robert B. Atwell
Will (Bill) Murray, *Vice Chair*

(Left to right, standing)
Bill Lyke
William H. Blum
Sister Gertrude O'Connor, OSF, *Secretary*
Sister Christa Ann Strueming, OSF
Stephen J. Bochenek, *Chair*
Matthew Lambert, MD

OUR MISSION

To reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry.

OUR VISION

Rooted in our Franciscan mission, we will be the unique, high quality health system providing exceptional care, centered on the whole person.

OUR VALUES

Respect
Care
Competence
Joy



4936 LAVERNA ROAD, SPRINGFIELD, IL 62707

217-523-4747 | HSHS.ORG