

2018 | 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,

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; and 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, IL 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, WI 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, St. Francis and St. Clare of Assisi.



Mary Starmann-Harrison

Mary Starmann-Harrison
President and CEO



Stephen J. Bochenek

Stephen J. Bochenek
Chair, Board of Directors

A letter from our Division President and CEO

Dear Friends and Colleagues,

It is truly my honor to serve as the HSHS Southern Illinois Division President and CEO. I am exceedingly proud of the ministries of the Southern Illinois Division (SID), which includes HSHS St. Elizabeth's Hospital in O'Fallon, HSHS St. Anthony's Memorial Hospital in Effingham, HSHS St. Joseph's Hospital in Breese, HSHS Holy Family in Greenville, and HSHS St. Joseph's Hospital in Highland. Through a heart for service and willingness to adapt, the leadership and colleagues of these ministries are doing the necessary work to continue living out our Mission for many years to come.

As the saying goes, nothing is more constant than change. We all know that change can be challenging, but it is only through transformation that we can grow and develop to ensure we are meeting the changing health care needs of those we serve.

One of the ways that the SID ministries adapted to the changing health care climate was the transition of HSHS St. Joseph's Breese, HSHS Holy Family in Greenville and HSHS St. Joseph's Highland to a Shared Leadership approach for organizational operations in March 2018. Implementing this modified approach to service-line leadership was a critical step to ensure that these hospitals remain competitive within their health care market, preparing them to continue serving in those communities. Through this repositioning, these ministries have been able to capitalize on shared learnings, process, and best practices, elevating their ability to provide exceptional value for their patients and their families.

Another way that our ministries have adapted to the changes in health care delivery has been through the expansion of telemedicine to provide specialty care. In Effingham and Greenville, both hospitals acquired an additional telemedicine "robot" to provide inpatient intensivist telemedicine for their patients, thanks to the support of their respective Foundations. With this direct access to the intensivists on staff at HSHS St. Elizabeth's Hospital, patients in the Effingham and Greenville areas can continue to receive high quality care close to home.

These and many other topics demonstrating our commitment to advancing health care in our region are outlined in this report. These are but a few highlights of all that we have achieved over the past fiscal year. Through the dedication of our colleagues and physicians, our commitment to our Mission and the prayers of our Hospital Sisters, I look forward to what we are going to accomplish together in the future!

Sincerely,



James F. Dover, FACHE
President and CEO
HSHS Southern Illinois Division



The SID Leadership Team includes:

James F. Dover, FACHE
President and CEO
HSHS Southern Illinois Division

Interim President and CEO
HSHS Holy Family Hospital
Greenville

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

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

Amy Ballance
Vice President,
Business Development and Strategy

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

Carmen Joiner, JD, CHC
Division Director Responsibility

Terriann Tharp
Division Director Marketing

Kelly Sager, RN, MHA
Division Chief Nursing Executive

Jan Schuette
Division Chief Information Officer

Partnerships with HSHS Medical Group

Robert Farmer, MD
HSHS Medical Group
SID Medical Director

Tammy Lett, RN, MBHA
HSHS Medical Group
Interim Chief Program Integration Officer

COLLABORATING ACROSS OUR DIVISION

Creating a joint Patient and Family Engagement Council

With the movement toward a Shared Leadership Model, HSHS St. Joseph's Hospitals in Breese and Highland, and HSHS Holy Family Hospital in Greenville launched a joint Patient and Family Engagement Council across the three ministries. The purpose of the Engagement Council is to assist the hospitals in gathering insight from community members and providing recommendations to hospital leaders on programs and projects related to the strategic goals of the organization.

Council members were selected through an application process to represent members from all three communities. Council members:

- Gather feedback from community members to assist the hospitals in improving systems, processes, safety, and efficiency of care for patients and family members.
- Collaborate with hospital leaders as necessary to integrate suggested improvements into the planning and development process for new initiatives, programs, and projects.
- Provide suggestions on ways to build positive relationships between the hospital and members of the community.
- Assist in promoting health care services provided by the hospital to the community through networking and advocacy efforts.

As the council continues to meet and grow, their insightful feedback will positively impact the patient and family experience across each ministry.

Partnering with Vituity for Emergency, Hospitalist and Intensivist services

This past spring and summer, the HSHS Southern Illinois Division hospitals transitioned to a single contacted vendor, Vituity, to provide physicians and advanced practice professionals for the Emergency, Hospitalist, and Intensivist programs.

Vituity was chosen following an extensive review of operational, clinical, and financial improvements that could be realized by working with one firm for these three services. Like HSHS, Vituity is focused on continuous performance improvement and best practices that will increase collaboration across the Southern Illinois Division hospitals and positively impact delivery of high quality patient care.



Expanding specialty care for hospital inpatients through telemedicine

Increasingly, telemedicine allows people to get specialty care at their local hospital, by being able to access specialists through computer technology. The newest example of this was the acquisition by HSHS St. Anthony's Memorial Hospital in Effingham and HSHS Holy Family Hospital in Greenville of a telemedicine "robot" for each hospital, specifically to provide direct access to intensivists for their patients.

Intensivists are 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 each hospital's Foundation, who each granted \$22,230 to their 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 St. Anthony's Memorial Hospital and HSHS Holy Family Hospital.

Through telemedicine, the hospitals can facilitate an encounter between the patient and 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 any imaging scans and other tests, and support treatment decisions with documentation in the medical record.



Honoring loved ones — Hospice Butterfly Release

Each year, HSHS Hospice celebrates the work of its Hospice colleagues and raises funds and awareness through their Butterfly Ball, first launched in 2016. This event raises money to enhance patient care in their Hospice Program and for their Everlasting Memories Program, which allows HSHS Hospice to grant wishes to their patients and provide them with an item or event to cherish in their final moments. In 2018, the Ball raised over \$85,000 for patient care and the Everlasting Memories Program.



One aspect of the Butterfly Ball is promoting a Butterfly release held in May which is an opportunity for individuals to come together to celebrate the lives of their loved ones. This year, HSHS Hospice hosted four Butterfly Releases at the Southern Illinois Division ministries served by HSHS Hospice to offer colleagues and community members the opportunity to release butterflies at the local ministry where they have the strongest connection.

Blessing communities through Home Care's Cram the Cars

Four years ago, HSHS Home Care and Hospice Southern Illinois launched a community service project in Effingham, in partnership with local car dealers, to “Cram the Car” with non-perishable food items for the local Catholic Charities food pantry. Community members were encouraged to drop off items at the Home Care office or at the car dealers in recognition of February being National Canned Food Month. That first year, they gathered 840 pounds of food to help those in need.

This community service project has continued to grow, just as HSHS Home Care and Hospice has grown throughout southern Illinois, which now offers home care, hospice, supportive and transitional care in 27 counties across the state of Illinois. In February 2018, HSHS Home Care and Hospice conducted “Cram the Car” events in Belleville, Effingham, Freeburg, Highland and the Breese/Carlyle areas. In total, “Cram the Car” collected over 2,800 pounds of canned goods for food pantries across the Southern Illinois Division.



Adapting through a Shared Leadership Model

Hospital Sisters Health System (HSHS) has served the health care needs of Illinois and Wisconsin for many decades, in part because of its ability to adapt to changes in health care. This past year, HSHS St. Joseph's Hospitals in Breese and Highland, and HSHS Holy Family Hospital in Greenville changed to a Shared Leadership Model to adapt to remain competitive in the health care market.

The Shared Leadership Model is common in rural areas and in critical access hospital networks where hospitals are similar in geography, size and patient services. This model focuses on shared governance, continuous workplace learning and developing effective working relationships. Through the shift to this model, there is now one CEO and one Chief Nursing Officer (CNO) at each ministry, one Senior Leadership Team (SLT) to support and lead all three hospitals and consolidated leadership positions responsible for the three ministries and reporting to the SLT.

By moving to this model, leaders can work collaboratively across organizations to standardize work, increase colleague engagement and patient satisfaction, and optimize efficiencies. Their adaption allows all three hospitals to continue meeting the needs of their patients well into the future.

A NEW CHAPTER FOR HSHS ST. ELIZABETH'S HOSPITAL

Dear Friends and Colleagues,

The past year included the newest chapter in HSHS St. Elizabeth's Hospital's 143-year history, as we opened a brand new facility to serve the region. It could not have been completed and so successful without the many hands and hours of work from the hundreds of our dedicated professionals who choose to work at St. Elizabeth's and carried the light forward on our mission to serve. I thank them for their service to our patients and applaud them in achieving this monumental and historic success.

Our ongoing goal is to provide high-quality care to all, and we embrace the concept of selfless devotion to our patients and visitors. Patients are our top priority and we strive to fulfill our Mission through advanced technologies, professional, skilled and compassionate caregivers and the highest level of quality service.

One of the ways we have met our patients' needs in the past year is by providing the newest technology and practices available, and we proudly offer them in our new facility. Our new St. Elizabeth's Hospital is the next step on our journey to offering our patients the highest quality care in a comfortable healing environment.

Our top focus is always on patient safety, quality and care and it shows with the numerous awards for excellence we have earned through the past year. Last December, The Joint Commission recognized St. Elizabeth's Hospital as a 2017 Pioneers in Quality™ Data Contributor and the following spring Blue Cross and Blue Shield of Illinois recognized us with a Blue Distinction® Center+ for Maternity Care designation as part of their Blue Distinction Specialty Care program. And, most recently, St. Elizabeth's was awarded an 'A' from The Leapfrog Group's Fall 2018 Hospital Safety Grade. The designation recognizes the great efforts we've made in protecting patients from harm and meeting the highest safety standards in the country.

Overall, I am proud to say that while our new hospital, with its excellent visibility and easy accessibility, has created a buzz in the region, it is truly the colleagues and the day-to-day care connections they make with patients, visitors, physicians and each other that are at the heart of our success.

Sincerely,



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



Board of Directors (as of June 30, 2018)

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Chairperson

Richard J. Thoman
Vice Chairperson

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Secretary

Lorraine Cavataio

Jim Clanahan, MD

Jacquelyn M. Clement, Ph.D.

David Beach

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Breaking ground on a new Therapy partnership with McKendree MetroRec Plex



HSHS St. Elizabeth's continues to seek ways to provide convenient, state-of-the-art outpatient services to the communities we serve. With that in mind, we partnered with McKendree MetroRec Plex and developer S.I. Strategy LLC to break ground in June 2018 on the facility's new Therapy addition.

When completed, St. Elizabeth's will lease the planned first-floor 5,500 square-foot addition and offer outpatient physical and occupational therapy for adults and pediatric patients, focusing on athletic injuries and orthopedic care. Patients seen at this facility will additionally have access to aquatic therapy and St. Elizabeth's AlterG® Anti-Gravity Treadmill. Our partnership with the MetroRec Plex demonstrates both our facilities' shared commitment to the health and well-being of our community members.

Receiving IDPH recognition as an EMS Resource Hospital

Meeting the emergency needs of the area takes teamwork and in acknowledgment of that, HSHS St. Elizabeth's was formally recognized in April 2018 as a Region 4 EMS Resource Hospital by the Illinois Department of Public Health (IDPH). Two partnering EMS agencies were welcomed during a recognition ceremony at the hospital with our plans to continue to grow the program through ongoing outreach.

A Resource Hospital is a hospital with the authority and the responsibility for an EMS System as outlined in the IDPH-approved EMS System Program Plan. As the Resource Hospital for EMS entities, St. Elizabeth's assumes responsibility for the entire EMS program of partnering agencies, including the clinical aspects, operations and educational programs. We also provide medical supplies and equipment for participating EMS vehicles.

Becoming a Resource Hospital was an important step for HSHS St. Elizabeth's to show our ongoing commitment to the frontline Emergency Medical teams that provide needed medical care to patients in our region each and every day.



Helping rehab patients with Car Transfer Simulator Equipment



Rehabilitation patients who need to practice getting in and out of a car safely and comfortably can practice this life skill on a special piece of equipment in St. Elizabeth's Comprehensive Rehabilitation Unit. A new car transfer simulator was provided to the unit through a grant from HSHS St. Elizabeth's Foundation thanks to a generous donation from the Jack Schmitt Chevrolet Family of Dealerships.

The Trans-Sit Car Transfer Simulator, from Advanced Therapy Products, provides functional training for patients to learn and practice safe methods to get in and out of vehicles. The simulator's life-like appearance adds to the realism of training activities with many of the functions of a real vehicle available, such as a tilt steering wheel, fully functional passenger and driver doors, and it even raises or lowers to the height of each patient's own vehicle. It was also wrapped with decorative vinyl in the look of a 1950's Chevrolet to keep a nostalgic and fun aspect to the therapy.

Having the equipment inside, out of the elements, is a safer environment where patients can work toward more independence after a major injury or illness. It gives patients' confidence in their abilities on their road to

recovery and is also beneficial to instruct our patients' caregivers who can practice assisting their loved one transfer in and out of the vehicle in the safest way possible.

Recognized as #1 — Accolades for exceptional regional care

It is always a celebratory achievement when HSHS St. Elizabeth's is recognized by those we serve. We are proud to share two awards which we received this past year:

- The Belleville News-Democrat presented the management team with a plaque acknowledging St. Elizabeth's Hospital as the #1 hospital as voted by the public in their 2018 Readers' Choice Awards. This recognizes the excellent Mission-driven care that our colleagues provide to our patients, visitors and each other.
- HSHS St. Elizabeth's was named "Best Hospital" in the St. Louis Post-Dispatch's Best of Southwestern Illinois program. This recognition shows our great strides in becoming "the first choice" for everyone in the region who seeks quality health care in a healing environment provided by caring, Mission-driven professionals.



Committing to the Belleville campus through renovations

St. Elizabeth's commitment to the Belleville area remains strong through the changes over the past year. Extensive work is going on in downtown Belleville as a host of services are available in St. Elizabeth's Belleville Health Center. The campus includes the buildings across the street from the former hospital.

HSHS is investing \$8.1 million on the renovation of the Medical Arts Building and the Physician Office Building. In addition, \$500,000 has been spent on new X-ray and 3D Mammography equipment. The Belleville Health Center offers a variety of physical and occupational therapies, imaging, lab services, primary care and convenient care clinics, a pregnancy care center, and private physician groups.

Partnering with Prairie to provide innovative treatments

St. Elizabeth's Hospital is committed to providing the best heart care possible to the people in the region and is proud of our partnership with nationally recognized Prairie Heart and Vascular Institute of Illinois, a community-based network of hospitals and clinics offering the highest level of cardiovascular care. This past year, Prairie Heart launched two new innovative treatments at St. Elizabeth's for those suffering from certain heart conditions:

- CardioMEMS HF System - This miniaturized, wireless monitoring sensor system is the first FDA-approved heart failure monitoring device that has been proven to significantly reduce hospital admissions when used by physicians to manage heart failure. It features a sensor that is implanted in the pulmonary artery (PA) during a non-surgical procedure to directly measure PA pressure, an indicator of worsening heart failure. The benefit of the CardioMEMS System is the ability to obtain data in real-time as it is occurring within the patient, sometimes even before the patient realizes there could be a problem. With this system, patients transmit daily sensor readings from their homes to the cardiologists' office allowing for personalized and proactive management.
- Micra® Transcatheter Pacing System (TPS) - This system is one of the world's smallest pacemakers to help treat patients with bradycardia (slow heart rate). The Micra® Transcatheter Pacing System (TPS) is a new type of heart device that provides patients with the most advanced pacing technology at one-tenth the size of a traditional pacemaker - about the size of a large vitamin. Unlike traditional pacemakers, the Medtronic's Micra TPS does not require cardiac wires (leads) or a surgical "pocket" under the skin to deliver a pacing therapy. Instead, the device is small enough to be delivered through a catheter and implanted directly into the heart with small tines or prongs, providing a safe alternative to conventional pacemakers without the complications associated with leads - all while being cosmetically invisible. The Micra TPS is also designed to automatically adjust pacing therapy based on a patient's activity levels and send data remotely to the patient's physician via the Medtronic CareLink® Network. It is also the first and only transcatheter pacing system to be approved for full-body magnetic resonance imaging (MRI) scans.



COMMUNITY BENEFIT

Encouraging the next generation — Call M.E. Doctor Medical Explorers visit

Encouraging medical field interests in the younger generation is important to meeting future health care needs. This past year, St. Elizabeth's, HSHS Medical Group, Prairie Cardiovascular Consultants, and both the St. Clair and Madison County Medical Societies joined together to pilot a "Call M.E. Doctor" Medical Explorers program to get high school seniors interested in the medical profession. The program consisted of three Saturday sessions for the students, which feature hands-on activities and presentations from physicians on specific fields each day. The sessions focused on emergency medicine, cardiology and surgery.

For the emergency medicine session, St. Elizabeth's Hospital staged a re-enactment of a cardiac arrest and some traumas, and the students learned how to suture, as well as how to splint and wrap ankles. For the cardiology session, they re-created a cardiac catheter lab, where they learned about EKGs, ultrasounds, and pacemakers, and Prairie Cardiologist Dr. Al-Dadah assisted the students with a pig heart dissection. The third session focused on the surgery where the hospital provided five laparoscopic training kits for the group to simulate surgical skills used in a variety of procedures.



Approximately 40 students from Collinsville and Edwardsville High Schools participated in this pilot program, and there are plans to expand the program to all 16 high schools in Madison and St. Clair counties in the future.

Providing access through Emergency Room bus stop addition

With the hospital's move to O'Fallon, new bus routes needed to be addressed with the local bus service. Several colleagues use the bus service as their main form of transportation. Although there was a local stop near the hospital, it was not conveniently located for patients or colleagues. The original bus stop would require patients and colleagues to walk quite a distance in the weather.

Hospital leadership petitioned the bus company to provide a drop-off at St. Elizabeth's Emergency department. While this initially met with some resistance, with perseverance, the Emergency Room bus stop was added to the route. In addition, we offer a reduced fare for colleagues and they can spread the fee over two pay periods, giving them more flexibility with their spending.

Helping provide care and support to those with mental illness

St. Elizabeth's is committed to helping meet the needs of those suffering with mental illness. A demonstration of this is by providing our patients with a full-time mental health nurse practitioner. She sees patients in the Emergency department and on the hospital units. Her engagement with other community mental health agencies helps St. Elizabeth's stay connected with other resources to offer options and placement for patients.

We also started a much-needed Nar-Anon support group for the local community. This group helps relatives and friends of those afflicted with drug or alcohol issues. It is a constructive program where members learn to achieve peace of mind and gain hope for the future. They learn to accept addiction as a disease, to reduce family tension and to encourage the addict to seek help.

Donating items for Bundles for Babies Community Baby Shower

The 4th Annual “Bundles for Babies” Community Baby Shower at St. Elizabeth’s was a huge success once again and garnered much-needed goods for the Pregnancy Care Center. The Pregnancy Care Center, which offers free pregnancy care resources to new and expectant mothers in need, is located on St. Elizabeth’s Belleville campus.

The public and St. Elizabeth’s colleagues donated baby and toddler items such as diapers, onesies, bottles, clothing and other baby care items. The event also highlighted our services in the Women and Infants Center and offered educational information to new moms and moms-to-be. Other community partners who participated included HSHS Medical Group Anytime Care and family practice physician Dr. Guy Venuti, SSM Health Cardinal Glennon, O’Fallon EMS, and St. Elizabeth’s Physical Therapy.



Benefiting community organizations through hospital furniture donations

As good stewards of their resources, HSHS St. Elizabeth’s wanted to ensure that equipment or items that did not move to the new hospital in O’Fallon, but were in good shape, could still possibly be used elsewhere. That offered opportunities for the hospital to bless community organizations.

St. Elizabeth’s has a long relationship with St. Vincent DePaul (SVDP) in East St. Louis. The building that houses Cosgrove’s Soup Kitchen and a thrift store underwent a complete remodel, and was in need of many items. Their renovation included the expansion of the dining room to include improved lighting, two walk-in freezers, and new kitchen cooking equipment. In addition, the plan included adding space for individuals to gather and get out of the cold or the heat, wash their clothes, or take a shower. This expansion required additional furniture, equipment, and supplies, and funds were limited.

Through careful planning and taking inventory of resources at the old facility and after the move, St. Elizabeth’s was able to facilitate the donation of numerous items to help reduce costs;

- Provided cafeteria dining tables and chairs, a coffee bar, condiment supplies, and several packages of paper products.
- Donated canned and frozen food, metal rolling racks, and much more, due to a transition from one food service vendor to another. We were able to fill one entire walk-in freezer with frozen food to further benefit the underserved in the East St. Louis area.
- Donated the gift shop wall and display racks for the thrift store.



These generous donations provided much-needed support to St. Vincent DePaul to meet the needs of their guests.

ECONOMIC IMPACT

GENERATING \$579.8 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Elizabeth's employs over **1293** colleagues with **1072 Full-time Equivalent (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



\$75.6 million annually

St. Elizabeth's colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$181 million** in economic activity, creating an additional **1262** 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.

\$19.8 million

Included in this amount was **\$3.9 million** provided for Charity Care at cost and **\$13 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.

\$49.9 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 **\$119.5 million** for our local and state economy per year.

PURCHASED GOODS & SERVICES



\$116.6 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 **\$279 million** for the local and state economy.



HSHS
**St. Elizabeth's
Hospital**

CONTINUING OUR COMMITMENT AT HSHS ST. ANTHONY'S

Dear Friends and Colleagues,

I recently reflected on the five years that I have been blessed to serve as President and CEO of HSHS St. Anthony's Memorial Hospital. As in life, we have seen a lot of growth and changes in these five years, and we continue to demonstrate our never-ending commitment to our patients and their families.

As you look through the pages highlighting our past year's accomplishments and the ways we serve our community, please note that we were able to do all this because we worked together. One of the phrases that we like to use at St. Anthony's is "Together, we are stronger." But it is more than a phrase - it is what we live every day.

It is through a common dedication to our Mission that our colleagues were together able to achieve The Joint Commission Advanced Certification for our orthopedic services and receive the Illinois Performance Excellence (ILPEX) Bronze Award for "Commitment to Excellence." We were able to become an affiliate of MD Anderson Cancer Network and provide colorectal screenings to the area because of a joint commitment we have with our physicians to provide the highest quality care to our patients. And it is by joining together with other organizations dedicated to improving the health and wellness of our community that we are able to have telebehaviorial health services available to those struggling with mental health issues and provide equipment to help with the early detection of a cardiac condition that many times give no warning.

Helen Keller once said, "Alone we can do so little; together we can do so much." The commitment of our colleagues and physicians, and the collaborative nature of our community is why I continue to look forward to what the next year will bring. As we work together to enhance the services we provide to area residents, it is together that we truly can make a difference in the lives of those we serve.

Health to You and Yours,



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



Honored with ILPEX Bronze Award for "Commitment to Excellence"

Another significant milestone on our continuing performance improvement journey this past year was applying for the Illinois Performance Excellence (ILPEX) - 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 January 2019 with an ILPEX Bronze Award for "Commitment to Excellence."

This award demonstrates our hospital's teamwork and our journey in elevating the care we provide. It is an honor to be recognized for the promise our colleagues have made to provide our patients with exceptional care, quality, safety, and experience. We will use the report provided by ILPEX to elevate our practices and continue on our performance improvement journey.

Board of Directors (as of June 30, 2018)

Dorothy (Dot) Behrms
Chairperson

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Vice-Chairperson

Sister Ritamary Brown, OSF
Secretary

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Bringing world-renowned expertise to the area with MD Anderson Affiliation

HSHS St. Anthony's Memorial Hospital's goal continues to be providing advanced care locally so that area residents can receive treatment close to those they love. One major demonstration of this was in March 2018 when HSHS St. Anthony's became an affiliate of MD Anderson Cancer Network®, a program of the University of Texas MD Anderson Cancer Center based in Houston. This collaboration builds on the work and clinical advancements of the cancer care experts in the Effingham area, and connects them with internationally-known leaders in cancer care. The name of the service, "HSHS Integrated Cancer Services," will be used as a standard across the hospitals of the HSHS Southern Illinois Division to demonstrate the quality cancer services offered regardless of which HSHS hospital.

The physicians on St. Anthony's Medical Staff who are now certified physicians of MD Anderson Cancer Network are:

- Ruben Boyajian, MD
- Philip Dy, MD
- Casey Duncan, MD
- Lisa Kowalski, MD
- P. Dharmadev (David) L. Nayak, MD
- Hanna Saba, MD

This collaboration builds on our successes with our accredited Cancer Program, encompassing our Cancer Conferences and Cancer Committee comprised of hospital staff and area physicians committed to providing advanced cancer care locally. Affiliating with the network allows HSHS and St. Anthony's to bring new hope to local cancer patients by providing access to treatment guidelines and best practices developed by MD Anderson while remaining close to home.



Completing first phase of Emergency department renovation

In February 2018, St. Anthony's launched our three-phased renovation of the Emergency department to continue meeting the health care needs of those we serve. The Emergency department renovation will improve patient and visitor safety while enhancing patient experience. This renovation will expand our Emergency department square footage, from approximately 8,000 square feet to 13,000 square feet, and will include 17 private rooms, the same number of beds that currently exist in a smaller area.

Private patient triage, confidential registration functions, and more restroom facilities will be provided with this renovation. The revised layout of the nurses' station will allow staff to have a line-of-sight to each patient treatment area. Also with this renovation, the security office will be

relocated to the entrance of the Emergency department to improve the safety and security of the department. The renovated department will also provide rooms designed to help keep behavioral health patients safe, with special furnishings and equipment.

The first phase of the renovation was completed in September 2018, which includes the new registration desk, a triage area immediately next to registration, and a larger waiting room. There are also a number of private exam rooms. The renovation, which will be complete in August 2019, will help ensure that the over 24,000 annual visitors to our Emergency department and their families have the highest quality care in the most comfortable, safe environment possible.



Bringing outpatient services in one convenient location with New Health Center

On December 3, 2018, St. Anthony's will take another step towards convenient, patient-focused care with the opening of our new Health Center in Effingham. Patients can now experience outpatient services in one easy, accessible setting away from the main hospital campus. When completed, the Health Center will be connected to the current Effingham Medical Center to provide ease of access for physicians and patients.

Services that will now be located in the new Health Center include:

- Convenient Care Clinic
- Diagnostic Imaging, including X-ray, CT, Open MRI, Ultrasound and Fluoroscopy
- Women's Wellness Center with 3D Mammography, Ultrasound, Bone Densitometry, Stereotactic Breast Biopsy, and Breastfeeding and Breast Care Boutique
- Laboratory Specimen Collection
- Nutrition Services
- Physician offices, including HSHS Medical Group.



Achieving Joint Commission Advanced Certification for Total Knee and Hip Replacements

St. Anthony's has always been known for excellence in orthopedic care and 2018 was no exception when St. Anthony's earned The Joint Commission's Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement. The advanced certification is for Joint Commission-accredited hospitals, critical access hospitals and ambulatory surgery centers seeking to elevate the quality, consistency and safety of their services and patient care. At the time of the announcement in March 2018, St. Anthony's was only one of 71 hospitals in the nation to have achieved this advanced orthopedic certification.

Joint Commission experts evaluated compliance with advanced disease-specific care standards and total hip and total knee replacement requirements, including orthopedic consultation, and pre-operative, intraoperative and post-surgical orthopedic surgeon follow-up care, with an emphasis on care across the continuum and patient involvement in decision-making.

St. Anthony's also received The Joint Commission's Gold Seal of Approval® for Orthopedic Certification for Total Shoulder Replacement Surgery. As advanced certification was not yet available for total shoulder replacements, we pursued and achieved basic recertification for that service. Through this certification, St. Anthony's has raised the bar in orthopedics by seeking this advanced certification on behalf of our patients to continue providing quality care close to home.

COMMUNITY BENEFIT

Partnering with Heartland Human Services to offer telebehaviorial health services

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

In addition, the State of Illinois budget cuts reduced funding which assisted Heartland Human Services in paying for a psychiatrist to serve their clients. To help alleviate these gaps in behavioral health care, St. Anthony's began partnering with Heartland Human Services to provide funding for a telemedicine psychiatrist, and offering nursing support for the program.

Dr. Thanh Thai, MD, offers telebehaviorial health services through a web cam at Heartland Human Services. While Tami Cornwell, RN, HSHS Home Care Southern Illinois, assists Dr. Thai by checking in patients, ordering tests needed, and offering support during the telemedicine session. Heartland Human Services continues to offer their outpatient counseling services as well.

Becoming more empathetic through Poverty Simulation Exercise

According to the most recent Community Health Needs Assessment, 38 percent of children in Effingham and Jasper counties are living in households with income below 200 percent of the Federal Poverty Level (FPL). When Effingham and Jasper households were asked how often in the past 12 months they were worried or stressed about having enough money to pay their rent or mortgage, 14.9 percent indicated they were usually or always concerned, while 22.6 percent were sometimes concerned.

To help increase understanding, St. Anthony's hosted a Poverty Simulation Event conducted by the University of Illinois Extension in partnership with the 4th Judicial Circuit Juvenile Justice Council. Simulations included unique role-playing exercises that illustrated daily challenges such as going to work, taking care of your family, and grocery shopping, faced by individuals living with limited resources and an abundance of stress. This simulation experience helped the 100 people in attendance become more aware of the barriers and challenges faced by those in need with the goal to increase empathy and understanding in our community.



Improving the health of area residents through colorectal cancer awareness events

In March 2018, St. Anthony's Cancer Committee and the Community Programs department offered free colorectal screening kits to promote colorectal health for area residents.

This free community program was offered at four locations during National Colorectal Cancer Awareness Month – the Jasper County Health Department, Effingham Rural King, Effingham Martin's IGA and St. Anthony's Memorial Hospital's lobby. Participants received a simple take-home Fecal Immunochemical (or Immunohistochemical) Test (FIT) test at no charge. Through the various venues, 87 FIT kits were distributed with 66 FIT kits returned, resulting in 84.8 percent negative results (requiring no follow-up) and 15.2 percent positive tests, which required additional follow-up. Those who had a positive result were contacted by a nurse practitioner at St. Anthony's, who shared the results with them, sent their results to them and to their primary care physician, and encouraged them to get further testing.

ECONOMIC IMPACT

GENERATING \$326 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Anthony's employs over **818** colleagues with **723 Full-time Equivalent (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



\$60 million annually

St. Anthony's colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$144~million** in economic activity, creating an additional **950** 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.

\$9.4 million

Included in this amount was **\$1.9 million** provided for Charity Care at cost and **\$5.9 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.

\$12 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 **\$28.7 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~million** for the local and state economy.



HSHS
**St. Anthony's
Memorial Hospital**

CONTINUED GROWTH AT HSHS ST. JOSEPH'S HOSPITAL IN BREESE

Dear Friends and Colleagues,

It was a little over one year ago that my family and I moved from northwestern Wisconsin to Breese as I accepted the opportunity to serve as the President and CEO of HSHS St. Joseph's Hospital. I am truly blessed that this great community has opened its arms and warmly welcomed us. Because of this outpouring of support, we now consider Breese our home. It is an honor to serve alongside the colleagues and physicians of St. Joseph's Hospital as we carry our Franciscan values into the future of health care in Breese.



As I reflect on the past year, organizationally we have embarked on many new ventures to better position St. Joseph's for long term success in living our Mission of service to all. Specifically, we engaged in a new Emergency department and Hospitalist service collaboration with Vituity (see the SID section), better preparing us to collaboratively manage care across the continuum. Because of this partnership, we have seen a significant reduction in the number of patients transferred out of our facility requiring inpatient hospitalization. To advance the number of specialty services offered at St. Joseph's, we successfully solidified continuous orthopedic call coverage for our Emergency department along with adding clinical specialists in the areas of general surgery, gastroenterology, rheumatology, and later this year, urology. Our steadfast focus on expanding physician partnerships and services is founded on our commitment to provide expert care locally, reducing the need for consumers to travel outside of our market.

Further supporting our strategy of keeping care local, we began offering free transportation for medical, dental, and personal appointments to area residents, thanks to the support of the HSHS St. Joseph's Foundation and Healthcare Foundation of Centralia, Illinois. Our "Friends Van" signifies the value of collaborative partnerships in bringing forward meaningful change, based on identified need.

Although fiscal year 2018 was filled with change and transition, we have accomplished many great things and should be proud of all we have done together. Once again St. Joseph's received numerous awards for exceptional quality, service, and safety, outlined within this section. Additionally, Leapfrog recently assigned us a grade "A" in providing high quality and safety for the sixth year in a row.

In collaboration with our Hospital Sisters, HSHS, medical staff members, colleagues, and volunteers, I look forward to continued opportunity and success in delivering top tier health care to those 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, 2018)

John Hudspeth
Chairperson

George Kruse
Vice-Chairperson

Tom Broeckling
Secretary

David Beach
Sister Marguerite Cook, OSF

Erin Gagen, MD
John Fridley

Dennis Litteken
Julie Maschhoff
Richelle Rennegarbe

Awarded 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 our repeated recognitions by various governmental and other health care agencies.

- In January 2018, St. Joseph's Breese received a five-star rating from the Centers for Medicare and Medicaid Services (CMS), the top score in the federal agency's new ratings system. According to CMS, the overall rating summarizes up to 57 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. HSHS St. Joseph's Hospital Breese was one of just 20 hospitals in Illinois to receive five stars.
- St. Joseph's Hospital was named in the Becker's Healthcare's 2018 edition of the 100 Great Community Hospitals of 2018. This list includes independent community hospitals as well as facilities affiliated with large health systems. Some hospitals serve expansive rural geographies, while others care for small communities outside of large cities. Many of the hospitals have been recognized for their clinical quality, operational excellence and economic impact on the surrounding areas. For the purposes of this list, Becker's defines a community hospital as a facility with no more than 550 beds.

These recognitions truly demonstrate our commitment to providing high quality care, operational excellence, and positive economic impact in our community.

Keeping care local by offering new specialties

St. Joseph's Breese's goal is continuing the expansion of specialty care in the area so people don't have to travel far to get the advanced care they deserve. This past year, we expanded our medical staff to begin offering new services to the community: Gastroenterology with Giuseppe Aliperti, MD; Orthopedic Surgery with Matthew Bradley, MD, and Felix Ungacta, MD (who also offer their services at Holy Family Hospital and St. Joseph's Highland) and Rheumatology with Iqbal Akhter, MD.

Additionally, St. Joseph's Breese is now blessed to have 24/7/365 orthopedic on-call coverage in the Emergency department. Drs. Bradley and Ungacta, along with Donald Bassman, MD, share call at St. Joseph's Breese 24/7, while Drs. Bradley and Ungacta also provide 24/7 Emergency orthopedic call at Holy Family and St. Joseph's Highland as well, helping keep care local when possible.



Enhancing the patient experience through new front entrance

HSHS St. Joseph's Hospital Breese, is always looking for ways to improve the experience for patients and their family members. This past year, the hospital undertook the renovation of the main entrance of the building to replace the overhead canopy to improve the entrance and provide better coverage for those entering the hospital. This enhanced front entrance will help protect patients and visitors from the weather when they need to come to the hospital or visit a loved one. Following the renovation, a blessing prayer service was held to bless the entrance and all who enter it.



Giving a lift to those in need through Friends Van Free Ride Program

In August 2018, St. Joseph's Hospital Breese began offering free transportation for medical, dental, and personal appointments to area residents. Supported by the HSHS St. Joseph's Foundation, the service is available for those living in a 25-mile radius of the hospital. This service is available to anyone in the service area and riders do not need to be patients of the hospital. The Friends Van will also provide transportation to those who need a ride home or to the nursing home once they have been discharged from the hospital.

Earlier in the year, St. Joseph's Hospital Breese received a \$50,000 charitable gift designated for medical transportation services from the Healthcare Foundation. The \$50,000 gift was used to start the program, and through donations and grants, the HSHS St. Joseph's Foundation will sustain the program costs moving forward, including staffing, maintenance, gas, etc.

Achieving Baby-Friendly Certification

Baby-Friendly USA announced this year that St. Joseph Hospital Breese has received prestigious international recognition as a Designated Baby-Friendly Hospital. 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. Joseph's uses the Ten Steps to Successful Breastfeeding to provide mothers with the information, confidence, and skills needed to successfully initiate and continue breastfeeding their babies. The "Baby-Friendly" re-designation is given after a rigorous on-site survey is completed. The award is maintained by continuing to practice the Ten Steps as demonstrated by quality processes.

Baby Friendly



Ten ways we support mothers & infants:

- Have a written breastfeeding policy that is routinely communicated to all health care staff.
- Train all health care staff in the skills necessary to implement this policy.
- Inform all pregnant women about the benefits and management of breastfeeding.
- Help mothers initiate breastfeeding within one hour of birth.
- Show mothers how to breastfeed and how to maintain lactation, even if they are separated from their infants.
- Give infants no food or drink other than breastmilk, unless medically indicated.
- Practice rooming-in -- allow mothers and infants to remain together 24 hours a day.
- Encourage breastfeeding on demand.
- Give no pacifiers or artificial nipples to breastfeeding infants.
- Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or birth center.

COMMUNITY BENEFIT

Keeping kids safe

The younger generation learned how to play it safe at the Kids Safety Fair held by St. Joseph's Hospital at Breese Central Community High School. This event provided various safety education topics for kids in preschool through eighth grade, including bike helmet fittings, with the first 75 children getting fitted receiving a free helmet. Other booths at the Safety Fair included car seat safety checks, swimming/lifejacket safety, nutrition information and much more. The Illinois State Police K9 Unit, the local EMS and fire department, and the Air Rescue flight also participated to give talks and demonstrations. In a fun-filled day, we encouraged people to take safety steps that can help them avoid a trip to the hospital.



Offering KidneyMobile® free screenings in Clinton County

Diabetes and hypertension are known precursors of Chronic Kidney Disease (CKD), which can result in the permanent loss of kidney function. Many people are unaware they have diabetes and/or hypertension and face the risk of kidney disease if those conditions are not identified and managed through a treatment plan and lifestyle changes.

To help combat these health issues, St. Joseph's Hospital Breese welcomed the National Kidney Foundation of Illinois' KidneyMobile® to the Breese Knights of Columbus Hall in July 2018. A series of free kidney and diabetes screenings were offered to those 18 years of age and over, which included a blood draw to check for creatinine and kidney function, blood pressure, blood glucose, body mass Index, waist circumference and urinalysis. Participants were given the opportunity to discuss the results with a health care professional and received a printed copy by mail for his or her physician.

Opening hearts to yoga for Heart Month

In honor of American Heart Month in February, St. Joseph's Hospital Breese and Holy Family Hospital offered "Open Up Your Heart to Yoga" events free to the public at three locations. A restorative yoga class for beginners was held at Four Yoga in Breese, a chair/beginners yoga class was held at the HealthPlex in Breese, and a beginners' class was held in Holy Family's Fair Oaks Conference Room. At each location, Cardiopulmonary Services Director Kerry Steinmann opened the event with a brief discussion on heart health and how yoga can play a role in a heart-healthy lifestyle. The discussion was followed by a yoga class with a certified instructor.



ECONOMIC IMPACT

GENERATING \$133.8 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Joseph's Breese employs over **300°** colleagues with **266 Full-time Equivalants (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



\$20.9 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 **349** 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.

\$4.8 million

Included in this amount was **\$944,000** provided for Charity Care at cost and **\$2.4~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.

\$6.8 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 **\$16.4 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES

\$28 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 **\$67~million** for the local and state economy.



HSHS

**St. Joseph's
Hospital Breese**

COMMUNITY PARTNERSHIPS AT HSHS HOLY FAMILY HOSPITAL

Dear Friends and Colleagues,

I am honored to be serving as Interim President and CEO of HSHS Holy Family Hospital. I thoroughly enjoyed working with Brian Nall for the past few years, and wish Brian all the best in his new career near family in Vermont. We have started a nationwide search for a permanent president and CEO to serve at Holy Family Hospital.

It is hard to believe it has only been two years since Holy Family became an affiliate of HSHS. Having Holy Family Hospital as part of HSHS's Southern Illinois Division has been such a blessing to the division and HSHS as a whole. The full integration of Holy Family over the past two years has made us a stronger health care system, allowing us to provide more advanced health care services to the residents of Bond County and the surrounding area.

We have outlined in this report the impressive achievements that the hospital's colleagues and physicians have accomplished over the past year. It is exciting to see the expansion of specialties and services for area residents, as well as witness our Mission lived out as hospital colleagues compassionately meet health care needs in the community.

I look forward to the continued growth of this ministry so that the residents of the Greenville area can continue to receive quality and compassionate care close to home.

Sincerely,



James F. Dover, FACHE
Interim President and CEO
HSHS Holy Family Hospital
President and CEO
HSHS Southern Illinois Division



Board of Directors (as of June 30, 2018)

Jerry Gaffner
Chairperson

Bart Caldieraro
Vice Chairperson

Nancy Gillard
Secretary

Sister Marybeth Culnan, OSF

Suzanne Davis

Eugene Dunkley

Jon Logullo

Peter Mannix

Sister Helen Marie Plummer, OSF

A Lifetime of Support — Auxiliary Donation

The Holy Family Hospital Auxiliary has supported the hospital for many years, being formed in 1957 to support the Mission of the hospital and its related entities. Along with planning and organizing fundraising events, the Auxiliary also runs the hospital's Gift Shop and the Greenville Thrift Shop.

This year was no exception to their continuing support, as the Auxiliary presented the hospital with a donation of \$380,000. These funds were raised by the Auxiliary throughout 2017. In total, the Holy Family Hospital Auxiliary has raised nearly \$6.4 million for the hospital since 1957. Funds from the donation will go toward a new CT scanner for Holy Family, a new loading dock for the Thrift Shop, completing support for the Chapel project, and life safety improvements.

The dedication and support that the 700 Auxiliary members provide to the hospital is a blessing, and their generosity and hard work allows us to continue to increase technology and improve patient and visitor experience.



Growing specialty care through partnerships

In another example of expanding specialty care for area residents, Holy Family began a collaboration with Cancer Care Specialists of Illinois (CCSI) to offer a clinic at the hospital. Bassam Maalouf, MD, Internal Medicine, Medical Oncology and Hematology, began seeing patients in July 2018. The clinic provides consultations, follow up, and on-site treatment therapies for cancer and blood disorders.

Holy Family Hospital continues to expand services and seek partnerships which allow area residents to have the advanced health care services they need close to home. In fact, since the hospital affiliated with HSHS in May 2016, the hospital has added over 20 new specialists to the Medical Staff, and added new specialties such as oncology, orthopedic surgery, tele-pediatrics and tele-critical care, advancing health care access on the local level.

Sponsoring the Bond County CEO Program

Empowering the development of our young leaders is a valuable investment in our region. As such, Holy Family Hospital is honored to be an investor in the Bond County CEO Program.

Entrepreneurship education seeks to prepare people, especially youth, to be responsible, enterprising individuals who become entrepreneurs or entrepreneurial thinkers and contribute to economic development and sustainable communities. Students are immersed in real life learning experiences with the opportunity to take risks, manage the results, and learn from the outcomes. As an investor, Holy Family served as a location for the program for a quarter, allowing the class to meet in their facility, which helps alleviate expenses for the program, ensuring the sustainability of the Bond County CEO class for future students.

COMMUNITY BENEFIT

Collaborating with Greenville University students

As with all other HSHS hospitals, HSHS Holy Family Hospital, as well as HSHS St. Joseph's Hospitals in Breese and Highland, conducted triennial Community Health Needs Assessments (CHNA) this past year. While all three hospitals conducted separate assessments, the hospitals each identified the same top four health priorities in each of their primary service areas. Those priorities are:

- Obesity
- Mental Health
- Alcohol, Tobacco, and Other Drug Use
- Access to Care

This fall, Amy Liefer, director of philanthropy and community engagement at all three hospitals, presented the results of the CHNA to students in a biology class at Greenville University, invited by Dr. Eugene Dunkley. Dr. Dunkley is associate professor of biology and dean of diversity at Greenville University, and also serves on the Holy Family Hospital Board of Directors.

To involve the future generation of community leaders in enhancing the community's health, students were presented five projects that they could select from that would contribute to initiatives established to address priorities identified in the CHNA. The students could work on the project for credit through a practicum or they could volunteer. Projects included developing a resource list of mental health services and support as well as resources for alcohol, tobacco, and other drug use; increasing access to care through communications about financial assistance available and services; healthy eating by identifying any needs to increase the availability of fresh fruits and vegetables; the potential development of online support groups; and childhood obesity.

Providing health education through Bond County Senior Center speaker series

One avenue that Holy Family has begun using to educate the community on important health topics is through a Lunch and Learn series at the Bond County Senior Center. Holy Family Hospital conducts these Lunch and Learn events on a bi-monthly basis, to provide area senior citizens with helpful information to help improve their health and life. Some the topics they have covered include opening up about depression and an EMS overview, amongst other topics.

Raising awareness about breast cancer through Pink Bowl

For seven years, Holy Family Hospital has conducted a "Pink Bowl" at a football game in the fall at Greenville High School to raise funds for and awareness of breast cancer. This year's game was on September 7 with the Greenville Comets playing the Vandalia Vandals.

A special t-shirt and hoodie is designed each year and sold to the high school students and their family members at both Greenville and the opposing team's high school through pre-orders as well as on game night. Pink cancer awareness armbands are provided to the football players and t-shirts to the cheerleaders who all wear them on game night. During the fourth quarter, Holy Family colleagues also hand out promotional items, such as this year's special mini-Frisbees. At the end of the game, Holy Family presents a trophy that has the breast cancer awareness symbol and a bowl on top to the winner.

This year, this awareness and fundraising event raised almost \$900 which was donated to the Lemuel Rhodes Cancer Foundation.



ECONOMIC IMPACT

GENERATING \$78 MILLION IN LOCAL IMPACT

EMPLOYEES

Holy Family employs over **225** colleagues with **196 Full-time Equivalants (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



\$13.7 million annually

Holy Family colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$32.8 million** in economic activity, creating an additional **257** 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.

\$2.9 million

Included in this amount was **\$359,000** provided for Charity Care at cost and **\$1.7 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.

\$1.8 million

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 **\$4.5 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES



\$16.9 million

Holy Family goods and services purchases ripple throughout the economy to area vendors and businesses. Dollars spent by Holy Family generates over **\$40.6 million** for the local and state economy.



HSHS
Holy Family
Hospital

QUALITY AND COMMITMENT AT HSHS ST. JOSEPH'S HOSPITAL IN HIGHLAND

Dear Friends and Colleagues,

This past year, HSHS St. Joseph's Hospital celebrated its 140th anniversary in this community. It was 1878 when the Sisters came to Highland with a vision of helping care for the sick and others who needed them most. Health care has changed a lot in those 140 years, but the vision and passion of our Sisters remains strong.

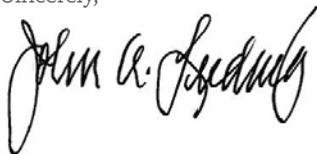
Our Mission, as well as the Core Values of our hospital – Respect, Care, Competence, and Joy – is the foundation for everything we do at St. Joseph's Hospital. You can see that Mission come to life through the daily actions of our colleagues. I see it every day but want to share a couple of highlights over the past year. Our Food and Nutrition colleagues frequently interact with our patients and try to get to know them and their families during their stay. During one of these visits, our colleague learned that the couple was celebrating their 44th anniversary and spending it in the hospital while the wife fought a battle against cancer. Recognizing that this might be the last anniversary they spend together, our colleague arranged for a celebration with a steak dinner, linen table cloth, and flowers in their hospital room.

These acts of kindness happen often at St. Joseph's Hospital. One thing that sets us apart from others is how competent and caring our colleagues are to each other and our patients. Our colleagues walk in the footsteps of the Sisters who started this Mission and make a personal, caring connection with our patients. Recently we had a patient who was going to be celebrating their 101st birthday in the hospital. The patient had lots of family coming and going with visits and our colleagues quickly realized how special this patient was to their family. To help bring the family together and honor the wonderfully long life of this patient, the caregivers at the hospital threw a birthday party for the patient. The family and patient were overcome with happiness and appreciation.

Together, with our sister hospitals in Breese, Greenville, O'Fallon, and Effingham, we are not only building a network of services and providers to meet the needs of this community, but we are caring for their emotional well-being, too. Together, we are making it possible for patients to stay close to home and receive high quality care with advanced technologies delivered with compassion. Together, we are making this a healthier community.

Thank you for all you do to support St. Joseph's Hospital and our health care ministry.

Sincerely,



John A. Ludwig
President and CEO



Board of Directors (as of June 30, 2018)

Bill Sullivan
Chairperson

Tom (Thomas) Hill
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Frank Padak
Secretary

Darren Altadonna, DDS

Alejandro Alvarado, MD

David Beach

Tricia Buehne

Jim Burgett

Sister Marguerite Cook, OSF

Debra Feldott-Johnson, MD

Celebrating 140 years and five years in new hospital

This past year, HSHS St. Joseph's Hospital Highland celebrated some milestones in our proud history. In January 2018, the hospital celebrated 140 years since the healing ministry of the Hospital Sisters of St. Francis began in Highland. The first two Hospital Sisters of St. Francis arrived in Highland in January 1878. St. Joseph's Hospital honored this 140th anniversary with a Mass of Celebration on January 26, led by The Most Reverend Thomas John Paprocki, Bishop of the Diocese of Springfield in Illinois.

At the invitation of Reverend Joseph Meckel, pastor of St. Paul's Church in Highland, Mother Angelica Ratte sent two Hospital Sisters of St. Francis to Highland. Sisters Svera Hagemeyer and Sylvana Bosse arrived on January 26, 1878. Upon their arrival, they made their home with the School Sisters of Notre Dame. They were soon joined by Sisters Jovita Janning and Potamianna Hense.

Another milestone moment that St. Joseph's Hospital celebrated was the first five years spent in the new hospital. On Thursday, August 22, 2013, a new era of health care was introduced to Highland and surrounding communities as the new St. Joseph's Hospital campus opened to the public. We have continued to carry out the Mission of the first Hospital Sisters of St. Francis at St. Joseph's in Highland.



Honored for excellence in quality of care and top performance

The Illinois Critical Access Hospital Network (ICAHN) recognized St. Joseph's Hospital Highland this past year for its ongoing commitment to exceptional quality of care.

As part of the Federal Office of Rural Health Policy Medicare Beneficiary Quality Improvement Program (MBQIP), St. Joseph's Hospital Highland and other critical access hospitals were asked to voluntarily participate in four defined domains of quality outcomes. These four domains include: Patient Safety/Inpatient; Patient Engagement; Care Transitions; and Outpatient Measures.

St. Joseph's Hospital was recognized for its quality of care outcomes (for participating in all measures in all four domains), for demonstrating top performance over two quarters in any domain (as is demonstrated by a >95 percent quality score), and for achieving a "Five-Star" HCAHPS Rating. The Center for Medicare and Medicaid Services (CMS) created the HCAHPS Star Ratings for consumers to more quickly and easily access the patient experience of care information provided on the Hospital Compare web site. Star ratings also allow consumers to more easily compare hospitals.

This is truly a team effort that recognizes our dedication to delivering a health care experience that our patients and staff can be proud of.

Supporting the community through new Friends Van

This past year, the HSHS St. Joseph's Foundation was able to purchase a second Friends Van for St. Joseph's Hospital Highland. St. Joseph's Foundation fully funds the Friends Van program by purchasing the van and supporting the first year of operations.

The Friends Van provides free transportation to medical and dental appointments, nursing home visits, pharmacy, and grocery shopping for those who cannot transport themselves. Preference is given to those needing transportation to medical appointments. The van picks up and drops off passengers at their home, and is equipped to handle passengers in wheelchairs.

With more than 18,000 miles traveled last year, the Friends Van helped over 3,100 passengers travel to doctors' appointments and other important errands completely free of charge. The service area for the Friends Van encompasses a 20-mile radius of Highland and includes Highland, Breese, Grantfork, Alhambra, Pocahontas, St. Jacob, Marine, Pierron, Aviston, Trenton, and Troy.



Receiving IAHQ President's Quality Award

Representatives from St. Joseph's Hospital attended the Illinois Association for Healthcare Quality (IAHQ) Annual Conference on May 8, 2018, in Naperville, Illinois. At the conference, St. Joseph's Hospital was honored to receive the IAHQ President's Quality Award for their poster, "Improving Clostridium Difficile infection rates in the Critical Access Setting."

This was the IAHQ's Annual Conference's inaugural poster competition. Awardees were recognized in four categories and were selected among 15 finalists. The President's Quality Award that St. Joseph's Hospital received is provided at the discretion of the IAHQ President and highlights a major contribution to improving quality and patient safety. This prestigious award recognizes a project or program that is a major contribution to organizational excellence, clinical quality, or the broader field of quality and patient safety.

Recognized as a Center of Distinction for Wound Care

This past year, St. Joseph's Hospital Highland's Wound Care Center was recognized nationally with an award for their clinical excellence and exceptional patient satisfaction. The award was presented by Healogics, the nation's largest provider of advanced wound care services.

St. Joseph's Wound Care Center received Healogics' "Center of Distinction" Award. The award recognized the Wound Care Center achieving outstanding clinical outcomes for twelve consecutive months, including patient satisfaction higher than 92 percent, and a minimum wound healing rate of at least 91 percent within 30 median days to heal. There were 635 centers in the nation eligible for the "Center of Distinction" award, but only 430 achieved the honor. (Also honored with this recognition was HSHS St. Anthony's Memorial Hospital's Wound Healing Center in Effingham.)

St. Joseph's Wound Care Center is a member of Healogics' network of over 700 centers, providing high-quality wound care and consulting services to hospitals across the United States. This award is a reflection of the dedication, commitment and talent of our colleagues and physicians to achieve this level of exceptional care.

COMMUNITY BENEFIT

Encouraging healthy choices through seasonal nutrition series

HSHS St. Joseph's Hospital Highland conducts a seasonal nutrition series to educate people and encourage them to make healthy food choices. The nutrition series of four classes are held at the hospital in the evening. For example, during the summer, a dietitian taught a class series on "The Facts on Fat and Sodium", "Cut Added Sugars, Sip Smarter", "Learn about Super Foods", and "Heart-Healthy Recipes Cooking Demo."

Stressing the importance of colon cancer screenings

Colon cancer is preventable, treatable and beatable when found early. According to fightcolorectalcaner.org, one in three people are not up-to-date with their colorectal cancer screening, and one in 20 people will be diagnosed with colorectal cancer.

In April 2018 St. Joseph's Hospital Highland offered an educational open house event to learn about signs, symptoms and facts about colon cancer in a unique way. This open house event featured an inflated, walk-through colon, as well as tours of the gastrointestinal (GI) lab. Fecal Immunochemical Test (FIT) Kits, a new way to screen for colorectal cancer in the privacy of your home, were also available at no charge.

Through education and awareness, the event was designed to make an impact on those who have delayed or chosen not to be screened.



ECONOMIC IMPACT

GENERATING \$111.9 MILLION IN LOCAL IMPACT

EMPLOYEES

St. Joseph's Highland employs over **275°** colleagues with **204 Full-time Equivalants (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



\$15 million annually

St. Joseph's Highland colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over **\$36~million** in economic activity, creating an additional **268** 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.

\$3.2 million

Included in this amount was **\$790,000** provided for Charity Care at cost and **\$2.1~million** 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.

\$448,848

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 **\$1 million** for our local and state economy per year.



PURCHASED GOODS & SERVICES



\$19.9 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 **\$47.7~million** for the local and state economy.



HSHS
St. Joseph's
Hospital Highland

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; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

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

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact 1-217-347-1198.

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
FAX: (217)523-0542

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, System Responsibility Officer and 1557 Coordinator is available to help you.

You can also 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, DC 20201
1-800-868-1019, 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 1-217-347-1198.

Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-217-347-1198.

Tagalog (Philippines)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-217-347-1198.

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 1-217-347-1198。

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-217-347-1198 번으로 전화해 주십시오.

Duetch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-217-347-1198.

اُردُو (Urdu)

لک۔ نی۔ ہای۔ تس۔ دی۔ می۔ تغم۔ شا۔ خ۔ ی۔ ک۔ ند۔ م۔ ی۔ ک۔ ن۔ اب۔ ز۔ و۔ ک۔ پ۔ آ۔ و۔ ت۔ س۔ ی۔ ہ۔ ے۔ ت۔ ل۔ و۔ ب۔ و۔ د۔ ر۔ ا۔ پ۔ آ۔ ر۔ گ۔ ا۔ ر۔ ل۔ ر۔ ب۔ خ۔ 1-217-347-1198 ر۔ ع۔ ر۔

آرَبِيَّة (Arabic)

ملحوظة: إذا كنت تتحدث اذکر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-217-347-1365 (رقم

ગુજરાતી (Gujarati)

સચ ના: જો તલે ગજુ યાતી શ્રેરતા લે, તો નન:શલુ: ક બાષા સહમ સેવાઓ તભાયા ભાટે ઉભરબ્ધ છે. પોન કથો 1-217-347-1198.

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-217-347-1198.

Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-217-347-1198.

हिंदी (Hindu)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-217-347-1198.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-217-347-1198.

λληνικά (Greek)

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-217-347-1198.

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 1-217-347-1198.



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.