

2023

ANNUAL REPORT



HOSPITAL SISTERS
Mission Outreach

Surgeons at Rakai Hospital in Uganda perform a surgery in June 2023 using supplies and equipment donated from Hospital Sisters Mission Outreach.

Erica Smith, Executive Director



HOSPITAL SISTERS
Mission Outreach



From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked.

- Luke 12:48



Global health matters – not just because we want to protect ourselves from disease, nor because we have extra resources that we would otherwise throw away. Both of these are solid reasons to support global health efforts but alone are not sufficient. It’s not good enough to simply take care of ourselves or keep things out of our landfill. We must work daily, collectively, to ensure all people live in healthy communities and have access to basic clinical care because it is the just, moral, and ethical way to live our faith. As citizens of the world, much has been given to us and much is required.

Hospital Sisters Mission Outreach, an affiliate of Hospital Sisters Health System (HSHS), is blessed to celebrate our 22nd year working with partners around the globe to improve access to clinical care – and you make this work possible. Your contributions keep our online inventory filled with a broad range of items for our international partners to select. Your support of Mission Outreach makes critical surgery wait-times shorter, delivery for high-risk mothers and babies safer, and access to preventive care possible. You make a world of difference in the lives of people who otherwise may not have received lifesaving clinical care.

Throughout FY23, Mission Outreach completed 19 container (40-foot) and 95 hand-carry shipments. We served 79 international partners in 42 countries, who received \$5,219,813 worth of requested, critically needed supplies and equipment. As we look ahead, we envision new, innovative ways to work with our international partners. We understand the pandemic has changed how healthcare operates both locally and globally, and we remain committed to our mission and partners – near and far – to improve the health and lives of all people.

Mission Outreach has been blessed, and we are grateful for the opportunity and the obligation to bless others around the world.

Thank you,

Erica Smith
Executive Director

Mission Outreach Team

- Nick Amdor, *Warehouse Supervisor*
- Rachelle Barina, *Chief Mission Officer*
- Luis Cueto, *Warehouse Associate*
- Vicki Detmers, *Recipient Services and Operations Manager*
- Natalie Donaldson, *Gift Officer*
- Darin Gardner, *Operations Specialist*
- Joe Hardwick, *Volunteer Specialist*
- James Holding, *Inventory Specialist*
- Ratish Kumar, *Biomedical Engineer*
- Sue McMillan, *Volunteer Specialist*
- Erica Smith, *Executive Director*
- Kenneth Ware, *CDL Driver/Warehouse Associate*
- David Wilcox, *CDL Driver/Warehouse Associate*

Mission Outreach Board of Directors

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2023 Highlights

Mission Outreach has embarked on a project to replace our inventory software that will soon be obsolete. With HSHS IT colleagues and experts at Levi, Ray, and Shoup (LRS), we are evaluating our needs to select a new system. Mission Outreach offers international partners the ability to “shop” online to choose all supplies and equipment to be shipped. Inventory software that can handle the management of items and allow online ordering is a critical part of operations.

Pictured are Mission Outreach warehouse/inventory operations team members (left to right): Ken Ware, CDL driver; James Holding, inventory specialist; Luis Cueto, warehouse associate; David Wilcox, CDL driver; and Nick Amdor, warehouse supervisor.



Ratish Kumar, Mission Outreach biomedical engineer, was honored as one of Tomorrow’s Leaders by the Catholic Health Association of the United States at the CHA Assembly in June. CHA’s Tomorrow’s Leaders recognition is given to individuals who are 40 and younger serving in Catholic health ministry in the United States. Selectees demonstrate outstanding leadership, community service, and passionate commitment to the mission of Catholic healthcare.



Throughout 2023, Mission Outreach hosted a monthly Heartland Supply Fair to provide local non-profit organizations access to PPE, hygiene items, and cleaning supplies that cannot be shipped overseas. Although our primary focus is providing supplies and equipment internationally, occasionally we receive items that cannot be shipped. In that case, we reach out to non-profits to help provide key resources and save them money. Pictured is Josh Sabo, executive director of Heartland Housed, with Mission Outreach volunteer specialists Sue McMillan and Joe Hardwick.



Sister Ann Pitsenberger, OSF, was honored with a Lifetime Achievement Award at the 2023 Good As Gold awards held at the University of Illinois, Springfield in April.

Sister Ann (center) is pictured with (left to right): Jill Hawkins-Wright, chair of the Good As Gold Awards planning committee; Janet Gooch, chancellor of the University of Illinois Springfield; Julie Staley, event emcee; and Joe Crain, event emcee.





Local Knights of Columbus leadership, Mission Outreach team members and volunteers, Hospital Sisters of St. Francis, and the Springfield community gathered in April to bless a 40-foot container of medical supplies and equipment before shipping to Ukraine.

Catholic health systems, organizations work together to provide critically needed supplies, equipment for Ukrainian hospitals

Donations benefit patients in need who have been displaced by war and violence

Thanks to a collaboration facilitated by the Catholic Health Association, Hospital Sisters Mission Outreach worked with the Knights of Columbus (Ukraine, Poland, U.S.), Catholic Medical Mission Board (CMMB), and the International Catholic Migration Commission (ICMC) to ship a 40-foot container of critically needed, requested medical supplies and equipment to hospitals throughout central and western Ukraine. All items were ordered by the Ukrainian clinicians working with the Knights of Columbus.

The Ukraine container shipped from Springfield, Illinois on April 27, after a special blessing ceremony at Mission Outreach. It arrived in Poland in early June. The Knights of Columbus (KOC) in Poland received the container and transported it to Ukraine, at which point the Ukrainian KOC accepted the shipment and began distribution throughout summer and fall.

The shipment was 16,000 pounds of medical supplies

and equipment, an estimated value of \$300,000. CMMB provided requested pharmaceuticals. Catholic health systems in the Midwest were among the contributors of critically needed items, including an EKG/ECG unit, as well as trauma, surgical, and general medical supplies.

“Catholic health systems are the largest contributors of supplies and equipment to Hospital Sisters Mission Outreach,” said Erica Smith, executive director. “Thanks to their responsible stewardship, Catholic health care not only provides exceptional care in the United States, it also has improved the health and wellbeing of thousands of people around the world who otherwise may not have had access to life-saving clinical care.”

In October, Monsignor Robert Vitillo, secretary general of ICMC, traveled to Ukraine and saw the positive effect of the shipment from Mission Outreach. “We visited two rural hospitals that received some of the



Msgr. Robert Vitillo (center) meets with a Ukrainian physician (left) and Yuriy Maletskiy, National Delegate of the Knights of Columbus in Ukraine, to view items donated by Hospital Sisters Mission Outreach.

equipment that was included in the container. These are rural hospitals that are being overwhelmed by the health needs of the displaced persons who have moved out of the battlefield zones to these rural locations. The medical directors, the local county officials and the chaplains could not stop thanking us! They also made it clear that they need much more equipment,” Msgr. Vitillo said.

Supplies and equipment donations to Mission Outreach come from 81 hospitals and clinics from around the Midwest, including Ascension/Resource Group, HSHS, OSF, SSM, Mercy, Carle, and others. Without the donation of these items, access to goods required for clinical health care would not be available to Ukraine and other places in need around the world.

At Mission Outreach, all supplies are sorted and inventoried, ensuring that all items are in-date and adhere to quality standards. Equipment is tested and is shipped with necessary supplies, batteries and transformers for safe, immediate clinical use.

“In order to meet the clinical healthcare demand of patients in the United States, surplus is inevitable,” said Smith. “We have a choice. Hospitals and health systems can pay a lot of money to throw things away, or they can donate them to Mission Outreach where they will be ethically donated to those who may not have the same access to resources. With responsible medical supply and equipment recovery, we can both meet the need for high-quality care at home and increase access to care in low-resource areas. Good stewardship of resources is what is best for our environment, our bottom line, and our mission.”



Damond Boatwright, CEO of Hospital Sisters Health System, speaks at a special Ukraine container blessing ceremony at Mission Outreach in April. Photo by Terry Farmer.



Bishop Thomas John Paprocki blesses the container of medical supplies and equipment for Ukraine. Photo by Terry Farmer.

New Kilimanjaro partnership created to equip mother/baby hospital



Sister Hellen sits with mothers waiting to see the doctor.

In August, team members from Hospital Sisters Mission Outreach, Ratish Kumar, Erica Smith, and Darin Gardner, traveled to Moshi, Tanzania, to visit St. Joseph Hospital. St. Joseph Hospital, a ministry of the Sisters of Our Lady of Kilimanjaro, was started in 1998 as a health dispensary and was expanded into a 150-bed hospital in 2002. Sr. Hellen B. Kyilyosudu, MD, is the chief executive officer and chief medical officer.

The next major initiative for St. Joseph Hospital is to construct a mother/baby hospital on the grounds. This new building will also include key health care services such as imaging and dental services. Mission Outreach is planning with St. Joseph Hospital to send two or three 40-foot shipping containers to equip the current hospital. Discussions are also occurring to establish a long-term collaboration to send multiple containers of supplies and equipment for the new building.

St. Joseph Hospital has accomplished a remarkable job to reduce the infant/mother mortality rate by almost 75 percent in the Moshi/Kilimanjaro region. With enhanced access to more up-to-date and reliable equipment, dependable sources of supplies, and continued clinical training, the goal of the team is to continue to improve outcomes for mothers and babies.

“From our visit and observation, we have found the existing hospital will need pieces of comprehensive overhaul of several medical equipment as they have not been replaced for several years and became outdated,” said Kumar, a biomedical engineer.

Kumar also noted there is a great opportunity for Mission Outreach to partner on many capacity sharing initiatives such as biomedical equipment support, inventory management, supply chain optimization, IT support, and nursing education. The goal is to forge a long-term partnership for mutual education and growth.



Ratish Kumar (biomedical engineer) and Darin Gardner (center) tour the structure of the new St. Joseph mother/baby building with the architect and St. Joseph administrators.

Supporting medical mission trips: Hand-carry donations for clinicians and teams

While Mission Outreach is best-known for our 40-foot container shipments of medical supplies and equipment, we also provide hand-carry orders of supplies for clinicians and teams doing medical missions work around the world. Before leaving the United States, eligible recipients can order and pick-up (or have shipped) medical supplies from our inventory. The ability to hand-carry in these items alleviates the responsibility from the international partner (who may have difficulty sourcing necessary items) and ensures the medical team that the supplies they will use are high-quality and exactly what they need.

In FY23, Mission Outreach filled 95 hand-carry orders (6,603 items) that went with medical teams to 29 countries. The monetary value of items sent via hand-carry was \$970,179.

“Hand-carry orders actually make up the majority of our shipments,” said Vicki Detmers, Mission Outreach operations and recipient services manager. “We help clinicians and teams from all over the United States source what they need to have successful medical mission trips – from surgery to clinics to community health projects.”



Vicki Detmers, left, with team members from the Milwaukee Medical Mission as they pick up a hand-carry order for a medical mission trip to Columbia.

Mission Outreach ships \$747,000 value of life-saving medical equipment in FY23

Mission Outreach received 400 pieces of donated biomedical equipment in FY 2023 to serve hospitals and clinics in low-resource settings around the world. The Mission Outreach biomed department assessed, evaluated, and repaired more than 325 pieces of equipment, valued at \$740,000, that were shipped to 17 countries: Tanzania, Bolivia, Ukraine, Zambia, Uganda, DR Congo, Ethiopia, Kenya, Ghana, Paraguay, Belize, Haiti, Guatemala, Dominican Republic, Nigeria, Cameroon, and Jamaica.

Four container shipments went to partners in Tanzania, with a total of 103 pieces of equipment at a value of \$108,715. Donations included an ultrasound, electrosurgical unit, ventilator, urine analyzer, patient monitors, fetal monitors, otoscope, and ophthalmoscope.

Six hospitals in Zambia received 41 pieces of equipment at a value of \$36,910. Donations included an ultrasound, defibrillator, lab microscope, centrifuge, patient monitors, and ECG unit.

A partner in Bolivia received 32 pieces of equipment at a value of \$120,365. Donations included an endoscopy system, ventilator, ultrasound, surgical microscope, infant warmer, patient monitors, ECG unit, and oxygen concentrators. The two endoscopy towers will benefit the Bolivian surgeons to provide endoscopic procedures equipped with duodenoscope, gastroscope. The ventilator is a life-saving piece of equipment used in ICU for critically ill patients.

Working with the Knights of Columbus in Ukraine and Poland, Mission Outreach shipped 21 pieces of equipment to Ukrainian hospitals at a value of \$70,890. Key pieces, including a defibrillator, ECG unit, and patient monitors, are critical to monitor vital signs of trauma patients and much needed in combat zone hospitals.

Partnering to help Peru

An unusually intense 2023 rainy season in Peru caused catastrophic flooding in 18 regions that left 840,000 people in need of assistance – with 124,000 of them made homeless by the torrential rains and mudslides.* The United Nations Office for the Coordination of Humanitarian Affairs also reports 48,903 houses in coastal Peru were left destroyed or uninhabitable.

The flooding also created a great need for basic services, including food, clean water, sanitation, and access to health care. A dengue fever epidemic that had been ongoing in Peru for months – infecting 222,000 people and killing 398 – was exacerbated by both the rains and a severe heat wave.

To assist those affected by floods, Camille Grippon, system director for global ministries at Bon Secours Mercy Health (BSMH), reached out to partner with Hospital Sisters Mission Outreach.

Grippon led disaster relief operations in April to help provide clean water for flood victims. BSMH Global Ministries procured 500 water purifiers from Water

With Blessings and purchased 1,500 additional P&G water purifiers that were sent to the Mission Outreach warehouse. The team at Mission Outreach prepared the items and arranged for air shipping to Caritas del Peru, which has a long-standing, established relationship with BSMH Global Ministries. On-ground partnerships are essential to ensure the logistical capability for receipt, safe storage, and effective distribution of items.

Grippon was in Peru when the Mission Outreach shipment arrived and helped with distribution. While she was there, she was told about further supply shortages, specifically that there was a need to help adults and children affected by dengue fever.

“There was persistent rain in the State of Piura and there is persistent need,” Grippon said. “The State of La Libertad has had many dengue hemorrhagic fever (DHF) cases.”

To help control dengue, the Centers for Disease Control and Prevention (CDC) recommends acetaminophen or paracetamol (Tylenol). NSAIDs (non-steroidal anti-inflammatory drugs), such as ibuprofen and aspirin, are not options. Grippon learned the needed drugs, particularly children’s Tylenol, were not available in the massive quantities needed to help the affected population.

Grippon again contacted Mission Outreach to partner. Although Mission Outreach does not stock pharmaceuticals in inventory, they have a partnership with Henry Schein, a worldwide distributor of medical and dental supplies including vaccines, pharmaceuticals, financial services, and equipment. Mission Outreach is a 2023-2025 Henry Schein Global Product Donation recipient. The designation includes significant product donation throughout the year, and the opportunity to access other items that otherwise would not be available.





After learning from Grippon about the Tylenol need, Mission Outreach contacted representatives at Henry Schein to discuss about the availability, unit of measure, and delivery time for the product.

Mission Outreach and BSMH agreed to split the cost of the product and shipping. Thanks to the partnership, and the help of Henry Schein, 500 Bottles (24 tabs/bottle) of children’s Tylenol and 500 bottles (100 tabs/bottle) of adult Tylenol were procured and shipped to Trujillo, Peru. The value of this donation was \$6,105.

“Mission Outreach depends on our partnerships to meet the needs of international partners,” said Erica Smith, executive director of Mission Outreach. “We appreciated the opportunity to work with Bon Secours

Mercy Health and Henry Schein. When a disaster like the Peru flooding happens, it’s important that we listen to what the needs are and work together as we try to help.”

On June 24, the cargo containing the Tylenol entered Trujillo and was received by the Sisters of Bon Secours in Peru, a religious congregation of Catholic Sisters who work in health centers in the region. Distribution of Tylenol occurred throughout health centers in Trujillo and Piura.

Sister Rosa Gomez Navarro, Peru area leader, said: “We are grateful for the donation received, which is for the benefit of people in poor areas; especially patients infected by dengue, an epidemic that affected a large part of the population of northern Peru. We still continue to provide Tylenol in the medical campaigns carried out.”

**All statistics about the Peru flood and dengue fever outbreak come from the United Nations Office for the Coordination of Humanitarian Affairs. <https://reliefweb.int/report/peru/peru-flooding-situation-report-no-09-14-august-2023>*

Mission Outreach, Illinois College provide global health education

In April 2023, Engineering students from Illinois College (IC) in Jacksonville toured Mission Outreach to learn about the biomedical engineering program and the role of engineers in the global health space.

Mission Outreach accepted the first Illinois College intern, Jack Flatley, in June.

Flatley, and other IC engineering students who will follow him, received a hands-on opportunity to test, repair, and prepare medical equipment for international shipping. Through the experience, students gain knowledge of biomedical needs within global health and learn about how engineers around the world meet patient needs.

“Mission Outreach is grateful to have the support of IC students for our biomedical program,” said Ratish Kumar, biomed engineer at Mission Outreach. “People throughout the world will benefit from this partnership.”



Ratish Kumar (far left) hosts Illinois College engineering students for a tour of Mission Outreach. Dr. Josiah Kunz (far right), assistant professor of physics, is the engineering program coordinator at IC.



Jack Flatley, IC engineering student, prepares equipment in the Mission Outreach biomed lab.

HSHS donates hundreds of beds, stretchers to Mission Outreach

HSHS recently updated a large portion of their hospital beds and stretchers throughout HSHS Illinois and Wisconsin hospitals and clinics. HSHS Supply Chain included Mission Outreach as the recipient of approximately 190 beds/stretchers coming out of service. Mission Outreach is picking up all donated beds from HSHS hospitals and is proud to help make this bed transition as efficient and easy as possible for HSHS colleagues.

“The impact of this donation for our international partners is incredible,” said Vicki Detmers, operations and recipient services manager. “Beds are our top-requested item for shipments to low-resource areas and make a world of difference in the quality of patient care. Many of these beds are already shipped or on orders.”

Volunteers make a world of difference

Volunteers are a key part of the success of Mission Outreach. Our volunteers sort and pack items, enter inventory into our software system, assist with stocking the warehouse, pull orders for international shipment, help with office tasks and fundraising, participate in special events, and contribute to our organization.

Mission Outreach 2023 volunteers by the numbers:



\$315,000

Annual monetary value of volunteer time



Retired surgery nurses and specially trained volunteers sort instruments and pack surgical trays for shipment overseas.



9,822

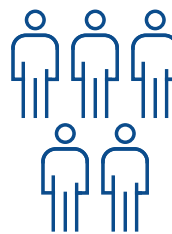
Number of volunteer hours

Number of unique volunteers

308



Regular volunteers and groups are essential for completing both day-to-day tasks and special projects in the sort room. Pictured (left to right) are a few of the 80 regular volunteers: Pat Ekle, Patricia Davis, Yvonne Singley, Beverly Christian, Cindy Murdoch, Wanza Davis, and Ginny Padget.



5 FTEs

Full-time Employee equivalent of volunteer service

2023 Good As Gold award recipients

Mission Outreach was proud to have two exemplary volunteers, Mary Ann Pohl and Ralph Welch, selected for the “Good As Gold Volunteer Awards,” an annual community recognition hosted by the University of Illinois Springfield (UIS). Mary Ann and Ralph were honored at a ceremony at UIS on April 24, 2023.





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