

2019 Annual Report



**St. Elizabeth's
St. Anthony's
St. Joseph's Breese
Holy Family
St. Joseph's Highland**



MESSAGES FROM OUR LEADERSHIP

A letter from our President and CEO

Dear Friends and Colleagues,

Hospital Sisters Health System celebrated a milestone anniversary this year, marking 40 years since its incorporation. When the Hospital Sisters of St. Francis came to America to begin their health care ministry 140 years ago, none of them could have guessed what their ministry would be like today in 2019. Thanks to the visionary leadership of the sisters, HSHS is a \$2.5 billion health care system that spans across two states and serves millions of people each year.

Over the past year, HSHS has faced challenges amidst continuing, vast health care changes across the country. Yet we have remained committed to our mission and are proud to provide high-quality and compassionate care to our patients much like every other year of our 140-year existence. Year after year, we see that the care our colleagues provide is strongly aligned with our Franciscan heritage and mission, and colleagues embody our core values of respect, care, competence and joy in all they do.

This year's highlights across the system include expansion of cancer care services and telemedicine technology, partnerships with OakLeaf Clinics in western Wisconsin and Springfield Clinic in central Illinois, and continued growth at our partner medical groups – Prevea Health, HSHS Medical Group and Prairie Cardiovascular. There was the opening of a breast milk dispensary, commissioning of a mobile mammography unit, opening of a community pharmacy, and several digital initiatives launched that save patients time and money while still delivering our standard of high-quality care. And that's only scratching the surface of what we have achieved this year for our patients. We have a lot to be proud of at HSHS.

Additionally, as a Catholic health care provider, HSHS has a long and rich tradition of addressing the health needs in the communities we serve. HSHS ministries contribute to community needs through our broader community benefit programs. This includes health education, subsidized health services, research and community building activities. In 2019, it came in the form of free yoga classes, medication take-back days, blood drives, stroke screenings, suicide prevention education classes, free bike helmets, AED donations, free FBI-ready child identification cards, community gardens, pool days to promote sun and swim safety, and so much more.

All these accomplishments would not be possible without our dedicated colleagues and physician partners who work tirelessly to care for our patients and communities. 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.

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.



Mary Starmann-Harrison

Mary Starmann-Harrison
President and CEO



Bill Murray

Bill Murray
Chair, Board of Directors

COLLABORATING ACROSS OUR DIVISION



Showcasing quality improvements

The annual Illinois Health and Hospital Association's (IHA) Quality Advocacy Showcase in Springfield in April 2019 gave our HSHS Southern Illinois Division (SID) hospitals an opportunity to share with Illinois legislators the quality initiatives the SID hospitals have undertaken to advance care and reduce costs. Each SID hospital showcased the positive impact of their individual quality initiatives:

- HSHS St. Elizabeth's Hospital highlighted their infection prevention process to reduce Clostridium difficile (C. diff) infection rates through appropriate testing.
- HSHS St. Anthony's Memorial Hospital shared their social determinants of health initiative to increase screening for colon cancer through offering community screening events.
- HSHS St. Joseph's Hospital Breese shared their infection prevention initiative to reduce surgical site infections by deploying an infection control risk assessment at every level of facility construction projects.
- HSHS Holy Family Hospital shared their proactive approach to decreasing patient harm events through its "Stop the Line/Good Catch Program" monthly award.
- HSHS St. Joseph's Hospital Highland highlighted their care coordination process where they screen all patients on admission to assess if the patient qualifies for end-of-life care or requires an acute care admission.

All of these initiatives have benefited patients, families and communities while reducing health care costs.

An "Epic" time in the SID

June 2019 saw the launch of Epic, a new electronic health record (EHR) system, at the SID hospitals of St. Anthony's, St. Joseph's Breese and St. Joseph's Highland. This new EHR is part of all HSHS hospitals' ongoing commitment to patient safety while also continuing to streamline health information sharing with other providers.

Epic provides a technology platform for clinical information to be shared with nurses, physicians and other providers in one integrated system, enhancing transparent communication across locations and specialties including our physician partners HSHS Medical Group and Prairie Cardiovascular Consultants. By using the same EHR, clinicians have access to more complete and accurate information about the care of their patients at different HSHS hospitals and clinics. Additionally, Epic puts important medical information, essential for diagnosis and treatment of patients, immediately at the fingertips of doctors and caregivers, including built-in alerts that help improve patient safety.

St. Elizabeth's Hospital already has the Epic EHR, and plans are being made to transition Holy Family Hospital to Epic in the future.

Advancing professional development

As teaching facilities, SID hospitals continue to expand professional development opportunities to offer innovative, high-quality clinical programs for the region. One of the most innovative means is through the SID RN Residency Program.

Through the 18-week Residency Program for new graduate Registered Nurses, the program provides additional education for candidates of staff positions at any of our SID hospitals after the residency is complete. RN Residents are hired as full-time employees and upon successful completion of this paid RN residency, each participant is prepared to work as a full-time, independent professional RN.



Giving area athletes an advantage

HSHS Athletes Advantage Sports Medicine has provided athletic training to area athletes throughout southern Illinois for many years, and this year, they began offering their training expertise to athletes in the Effingham area. HSHS Athletes Advantage in partnership with St. Anthony's Memorial Hospital began offering athletic training services to St. Anthony's High School in Effingham, Brownstown Junior/Senior High School, Cumberland High School in Greenup, Dieterich High School and St. Elmo Junior/Senior High School.

Through these important partnerships, certified athletic trainers attend games and practices at the schools to provide on-site injury evaluation, management of concussion injuries and sport-specific rehabilitation to ensure ideal outcomes. Also, through the Athletes Advantage Program, student athletes have access to licensed physical therapists and assistants when further examination and treatment is necessary.

Giving the gift of time to grieving families

Losing a baby is one of the hardest things a family can go through. Out of their tragic experience, area families in the southern Illinois region wanted to offer comfort to others facing this same unimaginable difficulty, as well as honor the memory of their babies.

Dustin and Tasha Ruholl of Teutopolis and the Nash/Hans family of Ramsey raised funds to donate a CuddleCot to area hospitals. They partnered with a non-profit organization called Madison's Miracles based in Florida, which provides support and resources to grieving parents who have experienced stillbirth or infant loss. The CuddleCot system has a cooling pad that is placed in a bassinet, which slows the infant's physical changes, allowing the family to have more time with the baby upon his or her passing.

Through the Ruholl's generosity and that of other donors, St. Anthony's Memorial Hospital Women and Infants Center now have this important piece of equipment, and with additional funds from the Nash/Hans family, St. Joseph's Hospital Breese and Holy Family Hospital also received a CuddleCot.

Through these CuddleCot donations, families will fortunately not have to endure many of the very sensitive hardships these families experienced.



COMMUNITY BENEFIT

Caring for those in need



Annually, in recognition of February being National Canned Food Month, HSHS Home Care and Hospice Southern Illinois team up with HSHS SID ministries and local businesses to “Cram the Car” with non-perishable food items for food pantries and community organizations across the region.

This past year’s food drive efforts collected 3,305 pounds of non-perishable food items for various organizations across southern Illinois, including Matthew 25 Ecumenical Food Pantry in Carlyle, Catholic Urban Programs in East St. Louis, Effingham Catholic Charities, Food and Clothing Bank Not-For-Profit in Freeburg and Highland Area Christian Service Ministry.

Helping with hearing loss

In January, to honor the Feast Day of St. Francis de Sales, the Patron Saint of the Deaf, St. Joseph’s Hospitals in Breese and Highland and Holy Family Hospital hosted a used hearing aid collection drive. Hearing loss, whether permanent or temporary, minor or severe, can lead to social isolation, as well as limit an individual’s ability to work and manage their daily life. Colleagues and community members donated used hearing aids to help those with hearing loss.

The hearing aids were then donated to the Illinois Lions Hearing Aid Bank where they are reconditioned and later distributed to individuals that have difficulty covering their costs. Hearing aids that are no longer usable are sold for salvage, helping to offset reconditioning costs.

The SID Leadership Team includes:

Mary Starmann-Harrison
Interim President and CEO
HSHS Southern Illinois Division

Patti Fischer, RN, MBA, FACHE
President and CEO
HSHS St. Elizabeth’s Hospital
O’Fallon

Theresa Rutherford, RN, MSN, MBA, FACHE
President and CEO
HSHS St. Anthony’s Memorial Hospital
Effingham

Chris Klay, MHA, FACHE
President and CEO
HSHS St. Joseph’s Hospital
Breese

Kelly Sager, RN, MHA
President and CEO
HSHS Holy Family Hospital
Greenville

John Ludwig, MHA, RN
President and CEO
HSHS St. Joseph’s Hospital
Highland

Amy Ballance
Vice President,
Business Development, Strategy
and Marketing

Nicole Holst
Vice President Legal Affairs and
HSHS Associate General Counsel

Margaret Luna, SPHR
Chief Human Resources Officer

David Nosacka, MHA
Chief Financial Officer

Berard Gallant
Division Director Facilities Management

Carmen Joiner, JD, CHC
Division Director Responsibility

Terriann Tharp
Division Director Marketing, Communications
and Advocacy

Ryan Leach
Chief Information Officer

Partnerships with HSHS Medical Group

Robert Farmer, MD
HSHS Medical Group
Chief Physician Executive and
Medical Group Director

Tammy Lett, RN, MBHA
HSHS Medical Group
Vice President Operations

DELIVERING THE DIFFERENCE IN HEALTH CARE

Dear Friends and Colleagues,

Safety and excellent patient experiences have been our top priority at HSHS St. Elizabeth's Hospital, from our leadership to colleagues at the bedside and all the other supporting team members.

Over the past year, St. Elizabeth's was nationally recognized for patient safety by earning an 'A' rating in both the Fall 2018 and Spring 2019 Leapfrog Hospital Safety Grade system. Our focus is always on patient care, quality and safety so we are very proud of this achievement.

Growth and expansion of services continue at the hospital as well.

We received approval to begin radiation oncology services and are in the midst of constructing the new Cancer Care Center of O'Fallon, which will be open in early 2020. This center will allow cancer patients the opportunity to receive advanced radiation oncology services and innovative treatments in a location that keeps them close to home where family and friends can support them during this difficult time in their lives. We believe having these advanced cancer care services right here within our community will be a huge benefit to the patients and we are proud to partner with the expert providers of Cancer Care Specialists of Illinois.

St. Elizabeth's also was the first hospital in the Metro East area approved to conduct transcatheter aortic valve replacement (TAVR). Led by Prairie Cardiovascular interventional cardiologist, Dr. Venkatesh Anjan, the TAVR team at St. Elizabeth's represents a strong partnership between cardiac surgery and interventional cardiology, offering patients the highest level of expertise and care. Patients benefit from this minimally invasive procedure with less downtime, faster recovery and, often, a shorter hospital stay.

I am proud to have this level of procedure available locally along with the many other advanced services, thanks to our long collaboration between St. Elizabeth's and Prairie.

Other expansions over the past year included opening a new outpatient therapy office at the McKendree Metro Rec Plex in O'Fallon, the addition

of Interventional Radiology, and renovations to UrgiCare and both buildings on the downtown Belleville campus.

Our commitment and relationships with our medical staff have been a highlight this year. We added numerous new specialists in highly needed specialty areas such as neuroscience, orthopedics, urology, hand surgery and more.

We also keep a caring eye toward making our patients and visitors comfortable and at ease when they visit our campus. We have implemented several new technologies that are patient-friendly to help ease the stress when a loved one is in our care. St. Elizabeth's is the first hospital in Southern Illinois to offer the EASE app. This HIPAA compliant technology connects a patient's family members with the clinical care team during a procedure so updates can be shared in a timelier manner. There is also the St. Elizabeth's app that delivers step-by-step directions to any point of care or location within the hospital. It also showcases the many historical and religious artifacts from our 144 years of service in the region, can connect you with a physician or 24/7 Anytime Care service, show UrgiCare wait-times and more.

St. Elizabeth's will continue to be the region's choice for health care as we invest in many advanced technologies in cardiac care, radiology, cancer services, surgical procedures and equipment, all to deliver the difference in health care for our patients.

Sincerely,



Patti Fischer
President and CEO
HSHS St. Elizabeth's Hospital



Board of Directors (as of June 30, 2019)

Reverend James E. Deiters, *Chairperson*
Richard J. Thoman, *Vice Chairperson*
Stephanie Strano-Maine, *Secretary*
Lorraine Cavataio
Jim Clanahan, MD

Jacquelyn M. Clement, Ph.D.
David Beach
Thomas Dinges
Michael Hall
Sister Helen Marie Plummer, OSF



Offering comprehensive cancer services

Following approval by the Illinois Health Facilities and Services Review Board (HFSRB) in December 2018, HSHS St. Elizabeth's Hospital and Cancer Care Specialists of Illinois held a ceremonial groundbreaking and began construction on a new cancer care center that will offer comprehensive cancer services to patients in the Metro East region. The 31,000 square foot comprehensive cancer care center, located adjacent to the hospital's campus, is designed in a patient-centric manner truly making the needs of each patient a priority.

St. Elizabeth's is the only American College of Surgeons Commission on Cancer designated cancer program in the service area of southwestern Illinois. This comprehensive and multidisciplinary patient-centered recognition, coupled with the advanced radiation oncology services offered in the new center, will bring innovative treatment and experienced cancer specialists to the community. The radiation oncology center is expected to open in early 2020.

Honored for safe, quality care



St. Elizabeth's efforts to continually elevate their quality and patient safety processes were recognized nationally as the hospital was awarded an 'A' from The Leapfrog Group's Fall 2018 and Spring and Fall 2019 Hospital Safety Grades.

The designation recognizes St. Elizabeth's efforts in protecting patients from harm and meeting the highest safety standards in the United States. The Leapfrog Group is a national organization committed to improving health care quality and safety for consumers

and purchasers. The Safety Grade assigns an A, B, C, D or F grade to hospitals across the country based on their performance in preventing medical errors, infections and other harms among patients in their care.

This recognition is a reflection of the efforts of all St. Elizabeth's colleagues, physicians and health care partners in making a positive impact on the safety of their patients.



Honoring nurses and patients during National Nurses Week

Many times, patients don't realize the positive and inspirational effect they have on their caregivers. In honor of National Nurses Week in May 2019, St. Elizabeth's Hospital took the opportunity to thank and recognize nurses who serve patients each day. As an added special event this year, the nurses and other clinical colleagues at St. Elizabeth's and their families also honored and remembered their

patients who have made an impact on their lives and careers with a special Candlelight Walk that took place May 9, 2019. Patients in the hospital at the time of the walk were also encouraged to watch from their rooms. It was a special time for colleagues, patients and their families alike. Over 60 colleagues participated in this first-time event.

Encouraging professional growth

Health care occupations are projected to add more jobs than any of the other occupational groups but the costs of getting trained for clinical care positions may be higher than some can afford. To help solve this issue, St. Elizabeth's Hospital developed a new program to create a bridge into the industry.

The hospital's Patient Care Tech (PCT) program began as an opportunity for current colleagues to train on-the-job to open additional job paths within the hospital and HSHS system. Its start-up success has led to opening up the application process to the public.

The PCT program is an eight-week, paid training program, which combines classroom education with hands-on clinical experience. This on-the-job training can prepare participants who already have the heart and compassion for clinical care, with the next steps towards a fulfilling career in hands-on patient care. Participants learn on the job and, upon successful completion of the program objectives, have a position at the hospital.



Providing therapy in partnership

Providing care where it is most convenient is one of the many reasons for St. Elizabeth's Hospital's new outpatient therapy facility which opened in June 2019 at the McKendree Metro Rec Plex in O'Fallon. St. Elizabeth's relocated the outpatient therapy services previously located in a smaller facility on North Green Mount Road into the 5,500 square-foot addition at the Metro Rec Plex.

The new, spacious facility allows the expansion of physical and occupational therapy services, focusing on athletic injuries and orthopedic care. Additionally at this facility, patients have access to aquatic therapy and advanced technology including our AlterG® Anti-Gravity Treadmill, which uses NASA differential air pressure technology to allow rehabilitation and sports training with up to 80% reduction in body weight, while running or walking for safe rehabilitation.



Improving the health care experience through increased convenience

Focusing on making the health care experience easier and more convenient for our patients is always a priority at St. Elizabeth's. This past year, St. Elizabeth's implemented three initiatives to enhance the patient experience of those needing health care. In October 2018, St. Elizabeth's launched a new complimentary valet parking service on weekdays for patients entering the Outpatient Services lobby and the Health Center building. Valet services help make hospital visits more convenient and less stressful for patients, especially those who may have health issues or difficulty walking.

For those who utilize St. Elizabeth's UrgiCare, the hospital partnered with Clockwise.MD to offer online appointment scheduling for the St. Elizabeth's O'Fallon UrgiCare location. The new "Save My Spot" option allows patients to decrease wait time through online reservation/appointment scheduling. Patients can reserve a spot in line from any computer, smartphone or tablet, and receive real-time status updates about wait times, and view their position in the queue.

For those who have a loved one in St. Elizabeth's surgery, the Cardiac Cath Lab or Intensive Care Unit (ICU), the hospital launched a mobile messaging app for direct clinician-to-family status



updates. The EASE app is able to send real-time updates to select family members identified by the patient while remaining HIPAA compliant. Family members do not even have to be within the hospital walls to receive updates. The EASE app has helped staff at St. Elizabeth's improve communication with families and enhance their experience while they anxiously wait for loved ones who are in surgery or in the ICU.

Living our Mission: Honoring a hero

Choosing to give the gift of life to someone else when your life on earth is done through organ donation is one of the greatest gifts someone can give. A new way to honor these heroes is with a "Path of Honor" walk, a type of respectful recognition that has been done at various hospitals across the country when requested by a patient's family. It is a very moving celebration of both the patient's life and the gifts they chose to give to others.

The first St. Elizabeth's "Path of Honor" walk was conducted in July 2019. The hero was Curtis Vollmer of New Baden, who made the choice during his life to be an organ donor and his family requested the walk to acknowledge the gifts he was about to give. As Vollmer was taken from the intensive care unit to the operating room to be removed from life support and his organs donated, colleagues from numerous departments lined the hall of the ICU and respectfully watched as Vollmer was moved from his room with his family and friends at his side. Special words of recognition and thanks were shared over him and with the family by Meg Parks, family support specialist from Mid-America Transplant. Vollmer's mother was also presented with a medal honoring the gifts that were about to be given and the hospital Spiritual Care team provided support and prayers to the family throughout the emotional day. Vollmer saved two lives of others with his kidney donation and his liver was donated to research to help others for generations to come.



COMMUNITY BENEFIT

Training people to save lives



Public education on how to stop traumatic bleeding and injury in a major accident or attack is becoming an important educational program across the country. As part of their commitment to support the community with this health knowledge, St. Elizabeth's Hospital launched the 'Stop the Bleed' public education campaign in May 2019 to help save lives in trauma situations.

Stop the Bleed is a national awareness campaign and call-to-action. It is intended to cultivate grassroots efforts that encourage bystanders to become trained, equipped and empowered to help in a bleeding emergency before professional help arrives. When people experience physical trauma, often they bleed to death versus dying of their injuries. The training can be especially useful for those who work in agriculture, where there are often heavy machine accidents.

As part of this campaign, St. Elizabeth's EMS Services team members have trained high school students, businesses and other organizations on how to assess any injuries, properly control bleeding, address wounds and apply tourniquets. As of October 2019, over 300 people have completed the training and received the tourniquet trauma kit.

Collaborating to meet health needs

As part of St. Elizabeth's Hospital's efforts to address priority health needs identified in their Community Health Needs Assessment (CHNA), the hospital works collaboratively with a broad range of direct service organizations, coalitions and government agencies to help meet these needs through the St. Clair County Regional Health Initiative, "Healthier Together."

As part of this Healthier Together initiative, St. Elizabeth's, in collaboration with the University of Illinois Extension and Belleville Main Street, provided funds for tokens, marketing and dollars to support the Belleville Old Town Farmer's Market coupon program. Although this market has been in the area for many years, it never accepted federal dollars from welfare programs. With funds from St. Elizabeth's, the market was able to accept Supplemental Nutrition Assistance Program (SNAP) Electronic Benefits Transfer (EBT) cards this year, as well as adding a new dimension to the market. They created a space that is warm and inviting to the community with music and activities for the children.

Supporting the Healthier Together collaboration also led to quarterly community education programs. In June 2019, a police officer from a neighboring county conducted a class on recognizing street drugs and accompanying paraphernalia. This lunch and learn presentation also secured continuing education for EMS and RNs. Other future educational presentations for the community include Trauma Informed Care and human trafficking.

Offering hope through baked goods

To help support those in need, St. Elizabeth's partnered with Bridge Bread of St. Louis to sell their products to colleagues and the general public on the Feast of St. Francis in October 2018. Having a sale of this type reinforces the Franciscan spirit of connecting to the marginalized and those in need.

Bridge Bread is a social enterprise designed to provide job opportunities for people experiencing homelessness. The goal of the program is to help the disadvantaged engage in a financially rewarding effort that enhances self-worth, promotes dignity and enables them to help themselves. This organization makes a variety of delicious bread free of preservatives and 75% of the profit goes to the employee and 25% is for ingredients.

The Bridge Bread sale was so popular with colleagues that Bridge Bread sales are now done quarterly and sell out in record time. Colleagues comment that they like the product and know that they are making a difference in the lives of those most in need. Leaders have also used Bridge Bread to celebrate and recognize colleague and department achievement.



ECONOMIC IMPACT

GENERATING \$532 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Elizabeth's employs over **1293** colleagues with **1,052 Full-time Equivalents (FTE)** and is one of the largest employers in the area. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.



PAYROLL



\$85 million annually

St. Elizabeth's colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$204 million** in economic activity, creating an additional **1382** jobs in our community.

COMMUNITY SUPPORT

St. Elizabeth's provides a positive impact and enormous benefits to the communities we serve with increased access to care for the underserved, enhanced health and wellness programs, and advanced medical education and knowledge.

\$16.9 million

Included in this amount was **\$4.9 million** provided for Charity Care at cost and **\$9.5 million** for unreimbursed care provided under Medicaid and other public programs.



CAPITAL

St. Elizabeth's continues to make capital improvements to update and improve our facilities and purchase new medical equipment.

\$10 million

St. Elizabeth's continually takes steps to boost the local economy and advance health care services offered to the residents of this region. Through capital spending, St. Elizabeth's generates over **\$25 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES



\$126 million

St. Elizabeth's goods and services purchases ripple throughout the economy to area vendors and businesses. Dollars spent by St. Elizabeth's generate over **\$302.6 million** for the local and state economy.



HSHS
St. Elizabeth's
Hospital

OUR JOURNEY OF CONTINUOUS PERFORMANCE IMPROVEMENT

Dear Friends and Colleagues,

Looking back over 2019 and reflecting on our accomplishments, it has been a great year in our ongoing development as a highly reliable health care organization. As we mature as an organization and as a team, our journey of continuous performance improvement becomes more interesting.

One of the highlights of our past year was a recognition our team received for demonstrating excellence. A significant milestone this year was our achievement of the IMEC Silver Award for our progress towards excellence. This award demonstrates the excellent teamwork and progress of our colleagues and physicians in the journey of elevating care, quality, safety and experience to our patients.

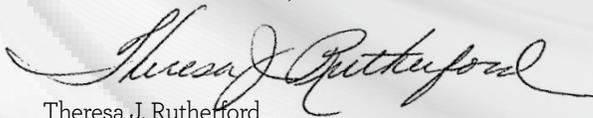
Additionally, our Wound Healing Center team was once again awarded for their clinical excellence and exceptional patient satisfaction by receiving the prestigious Robert A. Warriner III, M.D., Center of Excellence award by Healogics for the eighth year in a row. The center has won this award since they first were eligible in 2011, making them one of only four centers nationwide that have won this award consecutively.

Competence is not only about our individual learning, but it is about sharing our learnings with others. Part of our role as we progress in this journey is to come alongside others who are also working towards excellence. We meet them where they are on their journey, sharing our learnings and learning from them as well. That was the impetus behind our “Journey to Excellence” Conference and Business Showcase conducted with the Effingham County Chamber of Commerce. It offered area businesses an opportunity to learn from each other, perhaps lessening the learning curve for someone else. Also, our participation in the IHA Innovation Challenge facilitated us working with other health care facilities to share our learnings, and help them advance.

Partnerships like the one with the Chamber to conduct the excellence event are important to our continued growth as a regional health care provider. It is through strategic partnerships with HSHS Medical Group and other local providers that we can provide specialties and advanced services to the area. Partnerships have made the new HSHS St. Anthony’s Health Center in Effingham and diagnostic services in Newton possible. We continue to look for opportunities to provide health care closer to home for the communities we serve.

The above accomplishments and others you will read about in this report are the result of having a team of dedicated, compassionate and talented health care providers and colleagues. We are fond of saying, “We Are St. Anthony’s and together we make a difference in the lives of the patients that put their trust in us, the family that supports them, the communities in which we live and work, and the team we work alongside.”

Health to You and Yours,



Theresa J. Rutherford
President and CEO
HSHS St. Anthony’s Memorial Hospital



Board of Directors (as of June 30, 2019)

Dorothy (Dot) Behrms, *Chairperson*
Eric Zeller, *Vice-Chairperson*
Sister Ritamary Brown, OSF, *Secretary*

Carrie Crippen
Kelly Haller, MD
Fr. Michal Rosa
Lana Schmidt, MD

Marc Shelton, MD
Bob Schultz
Allie Weber

Recognized for excellence

HSHS St. Anthony's Memorial Hospital continues on its journey to excellence with new quality achievements realized this past year. The hospital was recognized for its commitment to patient safety and quality with the Illinois Health and Hospital Association (IHA) Innovation Challenge: Partners in Progress Award from IHA's Institute for Innovations in Care and Quality. The Partners in Progress Innovation Challenge helps reduce harm through impactful organizational innovation that can be implemented at other hospitals and health systems across the state. St. Anthony's was one of two awardees that will work with IHA to bring its quality improvement project, "Journey to Sepsis Improvement," to another hospital in the state.



The hospital's Wound Healing Center was also once again recognized nationally with two awards for their clinical excellence and exceptional patient satisfaction. St. Anthony's Wound Healing Center team was given the prestigious Robert A. Warriner III, M.D., Center of Excellence award by Healogics for the eighth year in a row. Since opening in 2010, the center has won this award since they first became eligible, making them one of only four centers nationwide that have won this award consecutively. By meeting these high-quality standards, the Wound Healing Center also received the Center of Distinction Award, the ninth year in a row they have achieved this outstanding achievement.

A significant milestone on St. Anthony's continuing performance improvement journey this past year was applying for the IMEC Recognition Program - Illinois' assessment of the nationally recognized Baldrige criteria - and welcoming their examiners for a site visit. As a result, HSHS St. Anthony's will be awarded in February 2020 with an IMEC Silver Award for its progress towards excellence. This award demonstrates the hospital's teamwork and journey in elevating the exceptional care, quality, safety and experience provided to its patients.

Offering convenient health care



In December 2018, St. Anthony's took another step toward convenient, patient-focused care with the opening of the new Health Center in Effingham. Patients now experience outpatient services in one beautiful, easily accessible setting off the main hospital campus. The Health Center includes St. Anthony's Convenient Care Clinic, Women's Wellness Center, Diagnostic Imaging and Lab Testing, and Nutrition services. Additionally, HSHS Medical Group offices and LeadWell occupational health clinic have suites in the building for their patients.

This past year also saw the opening of St. Anthony's new Diagnostic Center in Newton, located in the newly constructed Newton Medical Complex. The Diagnostic Center relocated from its previous location to this new facility and offers comprehensive lab and imaging services to area residents.

Enhancing emergency care

The final phase of St. Anthony's three-phased Emergency department renovation was completed in September 2019. It enhances the safety, security and privacy for patients in a more efficient design.

The department's square footage was nearly doubled, from approximately 8,000 square feet to 13,000 square feet and it now has 17 private rooms. The revised layout of the nurses' station allows staff to have a line-of-sight to each patient treatment area. The renovation also included a new triage area adjacent to the registration area, a larger waiting room and relocating the Security office to the entrance of the Emergency department to improve the safety and security of the department. The renovated department also has specially designed rooms to help keep behavioral health patients safe, with special furnishings and equipment.

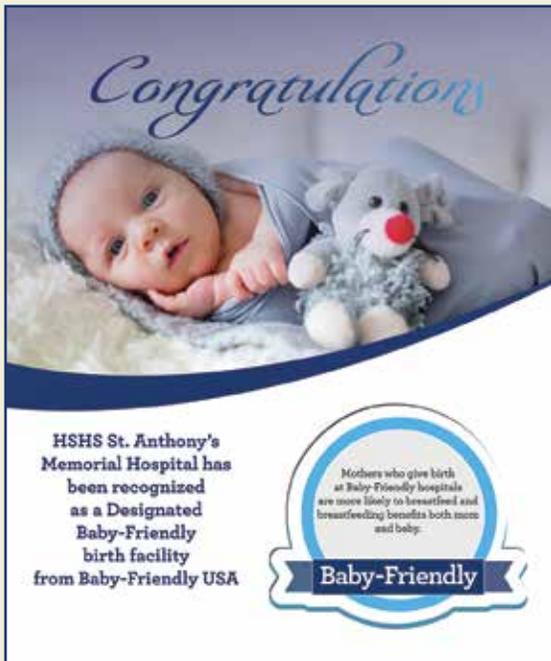
With this renovation, the over 24,000 annual visitors to our Emergency department and their families can be assured to have the highest quality care in the most comfortable, safe environment possible.



Certified Baby-Friendly

Baby-Friendly USA announced in September 2019 that St. Anthony's Memorial Hospital received prestigious international recognition as a Designated Baby-Friendly birth facility. Baby-Friendly USA, Inc. is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative ("BFHI"), a global program sponsored by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF). The initiative encourages and recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding mothers and their babies.

Being named a Baby-Friendly hospital means St. Anthony's use the Ten Steps to Successful Breastfeeding to provide mothers with the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies. While all new mothers at St. Anthony's are free to decide how best to feed their babies, St. Anthony's believes breastfeeding whenever possible is a healthier option for mothers and infants and encourage and assist new mothers to breast-feed their babies.



Demonstrating commitment to patient safety

In 2019, due to a mutual commitment to patient safety, HSHS and St. Anthony's partnered to trial a new hand hygiene monitoring technology. HSHS selected SwipeSense Electronic Hand Hygiene Monitoring System as the hospital's technology partner to reduce the potential for Hospital Acquired Infections by standardizing hand hygiene performance. HSHS and St. Anthony's become one of the first hospitals in the state of Illinois to adopt electronic hygiene improvement tools.

Electronic hand hygiene monitoring is a new toolset that has become critical to improving patient outcomes, reducing costs and increasing patient satisfaction. Over 300 colleagues at St. Anthony's wear a badge that automatically registers handwashing compliance. SwipeSense works in the background so staff and patient care are not disrupted.

St. Anthony's has always been diligent with hand hygiene compliance across the organization. This new monitoring technology offered another way to increase transparency with hand hygiene to ensure patients are safe as possible while in St. Anthony's care.



Living our Mission: Remembering heroes and honoring lives lost

This year, hospital colleagues and physicians respectfully remembered those lost on the 70th anniversary of the tragic St. Anthony's Hospital fire that happened April 4, 1949. It is in memory of the 77 people lost in that tragedy that the hospital is now called St. Anthony's Memorial Hospital.

Two events were held for hospital colleagues, volunteers and Medical Staff to allow them to pay respects to those whose footsteps they follow. On April 3, an afternoon event allowed them to view a video of recollections from one of the hospital fire survivors, as well as allow them to look through newspapers, publications and photos from that time. A Memorial Service was also held at noon April 4 in the hospital Chapel in memory of those lost.

COMMUNITY BENEFIT

Improving health through colorectal cancer screenings

Colorectal cancer screenings have been proven to save lives. According to St. Anthony's most recent 2018 Community Health Needs Assessment, the colorectal cancer incidence rate for Effingham and Jasper counties combined is 57 people per 100,000 population compared to the state rate of 45.3 and the national rate of 40.59.

In March, during National Colorectal Cancer Awareness Month, St. Anthony's Cancer Committee and Community Programs department offered free colorectal screening kits for area residents. Through seven distribution venues, 145 Fecal Immunochemical Test (FIT) kits were distributed with 117 FIT kits returned. These screenings resulted in 76% negative results (requiring no follow-up) and 24% positive tests, which required follow-up. Those with a positive result were contacted by a St. Anthony's physician, who shared the results, sent their results to them and to their primary care physician and encouraged them to get further testing.

Training to care for those affected by trauma

Trauma impacts a person's health, mental health and social well-being. By understanding trauma, those who care for others can learn how to create a safe, trusting and healing environment for the people they serve.

A Trauma Informed Care training was held in April 2019 at St. Anthony's, conducted by trained facilitator Erica Smith, MA, MPH. This half-day training taught participants about the causes and effects of emotional trauma on the health and well-being of the individuals and communities they serve. Trauma Informed Care training is valuable for a variety of entities, such as community health organizations, government systems, schools, primary care clinics, social services and law enforcement.

Eighty-seven people from the area attended the session representing a variety of professions including counselors, social workers, nurses, educators and court advocates. Those who attended the all-day session learned additional techniques for instructing groups and received an overview of available models and resources to implement a trauma-informed approach within a specific field of service. Participants who completed the all-day session received Substance Abuse and Mental Health Services Administration (SAMHSA) certification as a Trauma Informed Care trainer.

Increasing access to behavioral health services

During the most recent Community Health Needs Assessment conducted by St. Anthony's in Effingham and Jasper counties, when asked what they think are the three most important health problems in the community, over 32% of respondents indicated mental health issues, with over 14% indicating suicide.

In an expansion of St. Anthony's partnership with Heartland Human Services to provide funding for a telemedicine psychiatrist and offering nursing support, telepsychiatrist Dr. Thanh Thai expanded the hours he offers telebehavioral health services through a webcam at Heartland Human Services, adding four additional hours to serve three afternoons each week.

Given the need for additional behavioral health services, St. Anthony's also added a full-time, on-site provider at Heartland Human Services. Andrea Cutler, advanced practice registered nurse (APRN), and psychiatric mental health nurse Practitioner (PMHNP), now offers on-site, outpatient behavioral health care at St. Anthony's outpatient clinic located at Heartland Human Services. Heartland Human Services also continues to offer outpatient counseling services as well.

This much-needed support is essential for those struggling with mental illness in the community as well as supporting our local area health care providers by providing a resource for their patients dealing with complex and severe mental illness.



ECONOMIC IMPACT

GENERATING \$346 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Anthony's employs over **864** colleagues with **718 Full-time Equivalents (FTE)** and is one of the largest employers in the area. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.



PAYROLL



\$63 million annually

St. Anthony's colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$151 million** in economic activity, creating an additional **943** jobs in our community.

COMMUNITY SUPPORT

St. Anthony's provides a positive impact and enormous benefits to the communities we serve with increased access to care for the underserved, enhanced health and wellness programs, and advanced medical education and knowledge.

\$7.2 million

Included in this amount was **\$2 million** provided for Charity Care at cost and **\$3.7 million** for unreimbursed care provided under Medicaid and other public programs.



CAPITAL

St. Anthony's continues to make capital improvements to update and improve our facilities and purchase new medical equipment.

\$16.8 million

St. Anthony's continually takes steps to boost the local economy and advance health care services offered to the residents of this region. Through capital spending, St. Anthony's generates over **\$40 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES



\$64 million

St. Anthony's goods and services purchases ripple throughout the economy to area vendors and businesses. Dollars spent by St. Anthony's generate over **\$153.9 million** for the local and state economy.



HSHS

**St. Anthony's
Memorial Hospital**

A YEAR OF GROWTH AND ACHIEVEMENT AT HSHS ST. JOSEPH'S HOSPITAL IN BREESE

Dear Friends and Colleagues,

It is difficult to believe that another year has passed quickly by, filled with change, challenge and times of pure joy. Amongst this excitement, I consider myself fortunate to be part of a profession where we are given the opportunity to serve people, often times when they are experiencing change, challenge and joyful moments. As HSHS health care professionals we must never lose site of the fact we hold the skills and talents, held up by our Core Values of Respect, Care, Competence and Joy, our communities have come to rely upon.

Fiscal year 2019 was a year of growth and achievement at HSHS St. Joseph's Hospital Breese. Demonstrating our commitment to keeping appropriate care local, we renovated and opened a new general surgery clinic within our hospital. In partnership with HSHS Medical Group, this new specialty wing has its own waiting room, registration area, large exam rooms, procedural space, improved lighting and equipment, and private offices for our residing surgeons. This advanced clinical space positions St. Joseph's for long-term success.

We also began work regarding the physical expansion of our Clinton County Rural Health primary care medical practice located on our hospital campus. We anticipate this project will be completed in late 2020, providing the space required in effectively supporting our current providers as well as our recruitment and growth efforts.

I am also very proud of the achievements accomplished by our hospital team over the last year. St. Joseph's Hospital was once again reaccredited by The Joint Commission, after having an exceedingly excellent survey. In addition to the Joint Commission, our laboratory received accreditation by the College of American Pathologists (CAP). Accreditation through the Joint Commission and CAP reinforce and verify that our clinical and operational practices are delivered in alignment with the highest standards and with reproducible accuracy. Inviting external agencies in to our ministry to evaluate our care model is one of the many mechanisms in ensuring the care we provide is of the highest quality and safety.

In September of 2019 our colleagues' focused efforts to advance patient care and safety were recognized as St. Joseph's Hospital received the 2019 Illinois Health and Hospital Association's (IHA) Quality Excellence Achievement Award in the Small and Rural category. The award recognizes our impactful hospital initiative titled "Our Journey to Zero Surgical Site Infections." St.



Joseph's Hospital Breese was selected by a national panel of quality experts out of 57 hospital and health system projects submitted for the award. I couldn't be more proud of our team for their commitment and success in providing care with the highest degree of safety.

As we look ahead to 2020, I anticipate and expect that St. Joseph's will once again achieve greatness as we continue our path of expanding and improving the care and service we provide to our communities. Amongst the growth and service-line advancements, I anticipate we will be faced with varied challenges which we will negotiate with grace and professionalism. In partnership with our Hospital Sisters, Hospital Sisters Health System, Board of Directors, medical staff members, colleagues and volunteers, we continue to be grateful for the opportunity to deliver top-tier health care to those individuals who choose St. Joseph's Hospital.

With Warm Regards,

A handwritten signature in black ink, appearing to read "Chris Klay".

Chris Klay
President and CEO
HSHS St. Joseph's Hospital Breese

Board of Directors (as of June 30, 2019)

George Kruse, *Chairperson*
Tom Broeckling, *Vice Chairperson*
Richelle Rennegarbe, PhD, *Secretary*

David Beach
Sister Marguerite Cook, OSF
Anne Doll-Pollard, MD
John Fridley, PhD

Tom Frerker
Dennis Litteken
Julie Maschhoff



Improving access to primary care

In September 2019, HSHS St. Joseph's Hospital Breese took another important step in providing quality care to the residents of the area as they broke ground on an expansion of the Clinton County Rural Health medical clinic, located on the campus of St. Joseph's Hospital.

The expansion will add approximately 12,000 square feet onto the existing building and renovate portions of the current medical practice space. The project will be completed in phases to limit disruption of services to Clinton County Rural Health patients.

Adding extensive square footage onto the existing building affords the space to add primary care providers that will improve patient access to area communities. Additionally, by renovating the existing portion of the building and adding parking, the hospital will provide patients with the amenities and convenience they deserve. The entire project is expected to be completed in September 2020.

Recognized with IHA excellence award for high-quality, safe care



The efforts of St. Joseph's Hospital to advance patient care and safety earned a 2019 Illinois Health and Hospital Association (IHA) Quality Excellence Achievement Award in the Small and Rural category, presented at the IHA Leadership Summit in Lombard. The award recognizes an impactful hospital initiative titled "Our Journey to Zero Surgical Site Infections." St. Joseph's Breese was selected by a national panel of quality experts out of 57 hospital and health system projects submitted for the 2019 IHA Quality Excellence Achievement Awards.

To decrease surgical site infections (SSIs), St. Joseph's Hospital conducted a hospitalwide risk assessment of infection prevention practices. This initiative focused on:

- collaborating with general surgery providers on patient education for pre- and post-operative care;
- elevating infection control risk assessments during construction projects; and
- implementing pre-operative skin preparation protocols for high-risk patients.

As a result, the hospital's SSI rate fell from 1.16 in 2017 to 0.34 in 2018, and physicians and staff are more engaged in promoting patient safety.

Offering added convenience

With a focus on offering health care more conveniently and affordably, St. Joseph's Hospital renamed their Immediate Care clinic in Carlyle and their Health Center in New Baden. In January 2019, both locations opened as HSHS St. Joseph's Convenient Care.

Both Convenient Care clinics treat nonemergency illnesses and injuries on a walk-in basis. The clinics are staffed by HSHS Medical Group providers available on weekdays and weekends for patients whose primary care provider is unable to see them. In addition, both locations also offer lab services, and imaging. Physical therapy services are also offered in New Baden.

The new name reflects St. Joseph's Hospital's continuing mission to provide access to health care in locations that are more convenient to those they serve. Additionally, this change allows patient visits to be billed as a primary care visit, instead of as an urgent care visit, making it more affordable for patients.

Recognized for advanced infant care



St. Joseph's Women and Infants Center is well-known for its highly skilled care of mothers and their babies. This was recognized further this year as St. Joseph's received Level II Perinatal Care Facility redesignation in affiliation with the Southern Illinois Perinatal Network and the Illinois Department of Public Health.

Serving as a Level II Perinatal Care facility demonstrates that the hospital is prepared with the expertise and resources to meet the medical needs of infants as young as 32 weeks or 3.3 pounds. In addition, full-term newborns with breathing difficulties, jaundice or other medical conditions that require an intermediate level of care can also be safely treated because this higher level of care is available.

This recognition reflects the dedication of the hospital's Women and Infants Center staff, and their commitment to meeting the needs of infants requiring extra care, right here in their community.

Helping patients transition to home

Returning home after a long stay in the hospital can be challenging for many. To help reduce this, St. Joseph's launched the Almost Home program, a transitional care program designed to help patients heal faster, rest easier and make the transition to return home as soon as possible.

The Almost Home Program is for patients who meet certain physical qualifications and includes:

- Physical, occupation and speech therapy
- All-private patient rooms
- Hospitalist available 24/7
- Around-the-clock on-site nursing
- Family inclusion in patient care plan development

The Almost Home Program gives patients a bit more time to recover and transition to home successfully so that they can stay home where they are most comfortable.

Living our Mission: Honoring loss

In a demonstration of care, compassion and respect, St. Joseph's local Share Group invited the community to attend the Share Walk for Remembrance and Hope in October 2018.

The Share Walk for Remembrance and Hope provided families who have experienced the tragic death of a baby or infant an opportunity to openly acknowledge and remember their babies amongst family, friends and the bereavement community.

A minimal registration fee was requested to help raise funds for an Angel of Hope statue and base. Symbolizing hope, reflection and healing, the Angel of Hope statue was purchased and placed in the Memorial Garden at St. Joseph's.





Other achievements for commitment to quality care

Consistent high-quality health care takes an ongoing commitment of all those involved in the care of each and every patient. That commitment can be seen at HSHS St. Joseph's Breese with their repeated recognitions by various governmental and other health care agencies.

- In December 2018, St. Joseph's Hospital 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 of inpatient experience scores for inpatient services. St. Joseph's Hospital Breese was also named a Guardian of Excellence Award winner, for being a top-performing health care organization that has achieved the 95th percentile or above of performance in clinical quality. This is the fifth year in a row St. Joseph's has received the top honor, as well as various Guardian awards. These awards are representative of the dedication of St. Joseph's staff in delivering exceptional care in the communities they serve, as they capture and act on patient experience feedback.
- The hospital was also awarded an 'A' from The Leapfrog Group's Fall 2018 Hospital Safety Grade. The designation recognized St. Joseph's efforts in protecting patients from harm and meeting the highest safety standards in the United States. The Leapfrog Group's Safety Grade assigns an A, B, C, D or F grade to hospitals across the country based on their performance in preventing medical errors, infections and other harms among patients in their care. This award is a demonstration of St. Joseph's commitment to deliver top tier quality patient care to all.
- In early 2019, St. Joseph's was named one of the Top 100 Rural & Community Hospitals in the United States by The Chartis Center for Rural Health. Regarded as one of the industry's most significant designations of performance excellence, the annual Top 100 Rural & Community Hospitals award is based upon the results of the Hospital Strength INDEX® from iVantage Health Analytics. The INDEX leverages 50 rural-relevant indicators across eight pillars of hospital strength (i.e., Inpatient Market Share, Outpatient Market Share, Cost, Charge, Quality, Outcomes, Patient Perspective and Financial Stability). This recognition reinforces the hospital's commitment to providing exceptional, high-quality and compassionate care while maintaining efficiency and controlling costs for patients.
- This past year also saw St. Joseph's diabetes self-management education program being awarded continued recognition from the American Diabetes Association. The program was originally recognized in 2007 and continues to provide high-quality education services to the patients it serves. The ADA Education Recognition effort is a voluntary process which assures that approved education programs have met the National Standards of Diabetes Self-Management Education Programs. Programs that achieved Recognition status have a staff of knowledgeable health professionals who can provide state-of-the-art information about diabetes management for participants.

COMMUNITY BENEFIT

Sharing the joy of Easter

Joy is one of the HSHS Core Values, so St. Joseph's Hospital was excited to be able to spread joy to those on Easter by donating 70 Easter baskets to BCMW (Bond, Clinton, Marion and Washington) Community Services in Breese, the Hispanic Ministries for the Belleville Diocese and St. Vincent DePaul.

St. Joseph's colleagues collected baskets and donated \$500 for the purchase of the items to fill them. Baskets were created for all ages, ranging from infants to adults. The Easter baskets contained necessities such as soaps, lotions and washcloths, but also items like crayons, jump ropes, books and gift cards.



Celebrating Feast of St. Joseph with luncheon to benefit food pantries

To honor their patron saint on his Feast Day, St. Joseph's Hospital invited their community members to enjoy a Simple Soup Lunch at the hospital in March 2019. The hospital's Living the Mission Team hosted the event in the hospital cafeteria. In lieu of payment that day, cash donations were accepted in a symbolic "empty bowl" to remind everyone of neighbors who face empty bowls daily. Monetary donations totaling over \$478 were distributed to the six Clinton County food pantries.



Spreading Christmas cheer

In December 2018, St. Joseph's Hospital's Living the Mission Team worked with area ministries to determine the needs of the food pantries in their area and then hosted a Giving Tree Breakfast to support those needs. The free breakfast, held on the Feast of St. Nicholas, was an opportunity for members of the community to celebrate Franciscan fellowship with colleagues and other community members in the atmosphere of some pre-holiday fun. Those in attendance were encouraged to take a tag from the Christmas tree and fulfill one of the food pantry needs listed. St. Joseph's served as a site for people to drop off their items which were then distributed to the six Clinton County food pantries. The donations were much appreciated by the food pantries at that time of year.

ECONOMIC IMPACT

GENERATING \$130 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Joseph's Breese employs over **310** colleagues with **264 Full-time Equivalents (FTE)** and is one of the largest employers in the area. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.



PAYROLL



\$21 million annually

St. Joseph's Breese colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$50 million** in economic activity, creating an additional **347** jobs in our community.

COMMUNITY SUPPORT

St. Joseph's Breese provides a positive impact and enormous benefits to the communities we serve with increased access to care for the underserved, enhanced health and wellness programs, and advanced medical education and knowledge.

\$5 million

Included in this amount was **\$852,000** provided for Charity Care at cost and **\$2.9 million** for unreimbursed care provided under Medicaid and other public programs.



CAPITAL

St. Joseph's Breese continues to make capital improvements to update and improve our facilities and purchase new medical equipment.

\$3.7 million

St. Joseph's Breese continually takes steps to boost the local economy and advance health care services offered to the residents of this region. Through capital spending, St. Joseph's generates over **\$8.9 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES



\$29.6 million

St. Joseph's Breese goods and services purchases ripple throughout the economy to area vendors and businesses. Dollars spent by St. Joseph's Breese generates over **\$70.9 million** for the local and state economy.



HSHS
St. Joseph's
Hospital Breese

OH, THE PLACES WE WILL GO ... AT HSHS HOLY FAMILY HOSPITAL

Dear Friends and Colleagues,

It is my honor to have been named President and CEO of HSHS Holy Family Hospital this past year. It has been such a blessing to partner with the wonderful colleagues and physicians that serve at Holy Family Hospital to care for the Greenville community and surrounding area.

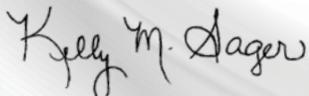
Those who know me often hear me speak about my love for Dr. Seuss and the book, Oh, The Places You'll Go. This book epitomizes my hopes and dreams for our ministry and the journey that we will all take together.

In the coming pages of this report, you will see many of the ways in which we are journeying together. Our goal has been and continues to be expanding the specialty services we offer to keep care local so that people can receive treatment close to the comfort of home. We have taken steps towards that with the addition of another telemedicine "robot" to allow intensivist consultations so that patients can stay here while being examined from a specialist through the power of technology. We can also now provide those with kidney stones a non-invasive outpatient procedure to break them down with minimal discomfort, thanks to new equipment and our partnership with an HSHS Medical Group physician.

Besides our ministry within the walls of the hospital, this report also shares ways in which we serve Greenville out in the community. We are ambassadors within our community and are excited to partner with area organizations in their community events. For example, our partnership with Greenville University to offer "Walk With a Doc" gives area residents an opportunity to take steps towards getting healthier and our physicians a way to engage with community members. Thanks to our Spirit Team, our colleagues have taken part in a number of events that support local organizations such as the Bond County Weekend Backpack Program, and the Simple Room, both of which help children in our area. Through these events and partnerships where we come alongside local organizations to support them, it is a continual demonstration of our compassionate care and our promise to keep quality care local.

As we continue on this journey into 2020, I look forward to more new and exciting ways we can expand the services we offer to our area residents and collaborate together with our community. Oh, the places we will go....

Sincerely,



Kelly Sager
President and CEO
HSHS Holy Family Hospital



Board of Directors (as of June 30, 2019)

Jerry Gaffner, *Chairperson*
Bart Caldieraro, *Vice Chairperson*
Suzanne Davis, *Secretary*

Sister Marybeth Culnan, OSF
Pam Doll
Eugene Dunkley
Crystal Grove
Jon Logullo
Peter Mannix

Expanding specialties to keep care local

HSHS Holy Family Hospital continues to seek ways to allow area residents to get advanced specialty care close to home. This past year, Holy Family Hospital acquired a second telemedicine “robot” to provide direct access to intensivists, board-certified physicians who specialize in the care of critically ill patients, most often in the intensive care unit (ICU). This purchase was made possible thanks to donations received from area individuals and businesses to HSHS Holy Family Foundation, who granted the funds to the hospital to acquire the equipment.

Through this new telemedicine cart and monitor, intensivist physicians on staff at HSHS St. Elizabeth’s Hospital in O’Fallon are available for consultation 24/7 to physicians and nurses at HSHS Holy Family Hospital.



Through telemedicine, Holy Family can facilitate an encounter between the patient and an intensivist even though they may be miles apart. The remote presence intensivist can examine the patient using sophisticated videoconference and other medical equipment, speak with clinicians and family members, review imaging scans and other tests and support treatment decisions with documentation in the medical record.

Supporting growth through fundraising

One of the ways that the HSHS Holy Family Foundation raised funds this past year to support advancements like the above was through their inaugural fundraising Gala held in February 2019 at Copper Dock Winery in Pocahontas.

The theme of the event was “Winter in Hawaii.” Guests dressed in island attire, and enjoyed tropical entertainment and island-themed cuisine provided by Silver Spoon Catering. Many paid to play a round or two of miniature golf, complete with a volcano and great white shark, created by the Greenville University Art Department.

Funds raised at this event will help the Holy Family Foundation purchase medical equipment that is critical to exceptional patient care, such as portable ultrasound machines for the emergency and surgery departments as well as lab and imaging software to improve access to test results for patients and their primary care providers.



Providing advanced treatments locally

With the addition of a new HSHS Medical Group urologist to Holy Family's medical staff, Dr. David Bitzer, the hospital is now able to offer a new noninvasive procedure to break down kidney stones.

Extracorporeal shock wave lithotripsy (ESWL) is a noninvasive procedure that uses shock waves to break down stones in the kidneys into smaller pieces that are more likely to pass and less likely to cause pain. This procedure works well for stones which can be seen on an X-ray, and stones can be treated even before they start to cause symptoms.

Being able to break up stones with shock wave lithotripsy is very beneficial to the patient. This procedure doesn't require any incisions and is done as an outpatient surgery. It allows patients to return to work within one to two days with minimal discomfort.

Honoring volunteerism

The HSHS Holy Family Hospital Auxiliary is a very active volunteer group whose long-standing support for their hospital is admirable. This 600-member-strong Auxiliary organization was honored this past year for the fifth year in a row with the Illinois Health and Hospital Association (IHA) Constituency on Volunteers (CoV) Health Care Advocacy Award. Of the 200 hospitals in the state of Illinois, only 12 active IHA members met the criteria and qualified for this award.

The IHA CoV's mission is to "support, enhance and expand hospital volunteerism through education." The CoV emphasizes educating the community and volunteer constituents on issues affecting health care. The Holy Family Hospital Auxiliary's support and advocacy efforts of the CoV programs included attending workshops, the IHA Volunteer Leadership Retreat, donating to the silent auctions at the retreat, contributing to the CoV Scholarship Fund and supporting efforts in the legislative arena.

Through 2018, the Auxiliary has given in excess of \$6.7 million to the hospital since it was formed in 1957. These donated funds have been put to good use, purchasing capital items to help modernize the hospital and improve patient experience. These generous gifts are only made possible by the hard work and commitment of Auxiliary volunteers.



Living our Mission: Celebrating Hometown Heroes



To kick off the weekend of Greenville's Fourth Fest in July, Holy Family Hospital invited community members to a new "Hometown Heroes" event at Holy Family Hospital Friday, July 5. The event included a free barbecue, children's activities, health fair, entertainment and a variety of other activities for the enjoyment of the entire family.

The Independence Day holiday weekend event celebrated the nation's birth and the Greenville community as a whole, especially those who provide for its care and protection. The event also offered an opportunity for new President and CEO Kelly Sager to meet and greet more members of the community and share great things happening at Holy Family Hospital - new doctors, new services and new technology - all here to serve the community's health needs.

COMMUNITY BENEFIT

Filling backpacks for schoolchildren in need



During the Lenten season in spring 2019, HSHS Holy Family Hospital's Spirit Team asked colleagues to support a two-week food drive to help feed schoolchildren on the weekends. Through their generosity, colleagues filled an ambulance and a bus with over 4,000 items that were donated to the Bond County Weekend Backpack Program.

The Backpack Program feeds 85 in-need students each weekend. The program services Greenville, Pocahontas and Sorento students in the Bond County School District. A weekend bag that is sent home in students' backpacks includes two drinks, two breakfast items, two lunch items, four snacks, a fruit and a vegetable. This donation is an example of how hospital colleagues show Christ's love through their actions.

Collaborating with Greenville University to encourage healthy habits

Encouraging community members to take steps to improve their health is a goal of Holy Family Hospital and led to a partnership with Greenville University to host a monthly "Just Walk™" Walk With a Doc program. During this free program held alternately on Thursday or Saturday mornings each month, walkers of all ages are invited to hear a brief educational talk from a doctor on a certain health topic and then join that physician and others on a walk on the campus of Greenville University, either outdoors or indoors, weather dependent.

Walk with a Doc is a national nonprofit organization whose mission is to encourage healthy physical activity in people of all ages, and reverse the consequences of a sedentary lifestyle in order to improve the health and well-being of the country.

Supporting growth and development of local youth

Holy Family Hospital colleagues desire to come alongside area organizations that are doing good work in the Greenville community. Led by the Holy Family Hospital's Spirit Team, colleagues raised over \$300 through a raffle for The Simple Room in Greenville.

The Simple Room provides growth and development programs for the local youth at no charge. Their goal is to transform youth by facilitating Christ-centered programming for spiritual, physical, mental, and social development in efforts to empower youth to positively engage their community. During the school year, they serve 90 children per month within the 13 programs they offer. The donation from Holy Family Hospital offered valuable support to them and the children who utilize their services.



ECONOMIC IMPACT

GENERATING \$82 MILLION IN LOCAL IMPACT

EMPLOYEES

Holy Family employs over **228** colleagues with **183 Full-time Equivalents (FTE)** and is one of the largest employers in the area. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.



PAYROLL



\$14 million annually

Holy Family colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$34 million** in economic activity, creating an additional **240** jobs in our community.

COMMUNITY SUPPORT

Holy Family provides a positive impact and enormous benefits to the communities we serve with increased access to care for the underserved, enhanced health and wellness programs, and advanced medical education and knowledge.

\$4.2 million

Included in this amount was **\$261,000** provided for Charity Care at cost and **\$1.8 million** for unreimbursed care provided under Medicaid and other public programs.



CAPITAL

Holy Family continues to make capital improvements to update and improve our facilities and purchase new medical equipment.

\$994,000

Holy Family continually takes steps to boost the local economy and advance health care services offered to the residents of this region. Through capital spending, Holy Family generates over **\$2.3 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES

\$19 million



Holy Family goods and services purchases ripple throughout the economy to area vendors and businesses. Dollars spent by Holy Family generates over **\$45.7 million** for the local and state economy.



HSHS
**Holy Family
Hospital**

LONG-STANDING COMMITMENT TO COMMUNITY AT HSHS ST. JOSEPH'S HOSPITAL IN HIGHLAND

Dear Friends and Colleagues,

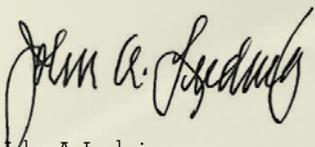
This past year was an exciting one for HSHS St. Joseph's Hospital Highland. In addition to celebrating the 140th anniversary of St. Joseph's Hospital opening its doors in Highland and the sixth anniversary in our new hospital, we celebrated the 50th anniversary of our Auxiliary volunteers. Founded in 1968, this amazing group of volunteers has recorded more than 500,000 volunteer hours to help us fulfill our Mission.

Our Mission, as well as the Core Values of our hospital – Respect, Care, Competence, and Joy – is the foundation for everything we do at St. Joseph's Hospital. This past year we were able to grow and add new services to offer our community and those surrounding the Highland area. One example of this is the new cystoscopy procedure that began in June. This non-invasive, urological procedure allows a surgeon to examine the lining of the bladder and urethra to look for abnormalities or cancers in the urinary tract. Not only did we add this new service to increase the ability for early cancer detection, but also introduced the Oncology Wellness program in March. This program is for patients undergoing cancer treatments who are evaluated and then given a customized program of exercise with a therapist and given guidelines for exercise at home, lifestyle education, tips for healthier sleep habits, pain management, energy conservation, nutrition and general safety. This past year we also expanded our offerings for patients diagnosed with Parkinson's disease with the launch of a Parkinson's Discovery Group. This support group offers help to those dealing with disease-related issues and connects them to others with similar concerns.

Part of our Mission is to improve access to care and services for everyone in our community. Our community benefit activities throughout the year bring services to the community in various ways. In June, St. Joseph's Hospital partnered with the Highland Police Department to host the annual Bike Rodeo event. The event allowed parents to get free bike inspections and bike helmet fittings for their children, and the first 100 participants received a free bike helmet. St. Joseph's Hospital also hosted a free Diabetes Wellness Workshop series, which provided a variety of education on how to live a healthier life with diabetes.

This past year was filled with celebrations, hard work and progress in bringing quality health care to our community. Our colleagues, providers and volunteers thank you for all you do support St. Joseph's Hospital and our health care ministry.

Sincerely,



John A. Ludwig
President and CEO



Board of Directors (as of June 30, 2019)

Jim Burgett, *Chairperson*

Frank Padak, *Vice Chairperson*

Tricia Buehne, *Secretary*

Darren Altadonna

David Beach

Sister Marguerite Cook, OSF

Carl Dempsey

Debra Feldott-Johnson, MD

Sara McFarlane

Marshall Rinderer

Celebrating 50 years of volunteer and financial support



The Auxiliary of HSHS St. Joseph's Hospital Highland was founded in 1968 by a group of women who wanted to help patients of St. Joseph's. In fall 2018, the organization celebrated its 50th anniversary of service to the hospital. Throughout their 50 years of service, Auxiliary members have dedicated thousands of hours to the hospital, the administration and their patients. Over their 50 years, the men and women of HSHS St. Joseph's Auxiliary have recorded over 500,000 volunteer hours, sharing in the hospital's Mission.

In addition to the volunteer services they provide, the Auxiliary members work tirelessly through various fundraising efforts, striving to increase their annual donation to the hospital each year. In 2019, the Auxiliary donated \$41,000 to various areas of the hospital for new equipment to be purchased. The donation assisted the Inpatient and Emergency departments in receiving new electrocardiogram equipment. Additionally, the Laboratory and Surgical departments both received a portion of the funds for microscopes and laparoscopes, and the Pastoral Care department received a donation to provide emotional support and comfort to patients and their families when faced with a hospital stay.

Honored by CMS for excellence in quality of care and top performance

As a demonstration of the quality provided by St. Joseph's Hospital, the hospital received a five-star rating from the Centers for Medicare & Medicaid Services (CMS), the top score in the federal agency's rating system.

According to CMS, the overall rating summarizes quality measures, reflecting common conditions that hospitals treat, such as heart attacks or pneumonia. The overall rating shows how well each hospital performed, on average, compared to other hospitals in the country. St. Joseph's Hospital was one of 12 out of 185 hospitals in Illinois to receive five stars and one of two critical access hospitals to receive this recognition.

This five-star rating from CMS validates St. Joseph's Hospital's continuous commitment to top tier patient care, and focus on exceeding patients and their families' expectations every day.

Providing advanced treatment close to home

St. Joseph's Hospital's goal is to continue to expand the services offered locally so that people don't have to travel far to receive specialized treatments.

To that end, St. Joseph's Hospital began offering cystoscopy procedures this past year in partnership with HSHS Medical Group urologist Dr. Randall Dooley. The hospital purchased new equipment to allow for this noninvasive procedure to be offered to patients locally.

Cystoscopy is a urological procedure that allows a urologist to exam the lining of the bladder and urethra. This type of outpatient procedure is a noninvasive way to detect abnormalities or cancers in the urinary tract. Being able to perform cystoscopy procedures allows people in the area to stay close to home for this noninvasive but important diagnostic procedure.

Recognized for excellence in wound healing

In recognition of their continuous clinical excellence in quality and exceptional patient satisfaction, St. Joseph's Wound Care Center was once again recognized nationally with an award presented by Healogics, the nation's largest provider of advanced wound care services.

St. Joseph's Wound Care Center received Healogics' "Robert A. Warriner III, MD Center of Excellence" Award. The award recognized the Wound Care Center has achieved patient satisfaction rates higher than 92 percent and a healing rate of at least 91 percent in less than 30 median days to heal, for a minimum of two consecutive years. Out of 413 eligible Healogics Centers, 342 were honored with this award. The award is named for Dr. Robert A. Warriner III, a pioneer in wound care and the former Chief Medical Officer for Healogics. This recognition is a reflection of the dedication, commitment and talent of St. Joseph's colleagues and physicians to achieve this level of exceptional care.



Caring for the well-being of those with cancer

In a joint effort with HSHS St. Joseph's Hospital Breese, St. Joseph's Hospital Highland began offering an Oncology Wellness Program for patients undergoing cancer treatments. Oncology Wellness offers rehabilitative therapy for anyone diagnosed with cancer, whether it is for pretreatment, during or after chemotherapy or radiation, or after surgery.

Patients enrolled in the program start with an evaluation session, which includes standardized tests based on patient symptoms and diagnosis. A customized program is then developed for each patient. Each program consists of exercises to be performed with a therapist at the hospital, as well as exercises that can be performed at home.

In addition to the exercise portion, patients also receive lifestyle education about healthier sleep habits, energy conservation, pain management, nutrition, general safety and swelling control. Some of the many benefits related to Oncology Wellness are a reduction in pain and weakness, increased energy levels, help in managing depression and anxiety, weight management and many other issues.

Living our Mission: Helping those with Parkinson's disease

Those dealing with a debilitating illness like Parkinson's disease can find support and encouragement, thanks to a group led by St. Joseph's Hospital. The Parkinson's Discovery Group meets on a monthly basis at the hospital, led by the Outpatient Rehabilitation department. This group provides an opportunity to learn and share helpful information, support each other in dealing with Parkinson's disease-related issues and to connect with others with similar concerns.

COMMUNITY BENEFIT

Encouraging bike safety

In partnership with the Highland Police Department, St. Joseph's Hospital held a Bike Rodeo in June 2019 in the Kloss Furniture parking lot to encourage bike safety. The first 100 participants received a free bike helmet.

This fun-filled event offered free bike helmet fittings along with bike inspections and light maintenance for those who brought their bike. Additionally, the Highland Fire Station offered tours and refreshments and giveaways were available.

The event allowed area parents to ensure that their children's bikes were inspected and their helmets properly fitted to avoid accidents or injuries. This event was sponsored by HSHS St. Joseph's Hospital PrimeHealth Partners: The Korte Company, Highland Machine and Oberbeck Grain Co., along with a number of other local event sponsors.



Supporting those with diabetes

In addition to the diabetes self-management education provided by St. Joseph's Hospital, the hospital launched its first interactive Diabetes Wellness Workshop series, providing a variety of education to live well with diabetes. The first of a four-week series was held in October 2019 at the hospital.

In the first series, Diabetes Nurse Educator Megan Stanley offered tips to live better with diabetes. This free workshop explored topics on managing diabetes, healthy eating, monitoring blood glucose and continuing your journey with diabetes.

St. Joseph's Hospital also offers a monthly Diabetes Support Group where those living with the disease and their family members or caregivers can share their questions, concerns and feelings as the group explores the journey of diabetes and all the challenges it brings. The group also provides tools and tips on how to handle the more complex and difficult tasks of diabetes in the context of real life.

Helping seniors navigate Medicare

To help senior citizens with their Medicare plans and questions, St. Joseph's Hospital began hosting a State Health Insurance Program (SHIP) counselor at the hospital once a month. The service is provided in coordination with Collinsville Faith in Action.

SHIP counselors are trained through the Illinois Department on Aging to provide free education about Medicare, Medicare Advantage plans and prescription drug coverage. The counselors do not sell insurance products. Individuals on Medicare and their caregivers can meet with the SHIP counselor to ask questions and learn more about their benefits and other social services available to assist them in making informed decisions. Counselors can also assist with Medicare claims and appeals.

ECONOMIC IMPACT

GENERATING \$95 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Joseph's Highland employs over **268** colleagues with **209 Full-time Equivalents (FTE)** and is one of the largest employers in the area. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.



PAYROLL



\$16 million annually

St. Joseph's Highland colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$38 million** in economic activity, creating an additional **275** jobs in our community.

COMMUNITY SUPPORT

St. Joseph's Highland provides a positive impact and enormous benefits to the communities we serve with increased access to care for the underserved, enhanced health and wellness programs, and advanced medical education and knowledge.

\$1.2 million

Included in this amount was **\$653,000** provided for Charity Care at cost and **\$173,000** for unreimbursed care provided under Medicaid and other public programs.



CAPITAL

St. Joseph's Highland continues to make capital improvements to update and improve our facilities and purchase new medical equipment.

\$937,500

St. Joseph's Highland continually takes steps to boost the local economy and advance health care services offered to the residents of this region. Through capital spending, St. Joseph's generates over **\$2 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES

\$22 million



St. Joseph's Highland goods and services purchases ripple throughout the economy to area vendors and businesses. Dollars spent by St. Joseph's Highland generates over **\$54.6 million** for the local and state economy.



HSHS

**St. Joseph's
Hospital Highland**



HSHS SOUTHERN ILLINOIS

HSHS St. Elizabeth's Hospital

One St. Elizabeth's Boulevard
O'Fallon, IL 62269
steliz.org

HSHS St. Anthony's Memorial Hospital

503 North Maple Street
Effingham, IL 62401
stanthonyshospital.org

HSHS St. Joseph's Hospital Breese

9515 Holy Cross Lane
Breese, IL 62230
stjoebreese.com

HSHS Holy Family Hospital

200 Health Care Drive
Greenville, IL 62246
hshsholyfamily.org

HSHS St. Joseph's Hospital Highland

12866 Troxler Avenue
Highland, IL 62249
stjosephshighland.org

Our Mission

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