



HSHS  
CENTRAL  
ILLINOIS



— ANNUAL REPORT **2018**

ST. JOHN'S | ST. MARY'S | ST. FRANCIS | GOOD SHEPHERD



## Hospital Sisters HEALTH SYSTEM

Since 1875, the Hospital Sisters of St. Francis have been caring for patients in Illinois, Wisconsin and other locations in the United States and across the world. Today, Hospital Sisters Health System (HSHS) is a multi-institutional health care system that cares for patients in 14 communities in Illinois and Wisconsin.

With 15 hospitals, scores of community-based health centers and clinics, nearly 2,300 physician partners, and more than 14,600 colleagues, HSHS is committed to its mission “to reveal and embody Christ’s healing love for all people through our high quality Franciscan health care ministry.”

HSHS continues to advance its mission through its care integration strategy by working closely with physician partners in Illinois and Wisconsin to deliver high quality, patient-centered care. Together, we strive to ensure each patient who enters our system has seamless access to health and wellness programs, primary and specialty care, and acute and post-acute care.

Through their commitment to our care integration strategy, HSHS physician partners coordinate closely with our hospital and clinic colleagues to provide our patients with holistic care that meets their individual needs.

By leveraging the latest technology, emphasizing the importance of relationships, and living its values, HSHS is making a positive difference in the lives of the patients and families it is privileged to serve.



**E.J. Kuiper,**  
**MHA, DPT, FACHE**  
HSHS Central Illinois Division  
President & CEO

Dear Friends,

It was a busy and eventful year for the Central Illinois Division (CID) of Hospital Sisters Health System (HSHS). Every one of our hospitals (St. John's, St. Mary's, St. Francis and Good Shepherd) experienced major renovation or construction projects. St. John's Hospital in Springfield, Ill., broke ground for the new women and children's clinic on Ninth Street, remodeled its cancer center and opened a new cardiovascular ICU. The newly renovated ICU at St. Mary's in Decatur is now three times larger and St. Francis in Litchfield opened a new maternity surgical suite. Good Shepherd Hospital in Shelbyville continues a major remodel of its radiology department and added a 64-slice CT scanner to expand its list of services. In total, the CID had more than \$100 million of facility projects in progress during FY18, with an additional \$26.7 million committed for FY19.

But, as you know, providing exceptional health care involves much more than just bricks and mortar, it is our compassionate and talented caregivers who make the difference. Patients often tell us in surveys how our colleagues take the time to listen, answer questions and provide the healing love of Christ to them during their most vulnerable moments.

Good Shepherd celebrated its 100th anniversary of serving patients throughout Shelby County this fall - and our other three hospitals have been an integral part of the communities they serve for more than 140 years each. This is a testament to our founding sponsors, the Hospital Sisters of St. Francis, and their commitment to our Catholic health care ministry.

We are extremely grateful to be part of the communities we serve as the health care provider that provides compassionate care for patients and their families, both physically and spiritually. Our hospitals are blessed with a team of caregivers whose dedication and hard work is focused on our patients as we continue to elevate the health care experience.

Non Excidet,

E.J. Kuiper, MHA, DPT, FACHE  
President and Chief Executive Officer  
Central Illinois Division  
Hospital Sisters Health System



# HSHS Central Illinois Division Leadership



**Charlene S. Aaron, PhD, RN**  
Chancellor & Professor  
St. John's College



**Kristin Doster**  
Executive Vice President  
Prairie Heart Institute of Illinois



**E.J. Kuiper, MHA, DPT, FACHE**  
Interim President & CEO  
St. John's Hospital Springfield  
St. Mary's Hospital Decatur



**Jim Timpe, MS**  
President & CEO  
St. Francis Hospital Litchfield



**Aaron Puchbauer, MBA, MHA, FACHE**  
President & CEO  
Good Shepherd Hospital Shelbyville



**Michelle Clatfelter, JD**  
VP  
Legal Affairs



**Julie Goebel, MHA**  
VP  
Strategy Development and Implementation



**Ryan Leach, CHCIO, MSMIS**  
Chief Information Officer



**Allison Paul, DNP, RN, NEA-RC**  
Chief Nursing Officer



**Jeff Suzewits, DO, MPH**  
Chief Medical Information Officer



**Rick Tolson**  
Chief Human Resources Officer



**Steven J. Umland, MBA**  
Chief Financial Officer



**Ann Derrick, RN, MSN**  
Executive Director  
Post-Acute Strategy



**Michelle Oliver, MBA, RN, BSN**  
Executive Director  
Quality & Clinical Operations



**Sara Wojcicki Jimenez**  
Director  
Marketing & Communications



**Kim Luz, MS, CHES**  
Director  
Community Outreach



**Bruce Maassen, CHFM**  
Director  
Facilities



**Heather Shankland, MBA, RHIA**  
Director  
Responsibility



**Brenda Vilayhong**  
Director  
Risk Management



**Sam Brown, MHA**  
Administrative Fellow



**Liana Cherian, MHA**  
Administrative Fellow



**Michael Pesely, MHA**  
Administrative Fellow



**Luke Straus, MHA**  
Administrative Fellow



**Travis Walters, MHA**  
Administrative Fellow

## New Women and Children's Clinic Opens

HSHS St. John's Hospital, in collaboration with SIU Medicine and HSHS Medical Group, opened the women and children's clinic in December 2018. The new clinic is located on Ninth Street, directly across from HSHS St. John's Children's Hospital. A skywalk connects the two buildings to allow safe passage for patients and visitors.

The clinic is the new home for St. John's pediatric rehabilitation services, SIU pediatric and subspecialty clinics, SIU OB/GYN clinics, the SIU maternal-fetal medicine clinic and HSHS Medical Group pediatric surgical services. In addition, the facility offers St. John's outpatient services, including diagnostic imaging, mammography, laboratory, pediatric cardiodiagnostics and a café with a variety of food and beverage offerings. A full-service pharmacy is also planned on the first floor of the center.

The first floor also features an educational wall exhibit on the 1908 Race Riot. The clinic is located near the recently discovered foundations of homes that were burned during the riot. This riot led to the formation of the National Association for the Advancement of Colored People (NAACP).



HSHS  
St. John's  
Hospital

Women and  
Children's  
Clinic



## Dedicated Cardiac ICU Opened in July

A brand-new cardiac ICU (CVICU) opened in July 2018 to replace the cardiac ICUs that separated surgical and non-surgical heart patients within the hospital. The new CVICU helps facilitate collaboration between heart surgeons, cardiologists, ICU physi-

cians, specialists and support staff while incorporating technology that will help the hospital better engage patients and their families. It is the most recent step in our continued commitment to providing the best heart care in the central and southern Illinois regions.

## Renovated Cancer Center Provides a More Healing Environment

St. John's opened its newly renovated cancer center in August 2018. The new center includes an infusion center, medical oncology physician clinics and radiation oncology, as well as lab services, all inside the St. John's Pavilion. Patients can now be seen by their oncologist and radiation oncologist, have lab work completed and receive chemotherapy treatments and any transfusions deemed necessary by their oncologist all under one roof.



## American Hospital Association Honors St. John's Hospital, Memorial Medical Center with National Award

The American Hospital Association (AHA) recognized Springfield's two nonprofit hospitals in July 2018 for their collaborative effort to improve community health in Enos Park, a low-income neighborhood located between the hospitals.

St. John's Hospital and Memorial Medical Center received the NOVA Award at the AHA's Leadership Summit in San Diego, California on July 28, 2018. The hospitals were among five recipients of the national award.

The NOVA Award recognizes hospitals and health systems across the nation for their collaborative efforts toward improving community health. Launched in 2015, the Enos Park Access to Care Collaborative is a partnership between the two hospitals and SIU Medicine's Center for Family Medicine.

The hospitals and SIU launched a community health worker program to serve the neighborhood's approximately 2,300 residents. The program has 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.

The Enos Park Access to Care Collaborative reached nearly 1,100 residents in the first two years of the program, including 300 clients who were enrolled in the community health worker program.



*In this digital world, everything is a click away. St. John's Hospital introduced three new apps in FY18 to help parents, cardiac patients and family members.*

## HSHS St. John's Children's Hospital Launches App for Parents

With a medication dosage table, symptom checker, first aid information and much more, St. John's Children's Hospital's Family Care app can help you better care for your little loved ones. Health problems and parenting issues can arise anytime. Our app is designed specifically for these challenges.

The HSHS St. John's Children's Hospital's Family Care app is available on the Apple App Store or the Google Play Store.



## Prairie Heart Institute at HSHS St. John's Hospital Using SeamlessMD to Enhance Patient Experience After Cardiac Surgery

Prairie Heart Institute at St. John's Hospital was the first cardiac center in the United States to implement SeamlessMD's patient engagement and quality improvement technology. Cardiac surgery patients can download the SeamlessMD app on their mobile device and are guided from preparation through recovery via their smartphone, tablet or computer. Patients receive reminders, access interactive education, track

compliance with recovery milestones and report warning signs, such as signs of infection.

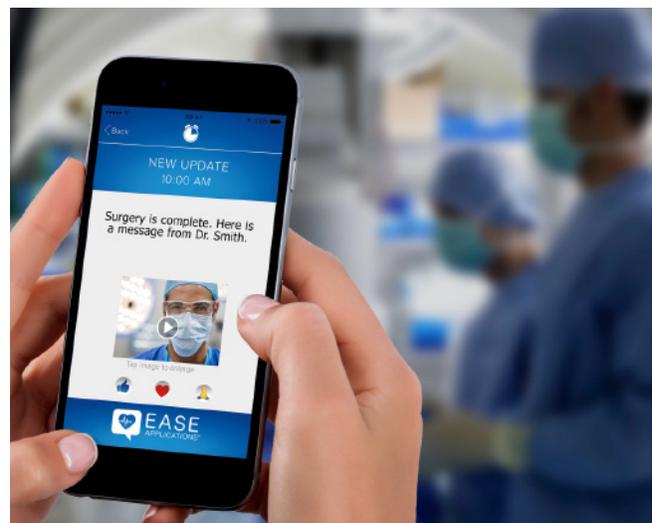
"This was a very good learning tool," said patient Allan Hopper. "If there was a concern, you got an immediate response. That took all of the anxiety right out of it."

This added layer of support provides confidence so patients can safely recover at home instead of at a nursing or rehab facility.

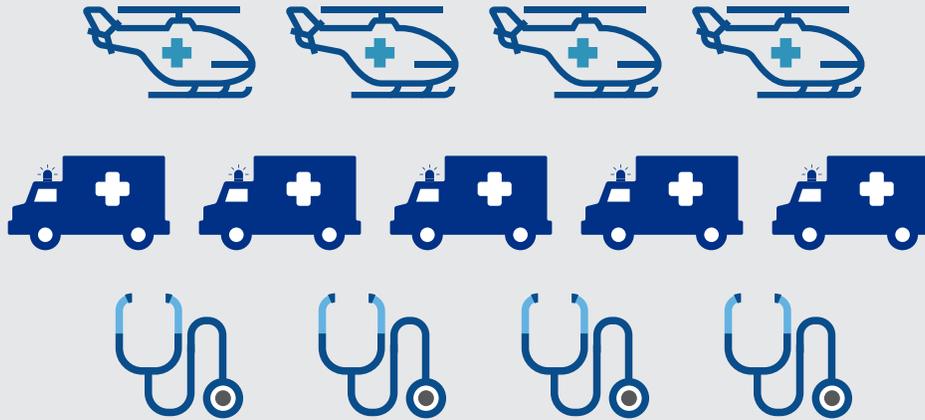
## EASE App Used to Communicate with Surgical Patients' Families

St. John's is now using the EASE app to send real-time updates, photos and videos to family members while their loved one is in surgery. Patients identify which family members should receive the updates and a code is then provided to those individuals so they can receive the updates after downloading the app. Family members don't need to be within the hospital walls to receive updates.

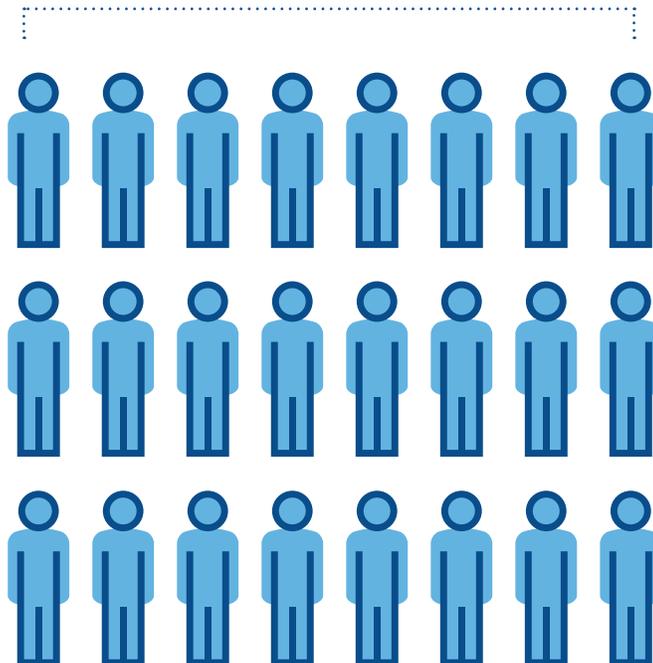
The feedback so far has been overwhelmingly positive. Plans are in place to begin using the EASE app in other areas of the hospital.

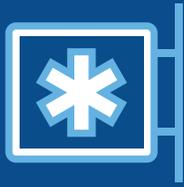


55,015  
EMERGENCY DEPARTMENT VISITS



227,866  
OUTPATIENT REGISTRATIONS





# 19,429

TOTAL ADMISSIONS



# 842

DOCTORS



# 2,947

COLLEAGUES



# 805

NURSES



# 1

DEDICATED  
HELICOPTER

# 30

PRAIRIE HEART INSTITUTE  
DOCTORS EXCLUSIVE TO  
ST. JOHN'S



# 2,138

BABIES BORN

# 15,035

SURGICAL CASES



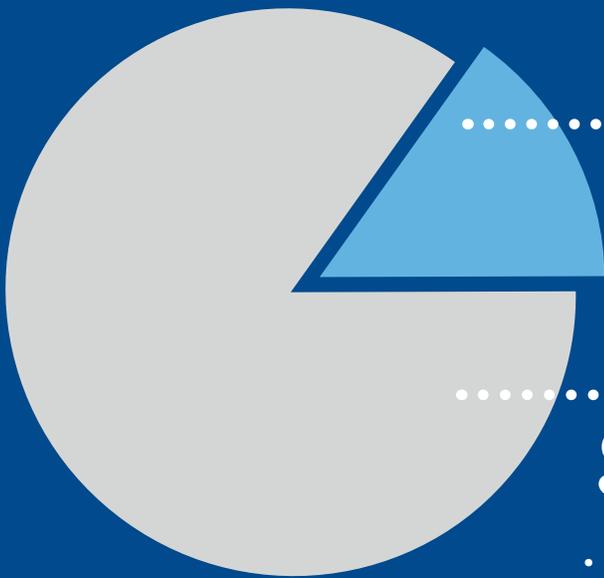
# 690

SAMARITAN VOLUNTEERS



# \$42,727,511

TOTAL COMMUNITY BENEFIT



\$3,735,064

CHARITY CARE

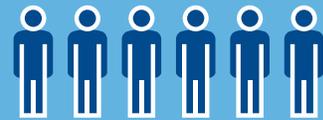
\$37,434,057

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



# \$1,522,431

COMMUNITY HEALTH IMPROVEMENT SERVICES



# \$635,959

CASH AND IN-KIND CONTRIBUTIONS  
TO COMMUNITY GROUPS

## Hospital Sisters Health System Purchases Decatur Ambulance Service

In June 2018, Hospital Sisters Health System (HSHS) purchased Decatur Ambulance Service (DAS) and welcomed them to our ministry. The missions of HSHS St. Mary's Hospital and DAS line up perfectly. Together, we have been proudly serving this community for a combined 200 years and we're committed to continue helping our neighbors in emergency situations in the Decatur area. We hope everyone can appreciate the consistent and strong investment we've made in the emergency care business for this community. Throughout our time together we have been committed to not make any substantial changes to day-to-day operations.

DAS has managed an outstanding emergency response operation for many decades, and it made some extensive upgrades in its system to better serve patients facing emergency health situations that are often a matter of life and death.

With the recently purchase of two new advance life support ambulances, our community will be even better served. DAS is driven toward patient care and HSHS is committed to providing the best care for patients in our community which led to this great match.

Health care is much more than a business for us, it's our mission. Our hearts and minds are in it. This partnership aligns perfectly with the foundational mission principles of HSHS: to embody the belief that every life is a sacred gift and every human being is a unity of body, mind and spirit. The health care ministry calls upon us to foster healing, serve with compassion and promote wellness for all persons, with special attention to our brothers and sisters who are poor, underserved and most vulnerable.





## Vita Center for Women Now Providing Midwife Services in St. Mary's Women and Infants Center

Midwives are advanced practice nurses who have a degree in midwifery. They help women have their desired birth experience by focusing on the mother and educating her on normal physiological births. Thanks to a new partnership with the Vita Center, midwives are available 24/7 for patients and nursing staff at HSHS St. Mary's Hospital. Research shows better outcomes and fewer C-sections when using midwives

who focus on evidence-based practices for mothers and their babies.

Vita midwives are also available to see patients in a clinical, prenatal setting and make post-partum visits in the hospital to provide lactation support for mothers who choose to breastfeed, share expert advice and education.



**HSHS**  
**St. Mary's**  
**Hospital**

## Active Shooter Drill Held on St. Mary's Campus

In March 2018, St. Mary's colleagues partnered with the Decatur Police Department (DPD), Macon County Sheriff's Office (MCS), the Federal Bureau of Investigation (FBI), Decatur Fire Department and Decatur Ambulance Service to conduct four, realistic active shooter drills at its on-site medical office building. Participants tested the run, hide, fight methodology while law enforcement responded to the scene. Approximately 20 individuals were triaged at the scene and EMS transported these individuals to the emergency room where they were triaged and treated. The exercise was followed by a debriefing and educational session.



St. Mary's was the first HSHS ministry to conduct this type of a drill. It was also the first collaborative active shooter drill conducted between the DPD, MCSD and FBI. While the drill provided a wealth of education

to St. Mary's colleagues, it also gave law enforcement an opportunity to learn, evaluate and improve upon their practices.

## 2018 Real Men Wear Pink

Players, coaches, parents and supporters in Decatur and its surrounding communities look forward to HSHS St. Mary's Hospital's Real Men Wear Pink (RMWP) campaign and local school's "pink" games every year. Throughout the years, the RMWP campaign has reached thousands around the community.

The goal of the RMWP campaign is to generate awareness for breast cancer prevention and to encourage our mothers, aunts, grandmothers, sisters and loved ones to meet with their doctor to find out if they should get a breast cancer screening. Local football teams join in the effort by hosting a "pink" game during the months of September and October.





**693**  
BABIES BORN



**6,604**  
TOTAL ADMISSIONS



**306**  
PHYSICIANS



**899**  
COLLEAGUES



**236**  
NURSES



**150,765**  
OUTPATIENT REGISTRATIONS



**39,259**  
EMERGENCY DEPARTMENT VISITS

**3,196**  
SURGICAL CASES

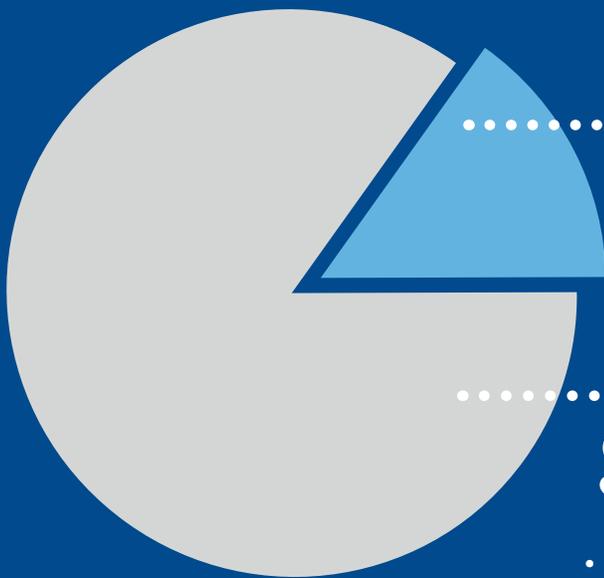


**288**  
VOLUNTEERS



# \$15,679,038

TOTAL COMMUNITY BENEFIT



\$2,038,752

CHARITY CARE

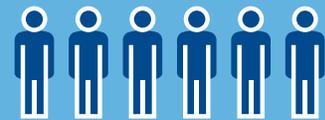
\$13,253,336

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



## \$423,799

COMMUNITY HEALTH IMPROVEMENT SERVICES



## \$53,151

CASH AND IN-KIND CONTRIBUTIONS  
TO COMMUNITY GROUPS

## Cesarean Section Surgical Suite Opens in Family Maternity Center

A new, state-of-the-art, operating room (OR) opened within the hospital's family maternity center in July 2018 to allow for faster patient transit time from the labor/delivery rooms to the OR suite. The design features incorporated patient safety, comfort and convenience. HSHS St. Francis Foundation and W.D. Kilton Trust Fund provided philanthropic support for the project.

Luke and Sweet O'Neal of Troy, Ill., were the first family to use the new cesarean section surgical suite. Elaine Fisher, MD, Litchfield Family Practice Center, delivered the O'Neal's fourth son, Pierce on July 3. "Everything went fabulous," Sweet O'Neal said. "It was very convenient. I love the staff and the care you get here."

In honor of the event, Family Maternity Center Nurse Manager Elisa Feldmann, RN, presented the couple with a \$50 gift certificate from the hospital's gift shop and a new sleep sack for the baby. Pictured are Dr. Fisher, Sweet O'Neal and Pierce, Luke O'Neal and Elisa Feldmann.



AUTOMATIC  
CAUTION  
DOOR

St. Francis  
Elisa  
RN

**A Gift for You**  
\$50.00  
To use in the HSHS St. Francis Gift Shop  
Thank you for choosing HSHS St. Francis Hospital  
for your health care services.  
Please Visit the HSHS St. Francis Gift Shop  
to redeem this gift certificate. Expires Dec 31, 2018  
From: HSHS St. Francis Hospital  
Gift Certificate #



## 3D Mammography Services Now Available at HSHS St. Francis Hospital

3D mammography equipment was installed at HSHS St. Francis Hospital in January 2018. This imaging technology offers the best opportunity to detect breast cancers at the earliest stage possible.

One of the greatest benefits of this new technology is a 41 percent increase in the detection of invasive breast cancer compared to traditional 2D mammography. With 3D mammography images, the radiologist can see the breast tissue layer by layer instead of viewing all the complexities in a flat image, or 2D mammography.

Joanne VanLeer, director of radiology, says this advanced technology is a real advantage to patients.

“One of the first things patients notice is that it takes less time,” she said. “It’s also designed to minimize compression time for improved patient comfort. This also lessens the risk of patients moving during testing which can result in the need for additional exams. It’s so accurate it has a 40 percent reduction in this type of repeat images.”

St. Francis invested \$360,000 in this new equipment. It compliments other imaging services offered at the hospital, including digital X-rays, MRI, nuclear medicine, CT and ultrasound. Proceeds from the Robinson Brothers Homecoming Concert in 2017 raised \$110,000 to help purchase this new equipment.



## St. Francis Receives Silver Award for Progress Toward Excellence

St. Francis received the 2017 ILPEX Silver Award for Progress toward Excellence at the ILPEX annual award ceremony and recognition dinner on February 22, 2018 in Oak Brook, Ill., This recognition is granted to those organizations who demonstrate effective, well-deployed approaches that respond to the requirements of most Baldrige Framework for Performance Excellence criteria items and are aligned with organizational needs. The organization must show key approaches are systematically evaluated and results demonstrate improvement trends and/or good performance for areas important to the organization’s mission.



“Following their receipt of the 2016 ILPEX Bronze Award, the team at HSHS St. Francis truly engaged all aspects of the organization in their continued commitment to organizational excellence,” said Ben Krupowicz, executive director of the ILPEX Recognition Program. “They clearly took the feedback to heart and made their pursuit of excellence a priority. The dedication of their people has created a winning culture.”

## Mind-Body Medicine Services Now Offered at St. Francis

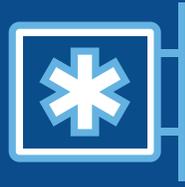
To bring the benefits of mind-body health services to the residents of Macoupin and Montgomery counties, Bridget Rolens, MA, BSOT, is traveling to Litchfield on Mondays to conduct a variety of classes designed to calm the mind and refresh the body. Class offerings include Healing Steps: Moving You to Greater Health; Mindfulness: Prescription for Stress Management; and Relax and Renew Medication Circle. To learn more, go to [stfrancis-litchfield.org](http://stfrancis-litchfield.org).





235

BABIES BORN



1,320

TOTAL ADMISSIONS



170

PHYSICIANS



253

COLLEAGUES



85

NURSES



54,663

OUTPATIENT REGISTRATIONS



11,203

EMERGENCY DEPARTMENT VISITS

2,366

SURGICAL CASES



225

VOLUNTEERS

# \$2,514,778

TOTAL COMMUNITY BENEFIT



\$538,899

CHARITY CARE

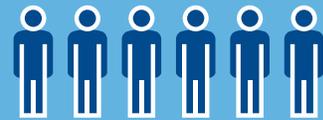
\$1,622,333

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



\$70,411

COMMUNITY HEALTH IMPROVEMENT SERVICES



\$156,949

CASH AND IN-KIND CONTRIBUTIONS  
TO COMMUNITY GROUPS

## Patient Credits HSHS Good Shepherd Hospital for Saving His Life

On May 4, 2018, longtime Shelby County plumber Dick Clark was working in his shop when he began to feel lightheaded and weak. Believing he had a touch of the stomach flu, he decided to go home. After driving a short time he became nauseous and got out of his truck.

A friend saw him and took him directly to HSHS Good Shepherd Hospital. “One smiling face started an IV and someone else brought me a warm blanket because I was shaking,” Clark said. “Another drew blood, while yet another began an EKG. Within minutes the technician called for the doctor. The doctor told me I was having a heart attack and life flight would be there in 15 minutes. I wasn’t frightened because I knew I was in good hands. They kept me informed every step of the way.”

Clark was transported to HSHS St. John’s Hospital in Springfield and taken directly to the cath lab. After returning home, Clark met with Luis Caceras, MD, with Prairie Cardiovascular Consultants who sees patients at the specialty clinic at Good Shepherd. Dr. Caceras recommended Clark attend cardiac rehabilitation at GSS, which he did.

“We have excellent care right here in our own backyard,” Clark said. “Every person who touched me made me feel like they cared about me. The good Lord believes I still need to be here or I wouldn’t be. That and the exceptional care I received at Good Shepherd and St. John’s.”



*Dick Clark speaks with Billee Phillips, RRT, NPS, ACCS, in the cardiac rehabilitation department.*



## New CT Scanner Installed, Radiology Remodel Continues

Good Shepherd completed phase one of its radiology remodel when it installed its new 64-slice CT scanner in December 2017. “It is rare for rural hospitals to have this degree of definition from a CT scanner,” said HSHS Good Shepherd Hospital President and CEO Aaron Puchbauer. “We are very happy to be able to provide this kind of imaging 24/7.”

In May 2018 the hospital began its next phase of its \$2.3 million radiology construction project when the mammography and nuclear medicine department remodel project began. The next phase will include building a new ultrasound space which will include several amenities such as private, attached bathrooms. The goal is to maximize comfort as patients undergo important tests.



**HSHS**  
**Good Shepherd**  
**Hospital**

## Orthopedic Surgery Performed Once Again in Shelbyville

When Jerry Shaft from Tower Hill had arthroscopic rotator cuff repair in August 2017 it was the first time orthopedic surgery had been performed in Shelbyville in 15 years.

Orthopedic surgeon Tracy Painter, MD, performed the surgery. Dr. Painter travels to Shelbyville twice a month to perform outpatient orthopedic procedures. “The staff at Good Shepherd Hospital put me at ease, and Dr. Painter is very easy to talk to,” Shaft said. “I was very happy to be able to do this in Shelbyville. I might have lived with it if I couldn’t have had the surgery done here. I have a lot of confidence in the hospital.”



## Community Garden Planted on Hospital Campus

In celebration of Earth Day 2018, Good Shepherd held a ribbon-cutting ceremony for its newest project, a raised-bed community garden. Good Shepherd partnered with First Presbyterian Church in Shelbyville on this initiative. The garden is located on the south side of the hospital’s campus.

The garden was planted, tended and harvested by volunteers. Produce from the garden was included in the monthly meal served to those in need by the First Presbyterian Church. Volunteers harvested nearly 150 pounds of fresh vegetables the first year.

“We had an amazing response this first year,” said Andy Sonneborn, pastor of the First Presbyterian Church. “We look forward to the hospital’s continued partnership in coming years.”

Produce not used for the community meal was donated to the local food pantry which serves nearly 230 Shelby County households each month.





# 610

TOTAL ADMISSIONS



# 151

PHYSICIANS



# 153

COLLEAGUES



# 32

NURSES



# 23,470

OUTPATIENT REGISTRATIONS



# 4,967

EMERGENCY DEPARTMENT VISITS

# 248

SURGICAL CASES



# 5

SAMARITAN VOLUNTEERS



# \$1,366,288

TOTAL COMMUNITY BENEFIT



\$358,274

CHARITY CARE

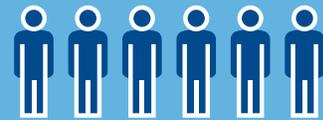
\$959,672

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



## \$18,210

COMMUNITY HEALTH IMPROVEMENT SERVICES



## \$30,132

CASH AND IN-KIND CONTRIBUTIONS  
TO COMMUNITY GROUPS

# Hospital Leadership Fiscal Year 2018

## HSHS St. John's Hospital

### Board of Directors

Lynn Scott, chair  
 Tim Nicoud, Jr., vice chair  
 Sister Marybeth Culnan, OSF, secretary  
 E.J. Kuiper, interim president and CEO  
 Ann Carr, treasurer  
 Lesa Branham  
 Megan DeFrain  
 Juan Huerta  
 Brenda Jeffers  
 Kenneth Johnson, MD  
 Jason Knoedler  
 Drew Long

### Hospital Advisory Council

Jenna Beyers  
 John Blythe  
 Bob Cusick  
 Douglas King  
 Kevin Lust  
 Harry Mitchell  
 Jackie Newman  
 Sister Helen Marie Plummer, OSF  
 Mark Ridley

### Medical Staff Executive Committee

Michelle Alepra, MD, president  
 Theodore Gleason, MD, past president  
 Patrick Hemmer, MD, president-elect  
 Janda Stevens, MD, secretary  
 Robert Abrams, MD  
 Christopher Maender, MD  
 Nasar Nallamotheu, MD  
 James Thiele, MD  
 Ashish Tokhi, MD  
 Scott Long, MD  
 Gregory Barnett, MD  
 Keith Gabriel, MD  
 Gurpreet Mander, MD, MBA  
 Jeffrey Suzewits, DO  
 Allison Paul, RN, PhD

## Foundation Leadership Council

John Goetz  
 Kris Maurer  
 Mike McGraw  
 Megan DeFrain  
 Paul Palazzolo  
 Gurpreet S. Mander, MD  
 Sarah Delano Pavlik  
 Richard T. Bilinsky, MD  
 Jim Hillestad  
 Robert Mizeur  
 Chris Davis  
 Michelle Martin Seelbach, PhD  
 Trevor Wallner

## HSHS St. Mary's Hospital

### Board of Directors

Mike Cottrell  
 Lee Endsley, MD  
 Alan Frigy, MD  
 Lori Kerans  
 Katherine "Kitty" McCarthy  
 Mary Walker  
 Rev. Rick Weltin  
 Matt Bennett  
 Sister Bernadine Gutowski, OSF  
 Gary Birschbach

### Hospital Advisory Council

Mark Barthelemy  
 Andy Birschbach  
 Debbie Bogle  
 Megan Breheny  
 Susan Dudra  
 Cayla Hittmeier  
 Sheila Jesek-Hale  
 Chris Phillips  
 Tracy Slater  
 Father Richard Swan  
 Lauren Young

### Medical Staff Executive Committee

Phillip Barnell, MD  
 Daniel Rouben, MD  
 John Furry, MD  
 Theodore Addai, MD  
 Paul Kay, MD  
 V.S. Rao Morisetty, MD  
 Muhammad Raqeeem, MD  
 Douglas Maibenco, MD  
 Dan Smith, MD

## Foundation Leadership Council

Drew Jacobus-Hickey  
 Steve Horve  
 Douglas Lee  
 Amanda Lewis, DMD  
 Susan Rayhill  
 Mark McLeod  
 Dan McCormack  
 Jim Schwarz  
 Bob Swartz

## HSHS St. Francis Hospital

### Board of Directors

Tom Franzen, chair  
 Dona McGraw, vice chair  
 Steve Bryant, secretary  
 Ann Carr, Treasurer  
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 Jennifer Reid Baugher  
 Sister Ritamary Brown, OSF  
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 Paul Kay, MD  
 Peter Mannix  
 Jerry Williams  
 John Peipert, ex-officio board member

### Medical Staff Executive Committee

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 Carl Painter, III, MD, president elect  
 Robert Osipov, MD, secretary/treasurer  
 Bruce Weber, MD, past president

### Foundation Leadership Council

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 Sharon Cordani  
 Bill Borklund  
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## HSHS Good Shepherd Hospital

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### Foundation Advisory Council

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 Virginia Dauz, MD  
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 Robert Pancoast  
 Marilyn Sears  
 Kurt Stremming  
 Robert Taggart



**Mary Starmann-Harrison**  
President and CEO  
Hospital Sisters Health System



**Stephen J. Bochenek**  
Chair,  
Board of Directors

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, Wisc. 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.

Sincerely,

Mary Starmann-Harrison  
President and Chief Executive Officer  
Hospital Sisters Health System

Stephen J. Bochenek  
Chair, Board of Directors  
Hospital Sisters Health System

## Discrimination is against the law

HSHS complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HSHS does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

HSHS provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

HSHS provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages.

If you need these services, contact 1-217-814-5095 (TTY: 1-217-525-5611).

If you believe HSHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

System Responsibility Officer and 1557 Coordinator  
4936 Laverna Road  
Springfield, Illinois 62794  
Telephone: (217) 492-6590  
FAC: (217) 523-0542

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a system responsibility officer and 1557 coordinator is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-217-464-7600.

### Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-217-464-7600.

### Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-217-464-7600

### Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-217-464-7600

### 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-217-464-7600。

### Deutsch (Pennsylvania Dutch / German)

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-217-464-7600.

### Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-217-464-7600.

### (Arabic) العربية

اكنج ححدد انكر ال لغت، ف ابن خدمات المساعدة ال لغوية حخواف ر لك ب الامجان. ملحوظت: ان مؤر 1-217-464-4667 احصل ب رقم 0067 هحف ال صم وال بكم:

### Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-217-464-7600.

### Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-217-464-7600.

### Tagalog (Philippines)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-217-464-7600.

### हिंदी (Hindi)

ध्यान दें: यदि आप बोलते हैं तो आपके ललए मुफत में भाषा सहायता सेवाएं उपलब्ध हैं। 1-217-464-7600 पर कॉल करें।

### ພາສາລາວ (Lao)

ລູກຄ້າ: ຖ້າວ່າ ທ່ານ ອ້າພາສາ ລາວ, ການ ນໍາສົ່ງ ການ ຊ່ວຍ ຫຼື ດ້າ ພາສາ, ຕອບ ນໍາ ສັງຄ່າ, ມີ ມີ ພັ ມັ ຕັ ທ່າ ມີ. ທີ 1-217-464-7600.

### 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-217-464-7600 번으로 전화해 주십시오.

### Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-217-464-7600.

### (Urdu) اُردو

خدمات مفت میں دس تہ باب ذ بردار: اگ ر آپ اردو ب ول تے بے، تو آپ ک و زب ان کی مدد کی سیرک۔ 1-217-464-7600۔ بے یں۔ ک ال



HSHS St. John's  
Hospital

800 E. Carpenter St., Springfield, IL 62704  
217-544-6464  
[www.st-johns.org](http://www.st-johns.org)

HSHS St. Mary's  
Hospital

1800 E. Lake Shore Drive, Decatur, IL 62521  
217-464-2966  
[www.stmarysdecatur.com](http://www.stmarysdecatur.com)

HSHS St. Francis  
Hospital

1215 Franciscan Drive, Litchfield, IL 62056  
217-324-2191  
[www.stfrancis-litchfield.org](http://www.stfrancis-litchfield.org)

HSHS Good  
Shepherd Hospital

200 S. Cedar St., Shelbyville, IL 62565  
217-774-3961  
[www.hshsgoodshepherd.org](http://www.hshsgoodshepherd.org)