The Mission of Hospital Sisters Health System

To reveal and embody Christ’s healing love for all people through a health care ministry.
Inside Our Annual Report

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A Journey of Caring

In 1205, St. Francis devoted his life to preaching the Gospel and began a life of service to others, sending a powerful message of love, compassion and healing. This commitment to the care and service of others, especially those without help or hope, is the essence of the Franciscan Mission.

The Hospital Sisters of St. Francis first set foot on American soil in 1875, devoting themselves to a life of compassionate healing for all those in need. Until they could build hospitals, our Sisters took patients into their own homes, living out our Core Values of Respect, Care, Competence and Joy.

Today’s Hospital Sisters Health System (HSHS) is an integrated health care provider that operates 13 local health systems and an integrated physician network in communities across Illinois and Wisconsin. HSHS continues its healing Mission within the Catholic Church by delivering high-quality care to all, with state-of-the-art technology administered by skilled and compassionate health care professionals.

With our Care Integration initiative, we are setting new standards for innovative, connected care within our communities. At the same time, putting the patient back at the center of the health care system brings us full circle—offering people integrated care from conception to natural death.

It is our legacy of service, rooted in compassion and faith, that sets us apart and carries us, with joy, into the future.
Dear Friends,

Health care reform is one of the most popular topics these days—in our own homes, in politics and in the news. From the boardroom to the operating room and every living room in between, Americans are faced with rapidly rising health care costs and the need for workable, long-term solutions that don’t compromise the quality of care they receive.

Since February of 2008, Hospital Sisters Health System leaders and physicians have been collaborating to write our own story of health care reform. We call it Care Integration. You will call it great health care.

At HSHS, Care Integration is just the latest chapter in our legacy. Health care that is connected and in tune with the needs of people has always been a passion for HSHS organizations and people. While peoples’ expectations of care may have changed, the essential HSHS Mission has not.

This annual report tells the larger story of Care Integration through the everyday stories of people in our communities, from Western Wisconsin to Southern Illinois. The real story of Care Integration is how it has affected the patients and caregivers whose lives it has touched.

You will read stories of how we are using technology, relationships and Franciscan Values to link patients, providers and care facilities. You will be touched by the stories of Sisters and other caregivers who have devoted their lives to meeting the needs of people. You will be inspired by the miracle of modern technology that is connecting patients and providers, and by ordinary people of extraordinary faith who are doing their part each day to make a difference.

Best of all, you will see the future, including the latest green initiatives to show appropriate reverence for our Earth, and new ways we are reaching out to secure the healing Ministry of the Hospital Sisters of St. Francis for generations to come.

Sincerely,

Stephanie S. McCutcheon  
President and CEO

Sister Mary Ann Minor, OSF  
Board Chair
“Care Integration is a huge opportunity for us to work together to explore all the different ways that we might be able to help our patients in the future.”

— Marc Shelton, MD, FACC, FESE, President of Prairie Cardiovascular Consultants, Springfield, Illinois
At HSHS, our goal is to bring together elements of today’s fragmented health care delivery system, providing superior value to patients and promoting efficiency. The HSHS Care Integration initiative is our blueprint for building this new approach to health care. Today, we are using technology, relationships and values to link patients, providers and care facilities.
A New Day for Health Care

In development since February 2008, the Care Integration initiative is our roadmap to guide the journey through the era of health care reform. Care Integration at Hospital Sisters Health System is an innovative health care delivery model that places the patient at the center of everything we do and makes many of the reform proposals being debated in Washington, D.C., a reality right now for all we serve.

Our charge: The first task is to define a new model for integrated patient care services. The second is to develop new models of partnership—models that will ensure physicians and delivery systems across Illinois and Wisconsin are aligned to deliver this integrated patient care.

The ultimate goals of Care Integration at HSHS are to create a lifetime of connected care for patients, to build supportive partnerships with care providers and to develop structures to reduce waste.

Goal 1: Define Integrated Patient Care Model to Meet the Needs of Those We Serve

Building on our Mission and Values, HSHS has identified relationship principles and determined baseline quality, service and satisfaction measures.

This means that Care Integration is built on our Franciscan Values, which include care for the whole person—body, mind and spirit—and the value of relationships. The patient perspective focuses our efforts on those things that contribute to strong relationships between people and their health care system. We will focus efforts on how to measure and improve those things that really matter to people.

Goal 2: Design Physician/Nursing/Clinician Relationship Model(s)

To identify our relationship principles, HSHS has focused on the shared needs and expectations of each care provider. We have determined the level of standardization needed among providers, including how much latitude we have for customization. Integrating patient care has also required us to develop legal, governance and management structures, as well as to design recognition and reward systems, including compensation models.

While our first goal is designed to meet the needs of patients and their families, the second goal focuses energy on meeting the needs of physicians and other care providers, who are essential to integrated care. It addresses the practical issues of how we can create a balance between standardization to promote efficiency and respect for the autonomy of local providers. The way providers are compensated must be consistent with the desired outcome of more connected care and higher efficiency.
Goal 3: Develop Implementation Requirements and Assistance “Package(s)”

HSHS is focusing on “lean” structures to eliminate waste. This includes defining infrastructure requirements for information technology (IT), a management service organization (MSO) and other critical support functions. We also have determined sources of implementation support.

The third goal of Care Integration uses technology and other structures to link the physician’s office, the ambulatory care center, the hospital and even the patient’s bedside. This, for example, can reduce the likelihood that the same test will have to be run multiple times, and can ensure care providers have full access to all relevant patient information. We are also devoting attention to promoting best practices for efficient management of primary care networks and group practices.

What People Are Saying About Care Integration

Bob Ritz (pictured at left), HSHS Division President and CEO, and President and CEO of St. John’s Hospital in Springfield, Illinois, reports remarkable success working in this integrated environment. “Systems have been fragmented in the past,” he said, “but Care Integration is the next step in our evolution.”

Improving how efficiently physicians and other care providers work together with HSHS is at the heart of this approach. It allows more nimble and dynamic transformation in health care reform and better treatment for patients. Ritz’s experience at St. John’s is a testament to how this approach underpins Care Integration’s success. “The team is starting to click,” he reported. “We can truly redesign our service.”

Ultimately, Care Integration is as practical as it is revolutionary. Therese Pandl, HSHS Division President and CEO, and President and CEO of St. Mary’s Hospital Medical Center and St. Vincent Hospital in Green Bay, Wisconsin, explained it this way: “Care Integration is about paying attention to the everyday details that matter to patients. Getting the patient, the physician and the hospital all on the same page benefits everyone. The idea of care coordination may seem like common sense, but our approach is bringing the new thinking and new structures that are essential to actually make it work.”
Excellent Medicine Inspires Hope

Improving the quality of interaction between patients and physicians is where the Mission of HSHS and the goals of Care Integration intersect.

When Hailee Kin was first treated by Terence Edgar, MD, a Pediatric Neurologist at St. Vincent Hospital in Green Bay, Wisconsin, her prognosis was worse than bleak. In fact, Kin was dying. The 1-year-old’s condition, which prevents the body from using calcium to form bone, was considered to be universally fatal until recently.

“Very few people with this condition live past their 2nd birthday,” explained Dr. Edgar. Having had recent success with enzyme replacement therapy for muscular dystrophy, the first of its kind in Wisconsin, Dr. Edgar and his highly skilled team had developed a reputation for doing extraordinary medicine under challenging circumstances. He was contacted by a representative of the company that manufactures the enzyme replacement product that could save Kin’s life. The trouble was that it was still highly experimental, having only been tested on various animals and one other human in the world.

“I researched all I could find on what this enzyme therapy would do to an animal, and all the animal studies,” said Dr. Edgar. “I felt that it was fairly safe but still unknown, but that she didn’t have much to lose.”

Once Kin’s condition was stable, they administered the enzyme replacement therapy and waited apprehensively for the results. Kin recovered, even to the point that Dr. Edgar reports having witnessed changes in her body he had never seen before. For example, the calcium deposits that had built up in her kidneys disappeared. Her skull and chest bones strengthened, and she was able to come off the ventilator that had been keeping her alive. As for her long-term prognosis?

“There’s no reason why she can’t be a mommy, get married, have children and have a great life,” said Dr. Edgar. “She will be on this therapy for the rest of her life, but we’ve opened up a world for her.”

Facts About HSHS

Physician Visits
HSHS Medical Group: 250,000
Prairie Cardiovascular Consultants: 410,000
Prevea Health: 500,000

Inpatient Admissions: 128,462
Emergency Department Visits: 317,276
Inpatient Surgical Cases: 23,021
Outpatient Surgical Cases: 46,947
Physicians on Medical Staff: 3,349
Total Colleagues: 14,541
Volunteers: 4,703
Operating Revenue: $2 billion
Community Benefit Services: $124.1 million

The level of care Kin received speaks to the character and the quality of the physicians and care providers that are part of the HSHS community. Putting the latest medical advances and the patients who need them most in the hands of our exceptional physicians is what makes a story like Kin’s more than a miracle—it is what we strive to deliver every day, with every patient.
A GREATER MISSION

“It takes a team of physicians, nurses, therapists, coordinators, pharmacists—it takes a dedicated group of people who have a sense of a higher calling, and that’s what we are all about here at St. Vincent. We have a greater mission than just ourselves.”

— Terence Edgar, MD, Pediatric Neurology, St. Vincent Hospital, Green Bay, Wisconsin

What Care Integration Means for HSHS

— A seamless, highly-integrated experience that is very efficient and easy for all patients to access—from our first contact with them, through diagnosis, treatment and follow-up care. This model reduces costs and increases quality.

— Break-down of the traditional barriers between hospitals and physicians that make health care delivery less efficient and more of a burden for the patient.

— Embrace of the latest medical information technology to improve efficiency and quality.

— Use of evidence-based best practices in diagnosis and treatment to improve quality, reduce costs and limit duplication.

Care Integration Operating Principles

In creating the HSHS approach to Care Integration, we will:

— Create a lifetime of value for patients and families.

— Develop a “partnership” mentality and relationship with clinical care providers.

— Determine the degree of standardization.

— Develop quality expectations.

— Build on existing relationships/structures.

— Affirm holism.

— Identify an optimum physician/care model.

— Deliver an integrated care delivery model and contracting capability.
“Our Franciscan heritage, and the Charism of our Sisters, gives us a unique perspective that makes our Mission clear.”

— Sister Monica Laws, HSHS Vice President, Mission Integration, Springfield, Illinois
Meeting the Needs of People

When our Sisters first arrived in Illinois in 1875, health care was simple. The Sisters’ Mission was one of compassionate healing, achieved simply by meeting the health needs of people—body, mind and spirit. While today’s health care environment is complex, the essence of the HSHS Mission endures: to meet the needs of people.
A Life of Service

The principles of Care Integration are rooted in the very origins of the Franciscan Mission, first embodied by St. Francis himself. St. Francis showed us that we are all connected, living in relationship with each other and with the world around us.

The Hospital Sisters of St. Francis, who continue to sponsor our System and serve with us today, have all demonstrated for more than a century and a half the joy of giving oneself fully in service to others. The four Sisters we feature here are only a sampling of the many lives of service which help us understand the unique ways in which our Sisters have guided HSHS in fulfilling its Mission.

“An Angel Among Us”

On September 8, 1954, the young woman who would become Sister Mary Ann Minor, O.S.F., arrived at the door of St. Francis Convent in Springfield, Illinois. Sister Mary Ann’s mother honored her and the Order with this poem to mark the occasion: “An angel walks among us upon this very day. I used to have her with me to brighten up my day. Then Jesus called her to Him, His bride of love to stay. Although it makes me lonely, as you can readily see, someday we’ll meet in heaven with joy eternally.”

Sister Mary Ann has walked with us since, not only brightening our days, but inspiring us with her leadership of both the Hospital Sisters of St. Francis and Hospital Sisters Health System. Since October 2007, Sister Mary Ann has served HSHS as Board Chair. Her service to the System, based in Springfield, is a homecoming of sorts. For 12 years prior to that, she served the Hospital Sisters of St. Francis as General Superior of the Congregation in Münster, Germany—the first non-German Hospital Sister in this role. She led the international Congregation, which includes Provinces in Germany, Poland, the United States and Japan, as well as a Region in India.

HSHS President and CEO, Stephanie S. McCutcheon, recently remarked that Sister Mary Ann has taught us all the value of practicing kindness every day and listening to others. “She always reminds me that she has learned most from visiting every Sister and listening,” McCutcheon said. Through it all, McCutcheon explained, Sister Mary Ann has never lost sight of who she is: “She always reminds me, ‘Stephanie, I’m a nurse’.”

Following her graduation from St. John’s School of Nursing in 1961, Sister Mary Ann served as a nurse in Highland, Illinois; Decatur, Illinois; and Eau Claire, Wisconsin. “I liked nursing and enjoyed caring for the patients and worked to always give them good care and meet all their needs,” she said. She later went on to serve as the HSHS Regional Vice President for Illinois and later as Provincial Superior of the American Province of the Hospital Sisters of St. Francis.

Today, Sister Mary Ann is helping HSHS review and share best practices throughout the System. In addition to creating opportunities for knowledge and efficiency, best practices can improve lives,

REMEMBERING SISTERS PAST

“I think our goals, our objectives are the same, to show great respect and love and help and compassion to the people who come through the doors of this hospital. And that was their Mission in caring for the sick, and their Mission in helping the people who come here to the hospital. And that’s still it. I’ve seen many changes take place, changes galore, but the one thing that hasn’t changed is the Mission.”

— Monsignor Edmund Klimek, Senior Chaplain, Sacred Heart Hospital, Eau Claire, Wisconsin
she said. “I think at HSHS, we share best practices when we live our Core Values,” she explained, “being competent, being joyful, respectful and making caring a reality. We share, also, because it’s the way to live our Charism and our Mission.”

A Variety of Ministries

As one of eight children who grew up in Washington, Missouri, young Laverne Wildt received a Catholic education and began her career of health care service at St. Francis Hospital in Litchfield, Illinois. In 1947, she entered the Community at Springfield and became known as Sister Kenneth Wildt, OSF (pictured above, left). Contrary to her father’s assertion at the time that she would “be back in a couple of weeks,” Sister Kenneth has thrived in her life of healing ministry.

Since her graduation from St. John’s School of Nursing in 1953, Sister Kenneth has ministered in a variety of settings. Her career includes hospital nursing in the areas of Pediatrics, Psychiatry and Emergency, as well as general medical and surgical nursing. She has also worked on the Navajo Indian Reservation, with Public Health Service and in a clothing store in Chinle, Arizona.

For the past 10 years, Sister Kenneth has lived in Highland, Illinois, and has served at St. Joseph’s Hospital. Most of that time, she has cared for the sick in their homes through the hospital’s Home Health Department. Now she is working in the Outpatient Surgery Department and says she enjoys this interaction with patients and their families.

An Inspiration to Many

Whether she’s caring for patients, cheering on the Packers or baking cookies, one thing remains constant: Sister Jonette Devlin, OSF (pictured above, right), is an inspiration to many people at St. Vincent Hospital in Green Bay, Wisconsin. Since February 1971, she has worked as a Clinical Nurse Specialist in the Medical/Surgical ICU at the hospital and, according to several co-workers, she has made a difference in the lives of many people.

Catherine Ann Devlin was born in Springfield, Illinois, the oldest of three children born to an Irish farm family. She had always wanted to be a nurse, so upon completing high school, she enrolled at St. John’s Hospital School of Nursing. “I admit it was very hard leaving my family and farm life, but God’s ways are not known to us,” she explained. She professed her final vows in 1954 and went on to work in Springfield, as well as Green Bay.

“Sister Jonette is highly respected and loved by the physicians, staff and especially the patients whose lives she has touched over the years,” wrote Carolyn Friese, Assistant Administrator and Nurse Executive at St. Vincent. “She has been a personal and professional inspiration to me and it is because of her that we have a renal dialysis program,” Friese added. “We value her so deeply that we have created the Sister Jonette Fund that acknowledges nurses who have gone beyond normal expectations.”

Susan Watts, Director of Development at St. Vincent, wrote: “I’ve known Sister Jonette for nearly 25 years and I’ve seldom seen her sitting down. She is dedicated to God and the nursing profession and her energy is spent in the service of Christ by carrying on the healing Mission of the Hospital Sisters.”
Living Each Day to the Fullest

When Sister Marilyn McCormick, OSF, was 11 years old, her grandmother and uncle came to live with her family and each stayed there until their respective deaths. The daily interactions with them affected Sister Marilyn, and she believes it was the beginning of her love and compassion for the elderly.

After entering the Community in 1962, Sister Marilyn found joy in providing pastoral care, among other areas of service, and worked in a variety of locations in Illinois. For more than a decade, she has served at St. Joseph’s Hospital in Highland, Illinois, and has been the coordinator of Pastoral Care since 2001.

Today she recalls that “one of my greatest treasures has been working in Loretto Home (the nursing facility at the Motherhouse) with our own Sisters. They have helped me to come to know the important thing in my life: coming to know God and serving God in all that I do.”

As St. Joseph’s colleague Betty Timmermann put it, “Sister Marilyn has touched the lives of so many with her quiet and respectful ways. We are truly blessed to have her here.”

Addiction: Treating the Whole Person

Founded in 1977 by the Hospital Sisters of St. Francis, L.E. Phillips Libertas was a treatment facility that was ahead of its time in many respects. Treating addiction as an illness when there were very few options available allowed many of those struggling with dependence problems to get the care they needed.

Nicole Henning’s struggle with addiction and her own personal journey toward recovery and sobriety shows how faith and healing go hand-in-hand at HSHS. Henning was kicked out of her father’s house and living on the streets by age 16. “I was on the streets shooting up cocaine, doing anything and everything I possibly could to get away from the pain and the heartache that I faced,” she said.

Tom Fuchs, Director of L.E. Phillips Libertas at St. Joseph’s Hospital in Chippewa Falls, Wisconsin, is familiar with Henning’s story and her battle with addiction. Like many of the other patients who seek treatment at L.E. Phillips Libertas, her story is one he has heard many times. “Trauma and addiction are closely related, and so this is fairly typical,” he said.

Of the Sisters who founded the treatment center, Fuchs said, “They really understood that addiction was something they needed to address in a time when no one else knew what to do. They were really serving the population.”

Just as St. Francis cared for the lepers who had been shunned by society, the Sisters at L.E. Phillips Libertas provided the support and resources that those struggling with addiction needed to recover and lead healthy, productive lives. Even though their approach to treating addiction was, at the time, unconventional, it helped establish the standard of care and the combination of medical treatment and rehabilitation used today to treat the disease.

“This last time I was in treatment helped me out a lot. It made me see who I was and the importance that I had in myself.”

— Nicole Henning, patient in Chippewa Falls, Wisconsin, speaking with Tom Fuchs, Director of L.E. Phillips Libertas
Although many in the medical field primarily credit scientific advancements for the continued improvement of health care, Fuchs believes that faith is an integral aspect of the healing process and one of the Core Values that ensures the high quality of care at HSHS. “I think it absolutely makes a difference,” he said. “Addiction and recovery have always been spiritually based. The 12 Steps are based on spirituality. Turning your life and will over to God as you know it, that’s a faith-based response. These people need help, they need an organization like HSHS to stand behind them, and it is just a powerful thing. It is a powerful story.”

Now 21, Henning has made progress but continues her battle with addiction. “This last time I was in treatment helped me out a lot,” she said. “It made me see who I was and the importance that I had in myself. I’ve been living on the streets for a month and a half again, and to have a bed to sleep in and to have people care and want to help you is awesome.” While there is no “cure” for addiction, recovering addicts have the greatest chance of success thanks to the full continuum of care and faith-based treatment that HSHS provides. After all, Fuchs pointed out, “If we don’t have hope, who does?”

THE BEST POSSIBLE PLACE

Diagnosed with cancer in February 2008, Ron Brewer (pictured at right) received plenty of information on treatment options from his doctor and the St. Mary’s Hospital staff in Decatur, Illinois. He elected tomotherapy—a type of radiation that uses computerized tomography (CT) scans to pinpoint the location and shape of tumors.

Brewer underwent 42 treatment sessions at St. Mary’s from April through June of 2008. Did the tomotherapy hurt? “Not a bit,” reports Brewer. “You would not know that you were doing anything but lying there. I had a form-fitting device made so that I was in exactly the same position every time I got treated. And with the visual aids they have, they always came in and made minor adjustments so that they were treating exactly the area that needed treatment, and nothing else.”

Brewer also values the St. Mary’s personal touch: “They are friendly, helpful, knowledgeable and they just make you feel welcome. You forget that you are a patient. It’s just like a family. We did a lot of kidding around, but there was a serious side to it, too. I had every confidence that everything was going to turn out fine. And it has.”

In fact, the results from Brewer’s recent physical exam were so good that his doctor told him he would meet the requirements to renew his pilot’s license. Summing up his cancer treatment at St. Mary’s, Brewer says, “I knew it was something that I had to do, and that I was in the best possible place to have it done.”
“With our Care Integration strategy, medical technology is not an end in itself. Electronic medical records, for example, help us put the needs of the patient first and create more efficiency.”

— Charles Lucore, MD, FACC, Executive Director, Prairie Heart Institute, Springfield, Illinois
In today’s health care environment, meeting the needs of people and delivering integrated care requires the latest technology. HSHS investments in technology are saving lives, preventing waste and providing a seamless informational link between the physician’s office, the ambulatory care center, the hospital and even the patient’s bedside.
Putting Technology to Work

Placing leading-edge technology in the hands of excellent physicians and care providers underpins the success of Care Integration. Enhanced technology is improving diagnostics, making surgical procedures less invasive and making health care administration more efficient.

“Care Integration is a huge opportunity for us to work together to explore all the different ways that we might be able to help our patients in the future,” said Marc Shelton, MD, FACC, FESE, President of Prairie Cardiovascular Consultants in Springfield, Illinois. “By working together more closely, there are going to be some areas where we can expand opportunities for our patients that we couldn’t perhaps have afforded to do individually.”

Each day offers a new way to improve how we practice medicine, bringing Care Integration full circle and raising the standards of care we provide our patients. And every day at HSHS is a day in which we dedicate ourselves to exceeding those standards.

Linking Physicians and Care

As a long-time and valued partner of HSHS, and a co-founder of our Care Integration initiative, Prairie Cardiovascular Consultants relies on the latest technology to ensure it delivers the best care possible to as many patients as possible.

An electronic medical records (EMR) system is an essential tool in this effort. It promotes consistent, seamless care, and is one of the most important ways in which we can reduce waste, help contain medical costs and improve outcomes, which are primary objectives of Care Integration.

“We have a long-standing electronic health record piece that we take with us that is a key element in integrating care,” Dr. Shelton said. This technology allows complete patient records to be accessed virtually by every provider involved in a patient’s care. X-rays and other diagnostic and imaging results, physician’s treatment notes, prescription information—a patient’s complete medical history—is all in one place and can be updated and accessed immediately throughout a patient’s lifetime.

LEADING THE PACK

The MRI at St. Joseph’s Hospital in Breese, Illinois, is one of the first in the nation to have 16 channels, allowing quicker, more detailed scans of patients. Technicians and radiologists, such as Stephen Morris (pictured at right), can now capture images of multiple areas on a patient’s body without having to move the person. A painful and time-consuming process is now quicker and more comfortable.

“They saw my experience and my knowledge of MRIs, and that’s how they chose us as the beta site,” Morris explained. “We had the right combination of factors—both a need and the ability to handle operating it.”

The new 16-channel MRI combines our high standards of care and medical excellence with unique technology that can only be found at HSHS. Morris concludes, “We’re leading the pack now, rather than following it.”
“We feel that this reduces medical errors,” he said. “It provides improved quality of care for the patient when all of your data is integrated, and this was a huge piece of the puzzle that is coming together nicely now.”

Providing a Healthy Home

Another way that HSHS is promoting strong relationships between patients and physicians in the HSHS Medical Group is through a new Medical “Healthy Home” approach. This concept uses telephone counseling and online information to support a lifetime of connected care.

Beginning in the fall of 2009, this service will be offered for patients and physician practices in Central Illinois, with additional regions to be added in the future.

Patients in these locations are being asked to visit the Healthy Home Web site at www.myhshs.com. There, they can create a confidential and secure electronic personal health record for themselves and each family member, and share it with their physician. As health status changes, patients can easily update the record from the comfort of home or wherever they have an Internet connection.

When Healthy Home patients call 1-888-9UR-WELL (1-888-987-9355), they will receive confidential access to experienced nurses and other professionals who will provide general health information, physician/specialist referrals and information about services in the local community and HSHS hospital programs.

Future phases of Healthy Home will include health coaches and health care counselors to help patients manage their health.

Smart Operating Rooms Lead to Extraordinary Results

New medical technology is also transforming the world of patient care in our Wisconsin communities, bringing physicians and patients together like never before. This includes the Brain & Spine Institute at Sacred Heart Hospital in Eau Claire, Wisconsin, where physicians are using technology to revolutionize brain and spine treatment.

This year, 200,000 people will be diagnosed with brain tumors. Before this new treatment was available, many patients faced inoperable or terminal prognoses. Sacred Heart is one of only a handful of hospitals in the U.S. to offer BrainSUITE® and IMRIS iMRI (intra-operative magnetic resonance imaging) technology. In fact, Sacred Heart is the first hospital in the country to offer BrainSUITE, IMRIS iMRI and iCT (intra-operative computed tomography) technology for both surgery and diagnostics. Smart OR™ technology brings together these life-saving imaging and mapping technologies to create unmatched surgical vision and precision.

“The technology goes beyond what the human eye can see, removing that blindfold,” said Kamal Thapar, MD (pictured above), as he described the benefits of this technology. “It provides real-time, high-definition data, allowing us to chart an exact path to tumors during operations—so surrounding, healthy tissue is not damaged.”

One of only 17 Smart ORs that exist in the world today is at Sacred Heart, giving our patients the best possible chance for successful treatment and the best opportunity to get better.
“I volunteer on Sundays at St. John’s Hospital to distribute Holy Communion to patients. When I ask the patients what they would like to pray for, before we begin the prayer service to receive Holy Communion, their responses are edifying.”

— Sister Christa Ann Struewing, OSF, Springfield, Illinois
We recognize the importance of leadership and cultivating leaders who will uphold the tradition of HSHS. People and patients entrust us with their health; we entrust our leaders with the health of our organization. It is the people at HSHS who carry us forward on our journey to better health care.
A Passion for Healing
We are ready to lead health care reform today, and the human element is what makes HSHS unique. HSHS people are the face of Care Integration, proving that health care reform is not only to be made on a national, organizational or even local level, but on a personal level every day.

Despite state-of-the-art technology, sometimes true healing can only be found in the touch of someone who cares. At HSHS, service to others is a ministry of healing grounded in the Gospel of Jesus Christ and our values of compassion, justice and reverence for life throughout its continuum.

Both Melissa Haas and Jenny Dykes, occupational therapists at St. Joseph’s Hospital in Chippewa Falls, Wisconsin, exemplify this call for healing. Haas and Dykes both work one-on-one with patients to help them master skills most people take for granted, such as tying shoes or using utensils to eat. Helping patients regain skills needed to live a normal life is more than just a job for these therapists, it’s a passion.

By attracting and retaining compassionate caregivers such as Haas and Dykes, who see their role as more than just a job, we will continue to build a legacy of exceptional care for our patients.

Improving Techniques, Improving Lives

Pete Bonutti, MD, Orthopedic Surgeon at St. Anthony’s Memorial Hospital in Effingham, Illinois, is improving patient care with less invasive surgical techniques. He realized that reducing the size of incisions made during knee replacements resulted in faster healing time and improved results for his patients over the long term.

He explained that traditional knee replacements leave knees 20 percent to 30 percent weaker than before surgery. “Hopefully by reducing the tissue trauma, the patients can recover a little quicker and have a little bit less pain,” said Dr. Bonutti. “We’re hoping that by evolving into a less aggressive approach, we can improve the patient’s function and recovery.”

Dr. Bonutti helped develop smaller surgical instrumentation better suited for less invasive procedures and helps train other surgeons to implement his techniques, benefiting more patients who come to him from across the country.

“You’re just never going to find a better doctor,” said Oscar Jones, one of Dr. Bonutti’s recent knee replacement patients. “He’s there to fix your knee where it’s going to be right. And I really appreciate that.”

Dr. Bonutti and Jones agree that the surgery was a success, crediting St. Anthony’s as the right place for Jones to receive care. “Patients feel that they have personalized service,” says Dr. Bonutti. “The nursing staff is excellent. We have the newest operating rooms and private rooms for all the patients, which they need for their physical therapy equipment and rehab. It gives them the privacy and a sense of comfort.”

“The best thing about St. John’s is the people. Especially in the operating room—you work with the same people for long periods each day, week after week, so you really get to know them.”

— Gordon Allan, MD, Orthopedic Surgeon, St. John’s Hospital, Springfield, Illinois
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President and CEO of St. Mary’s Hospital Decatur
“I always thought that somewhere down the line I would like to show my appreciation. Now is the time.”

— Fred Wakeman, donor and former cancer patient at St. Vincent Hospital, Green Bay, Wisconsin
A Faith That Gives

Giving has always been a part of the Franciscan story. The roots of our Hospital Sisters of St. Francis Foundation go back 800 years to St. Francis of Assisi, who embraced his mission from God to “repair my house, which is falling in ruin.” While Care Integration is bringing together patients, physicians and technology, our Foundation and Friends organizations are bringing together faith and finance to sustain our healing Mission.
Meeting Our Needs
Asking for material and financial support has always been essential to sustaining the healing Mission of the Hospital Sisters of St. Francis. “In health care today, philanthropy is emerging as more important than ever before,” said Julie Harmala (pictured at right), Vice President, Philanthropy, at Hospital Sisters Health System. She explained that charitable giving is needed to support long-term investments in our communities—investments in things such as high-tech medical equipment, building and infrastructure needs, scholarships, endowments and community outreach programs.

Harmala said that sustaining the Hospital Sisters of St. Francis Foundation and the local Friends organizations at each of the 13 local hospitals requires an input of energy from a variety of sources. “To increase our gift income, we need to put together comprehensive programs at every level,” she said. “That means building up volunteer boards and improving our annual appeals, encouraging new donors and recurring gifts.” In addition to these efforts to increase our donor base, she concluded, “We also must focus on major and planned giving programs in order to provide quality health care for many years to come for the children, grandchildren, elderly and less fortunate in our communities.”

A Generous Gift
Great news arrived late in 2008 for the Regional Cancer Collaborative at St. Vincent Hospital in Green Bay, Wisconsin—in the form of a generous $500,000 donation. This gift, from cancer survivor Fred Wakeman and his wife, Carol, would soon afterwards help make a breakthrough new cancer treatment technology available at the hospital.

In addition to their initial gift, the Wakemans established a $500,000 trust to support future cancer technology needs at St. Vincent. The gift helps ensure that St. Vincent patients will have access to Trilogy, the world’s most powerful and precise cancer treatment technology. Physicians are now using it to deliver precision doses of radiation to tumors that are near sensitive areas such as the heart, spinal cord and lungs. Thanks in part to the Wakemans, patients will benefit from shorter treatment times and less damage to surrounding healthy tissues.

Fred Wakeman, a 15-year cancer survivor, said he wanted to give back to the hospital where the staff and physicians were so good to him during his treatment. “I have a high regard for the oncology department,” he said, offering praise for his medical oncologist, Dr. James McGovern, who is now retired. “The people there are just great. I always thought that somewhere down the line I would like to show my appreciation,” he said. “Now is the time.”

Jim Coller, who was President and CEO of St. Vincent at the time the gift was received, expressed the gratitude of the hospital and the community. “You will be seeing the value of our Sisters’ ministry devoted to caring for all people,” Coller said. “Know that your gift will be part of a legacy that won’t go away in Green Bay.”

Ways of Giving
— Life Income Arrangements
— Gifts of Appreciated Real Estate
— Gifts of Residence, Vacation Home or Farm with Retained Right to Use
— Wealth Replacement Trust
— Life Insurance
— Gifts of Appreciated Securities
— A Bequest in Your Will
— Named Endowment
Our Communities

Hospital Sisters Health System, our integrated physician networks and our 13 hospitals are valuable partners in the delivery of compassionate and effective health care services in our local communities throughout Illinois and Wisconsin.

**Physician Networks**

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<th>HSHS Medical Group</th>
<th>Prairie Cardiovascular Consultants</th>
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**HSHS Division (Southern Illinois)**

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**HSHS Division (Central Illinois)**

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**HSHS Division (Eastern Wisconsin)**

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**HSHS Division (Western Wisconsin)**

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**System & Sponsor**

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“Our future really is based on everything that came before us. It is central to who we are.”

— Corrine Vercauteran, St. Mary’s Hospital Medical Center, Green Bay, Wisconsin
As a part of our Franciscan tradition, reverence for all of God’s creation is integrated into the Mission of HSHS. We believe we have a responsibility to make wise use of the resources granted to us. This includes a commitment to healing our environment as well as nurturing relationships between people—both of which are essential for healthy and connected communities.
A Steward for the Environment

Being a steward for the environment is not a new concept at HSHS. In fact, for more than 25 years, HSHS hospitals have been on the forefront of developing and adopting environmental standards. Our values call us to improve the world we live in with environmentally-conscious health care practices.

“Our future really is based on everything that came before us,” said Corrine Vercauteren, Environmental Services Director at St. Mary’s Hospital Medical Center in Green Bay, Wisconsin. “Among the values and ideals of the founding Sisters was reverence for the Earth,” she explained, “and this commitment to the Earth is one that HSHS will never let go of and is honored to carry on. It is central to who we are.”

Colleagues and managers alike at St. Mary’s have enthusiastically embraced green initiatives for many years. As early as the 1980s, colleagues joined together with the community for a “River Bay Clean up” where they volunteered to collect trash along the shores. Numerous green activities and efforts have developed since—from donating unused food to contests geared toward inventing creative recycling and reuse ideas.

One of St. Mary’s initiatives for 2010 will be the opening of a 22,000-square-foot living green roof at their new Cancer Center, along with healing gardens on the ground level. In addition to creating a healing atmosphere, this green construction will reduce energy costs.

Green Successes

The Green Team at St. Mary’s includes 24 members led by Vercauteren. They have applied their energy and talents to rethink many of the traditional ways of doing things in the hospital. The result is a long list of environmental improvements that not only help preserve God’s creation, but result in improved health and safety for St. Mary’s colleagues, as well as cost savings.

Key accomplishments include, but are not limited to:

• A recycle/reuse rate of 41 percent, compared with a typical rate of less than 10 percent for a hospital setting. This includes management and tracking of 24 different waste streams.
• A safe disposal strategy for pharmaceuticals and other hazardous material, to ensure these substances do not end up in waste water. In addition, a storm-water filtration system on the St. Mary’s campus purifies runoff before releasing it into nearby rivers and streams.
• A smoke-free hospital and campus to provide a healthful environment for colleagues, patients and families.
• A chemical collection program that has removed and properly disposed of 4,700 pounds of chemicals to date.
• The elimination of all mercury, replacing mercury devices with safe and healthful alternatives, and

SHARING OUR BLESSINGS

At Sacred Heart Hospital in Eau Claire, Wisconsin, stewardship and reverence for the Earth extends beyond our patients to embrace all of God’s creatures. In this innovative yet simple strategy to reduce food waste, Sacred Heart’s Mark Nelson, Assistant Team Leader, Nutritional Services, has teamed up with Sue Smith at nearby Eagle Haven Ranch. Rather than going into the waste-water system, appropriate food scraps from the hospital are instead sent to the ranch to help feed the ducks, horses and other animals. The program saves money for the hospital in reduced waste costs while allowing Sacred Heart to become a better steward of the environment.
participation in community thermometer exchanges to eliminate more mercury from the wider Green Bay community.

- The replacement of Ethylene Oxide (ETO) with nontoxic substances for sterilizing surgical equipment.
- Microfiber cleaning technologies that reduce the use of cleaning chemicals by 85%, while resulting in more sanitary, safer conditions.

Vercauteren estimates St. Mary’s has invested $1 million over the past 20 years in its efforts. While it is true that the cost of recycling and reusing materials is often more expensive than it would be to deposit those materials in landfills, there are instances where green efforts are actually able to help the hospital save money. In these cases, St. Mary’s is able to live its Franciscan Values by being good stewards both financially and environmentally.

While St. Mary’s has been a recipient of several awards over the years for its green efforts, Vercauteren notes that St. Mary’s would do what it is doing regardless of this recognition. That being said, the awards do serve as a great energizer for their efforts. Recognition includes a 2009 Practice GreenHealth, Environmental Leadership Award and a presentation to the Catholic Health Association’s National Assembly in New Orleans in 2009.

Looking forward to 2010 and beyond, St. Mary’s plans to continue its focus on environmental issues. It is the responsibility of everyone at HSHS to make an annual commitment to place “reverence for the Earth” as a top priority.

GARDENS FOR HEALING

St. Anthony’s Memorial Hospital in Effingham, Illinois, has always given special consideration to the spiritual and emotional needs of those in its care. This ministry of healing continues with an outdoor Healing Garden for patients, visitors and staff. This therapeutic environment offers sanctuary and solace for all, whether they are a patient or a community member who needs a quiet place for contemplation. The Healing Garden is designed to stimulate visual and auditory senses through interaction with nature.

The support of volunteers is critical to the success of HSHS’ community outreach efforts, including the Healing Garden. Since 1993, Melvin and Mary Higgs, of Effingham, have lent their active support to the appeal for the Healing Garden, one of the hospital’s most successful fundraising campaigns. “Giving to the hospital is giving to the community,” said Melvin Higgs.

The Annual Appeal for the Healing Garden has raised more than $250,000, including a $100,000 Heritage Grant from the Hospital Sisters of St. Francis Foundation.
Our System Strategies

The leadership of HSHS and key stakeholders in our communities understand that our bold new vision of health care is a work in progress. This means we continue to collaborate regularly to review and measure progress to meet our seven System strategies:

1. **Franciscan Formation/Mission Integration**
   Continue the Mission of the Hospital Sisters of St. Francis, and combine the aspects of spirituality and effective Franciscan Formation in order to integrate Franciscan Values into our lives.

2. **Care Integration**
   Based on substantial progress made in FY 2009, implement the integrated health care models through collaboration with physicians and other health care professionals who share our values and the HSHS commitment to exceptional quality and service.

3. **People Development**
   Continue to attract and retain the most talented people to contribute to our healing Mission and invest in their growth so that we give exceptional service to all.

4. **Stewardship: Quality/Service/Operations and Finance**
   Achieve the highest standards of clinical, quality, service and operational financial performance with a deep commitment to all lives we touch by careful and reasonable use of the resources in all areas of our Ministry.

5. **Community Benefit and Advocacy**
   Continue to strengthen the health care in our communities and influence public policy to support the healing Mission of the Catholic Church.

6. **Information Technology**
   Utilize the latest advances in information technology to standardize system data and processes in order to seamlessly integrate health care services for all throughout the continuum of life.

7. **Deliberate Ministry Growth**
   Spread the Mission and Values of the Hospital Sisters of St. Francis by increasing access to our health care services.
May God bless you with tears to shed for those who suffer from pain, rejection, starvation, and war, so that you may reach out your hand to comfort them and to turn their pain into joy.

— Franciscan Benediction

Statue of St. Francis, St. Nicholas Hospital, Sheboygan, Wisconsin