

2025 Community Health Impact Report

CELEBRATING

150

1875-2025

HOSPITAL SISTERS HEALTH SYSTEM



Hospital Sisters
HEALTH SYSTEM



Damond Boatwright
*President and
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J. Michael Houston
*Chairperson
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“Love your neighbor as yourself.”

— Luke 10:27

Most people know the parable of the Good Samaritan. A man was beaten by robbers, stripped of his clothes and left to die along the side of the road. A priest passed by the man, as did a temple attendant. But when the Samaritan encountered the man, he stopped, bandaged his wounds and took him to an inn to recover.

We at Hospital Sisters Health System are the modern-day face of the Good Samaritan. We care for our patients' wounds and ailments as a loving neighbor in fulfilling our Mission to reveal and embody Christ's healing love for all people through our high-quality Franciscan health care ministry. We even use “Samaritans” to refer to the volunteers serving at our flagship hospital, HSHS St. John's Hospital in Springfield, Illinois.

Amid today's challenges, we find strengthened conviction in the words of our new American (and Illinoisan!) Pope Leo XIV to an international organization of Catholic and Protestant lawmakers and policy leaders:

“The future of human flourishing depends on which ‘love’ we choose to organize our society around — a selfish love, the love of self, or the love of God and neighbor.”

HSHS loves the neighbors of the communities we serve — be they a patient or not. Through partnership programs, we ensure our neighbors flourish physically, emotionally and spiritually. We accompany them in their roles as parents, students, employees, citizens and business owners. We go above and beyond our role as physical healer to loving our neighbors so they can flourish in all dimensions of their lives. In the following pages of this Community Health Impact Report, we invite you to read stories of how we extend our divinely inspired mandate to serve beyond the walls of our hospitals and clinics.

We remain steadfast in this commitment to our neighbors, despite current financial challenges of ever-increasing costs of high-quality care: stubborn inflation, fluctuating tariffs, workforce shortages and impending Medicaid cuts that threaten our Mission in the coming years. Despite challenges, we will not be moved from our calling to care for all.

We look for inspiration in the harrowing journey the Hospital Sisters of St. Francis endured in traveling across the Atlantic Ocean from Germany to the United States in 1875. They flinched not once after discernment led them to accept the invitation from Bishop Peter Baltes of the then-Diocese of Alton to provide health care to residents in Illinois and later Wisconsin.

And so, it remains today. HSHS looks after our neighbors so they may flourish beyond their God-given potential. We persist undeterred in our dedication to contributing to the common good — now and into the next 150 years.

Sincerely,

Damond Boatwright

J. Michael Houston

HSHS System Portrait



Illinois

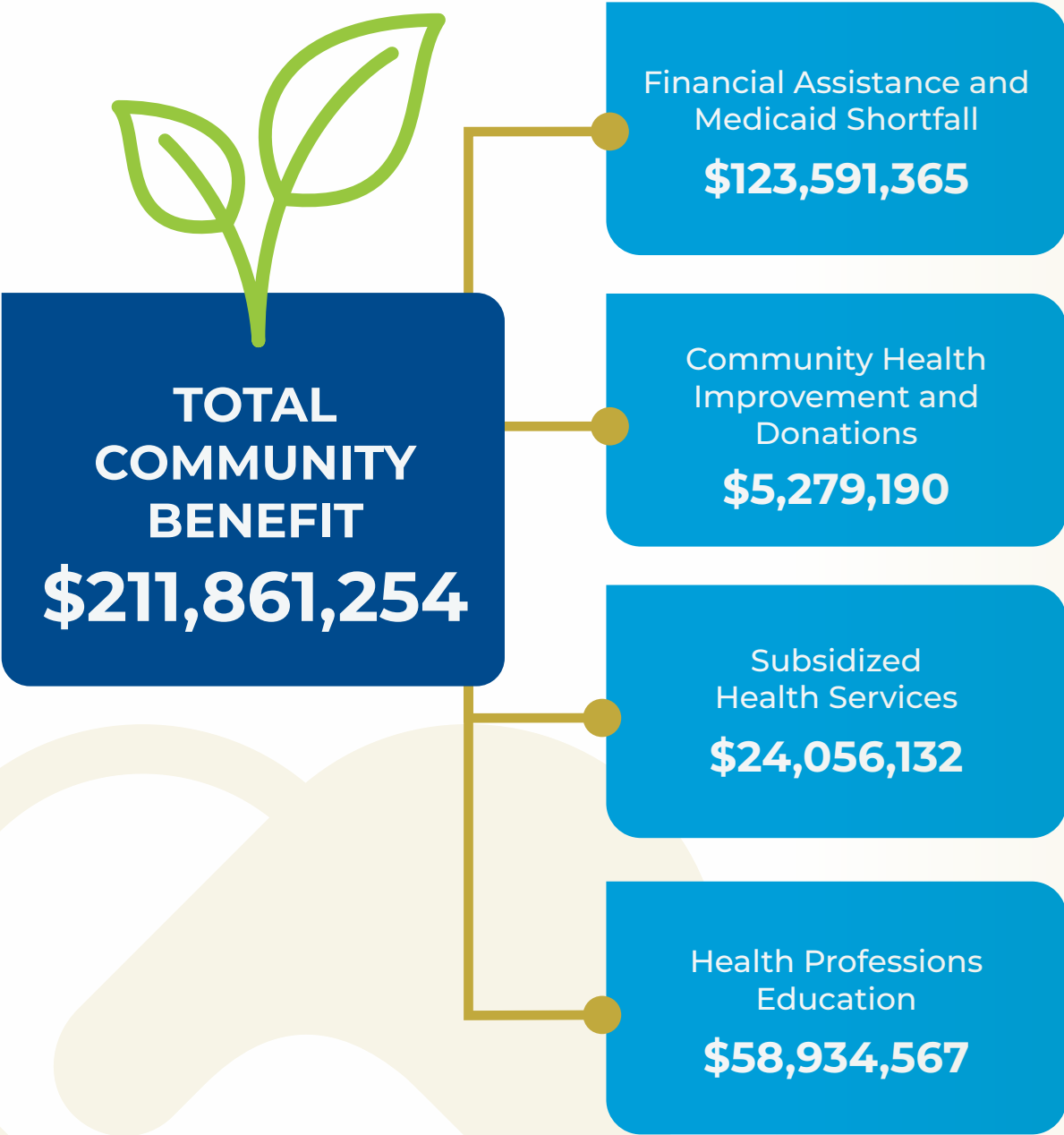
HSHS St. John's Hospital | HSHS St. John's Children's Hospital | St. John's College of Nursing
 HSHS St. Mary's Hospital | HSHS St. Elizabeth's Hospital | HSHS St. Anthony's Memorial Hospital
 HSHS St. Francis Hospital | HSHS St. Joseph's Hospital Beeze | HSHS St. Joseph's Hospital Highland
 HSHS Holy Family Hospital | HSHS Good Shepherd Hospital
 HSHS Medical Group | Prairie Cardiovascular | Hospital Sisters Mission Outreach

Wisconsin

HSHS St. Vincent Hospital | HSHS St. Vincent Children's Hospital | HSHS St. Mary's Hospital Medical Center
 HSHS St. Nicholas Hospital | HSHS St. Clare Memorial Hospital

Community and Non-Community Benefit

In FY25, HSHS provided over \$128 million in care of persons living in poverty and other community benefit programs, along with \$294 million of unreimbursed care for Medicare patients:



The stories that follow show how **HSHS reveals Christ's healing love, serving its neighbors with generosity** beyond mandates. They highlight HSHS' **commitment to local jobs, economic opportunity and community partnerships** that strengthen local workforces. They reflect the System's **dedication to environmentally responsible practices**, as well as efforts to **improve access to care** that meet the real needs of individuals and families. Through the care and services provided, HSHS' ministry reaches into the **places people live, work and pray**. Together, these stories demonstrate a **Mission faithfully lived each day** and show how HSHS stands with each of its communities in the **spirit of Christ's healing presence**.

When more is needed: HSHS Community Connect brings neighbors critical resources

HIGHLIGHTS

- HSHS Community Connect directly refers patients to local organizations for needed social care.
- The online platform offers information on food, housing, transportation, counseling and more.
- The goal is to improve patient health to avoid repeat emergency department visits and hospital readmissions.

As a longtime hospital social worker, Ashley Dillingham has seen patients repeatedly return because they did not know where to turn for help with a chronic social need — until now.

With the July 2025 launch of HSHS Community Connect, powered by FindHelp, patients discharged from the System's 13 hospitals can now receive follow-up, community-based social care. The online referral platform allows case managers to directly connect patients to community organizations offering help with specific needs, such as transportation, housing, dietary, counseling and more.

"This direct access to resources is a game-changer," said Dillingham, HSHS Central Illinois Market Manager of Care Management.

Case managers search HSHS Community Connect by ZIP code for the needed services and fill out an online screening tool, sharing the patient-consented contact information with local organizations, who then contact the patient. The results are also included in the patient's electronic health record and discharge papers, which feature a QR code to the platform.

"Some patients are uncomfortable admitting they need help," Dillingham said. "This gives them a safe space to pursue resources on their own after their hospital stay."

The tool is HSHS' response to its triennial community health needs assessment. The 2024 assessment showed HSHS patients faced behavioral health challenges, chronic conditions with a focus on access to care, and a range of population disparities, including housing, food and financial insecurity and domestic or interpersonal violence.

"It's exciting to see the interest in improved patient health outcomes by the searches being conducted and the inquiries to our office about becoming a part of this network." — Kim Luz-Mobley, HSHS Executive Director, Community Health

"We needed to better understand the root causes of repeat visits to the emergency department and readmissions to the hospital," said Kim Luz-Mobley, HSHS Executive Director, Community Health.

HSHS Community Connect allows community organizations to confidentially share with the referring organization if patients received services from them, closing the "referral loop."

HSHS can also determine if more of a specific service is needed per ZIP code, allowing it to strengthen existing relationships with organizations or develop new partnerships.

"We will always be here to care for our patients when they come through our hospital doors," Luz-Mobley said. "We want to better connect them to local partners so that care continues in the community."

HSHS Community Connect is funded by the HSHS Foundation.

HSHS Community Connect Usage

July 1 - Oct. 1, 2025

198

Individuals created accounts to manage patient needs and referrals

3,581

Users searched HSHS Community Connect for services



Learn more at:
hshs.org/connect



Caring for our vulnerable: Providing dental care to our Medicaid families cures pain and brings hope

HIGHLIGHTS

- Medicaid requires dental care for children. The state/federal program in Illinois and Wisconsin offers dental care for adults but may be limited.
- Very few dentists in Wisconsin and Illinois accept Medicaid because of low reimbursement.
- HSHS' Dental Voucher Program in Central Illinois and collaboration with Oral Health Partnership in Wisconsin fills the need for dental care for low-income families.

A grandmother of nine had been sober for 36 years. But a lack of dental insurance and excruciating pain from two teeth with exposed nerves forced her to rub whiskey on her gums to find numbing relief.

"My face was swollen, I couldn't eat, and my ears and head hurt constantly," she said. "My jaw felt like it was broken."

Her children checked the whiskey bottle every day, noting how much the level changed from a line drawn on the bottle.

The grandmother suffered for a year, until she saw an ad for the Dental Voucher Program offered by HSHS St. Mary's Hospital in Decatur, Illinois, in conjunction with the local office of Catholic Charities of the Diocese of Springfield, Illinois. Program staff arranged for the two teeth to be extracted for free, releasing her from pain.

Continued.

Dental Voucher Program in Central Illinois

Jan. 1 - Oct. 1, 2025

138/\$29,180

Individuals served and cost of dental services provided at HSHS St. Anthony's Memorial Hospital, Effingham, Ill.

7/\$1,774

Individuals served and cost of dental services provided at HSHS St. Mary's Hospital, Decatur, Ill.



Founded in 2016, local dentists and oral surgeons volunteer as a way to help individuals without insurance who need emergency dental care. Medicaid programs in Illinois and Wisconsin cover dental care for adults but may be limited in some cases. But few dentists accept the state/federal health insurance for low-income families, expectant moms, children, senior citizens and individuals with disabilities because of low reimbursement rates.

HSHS St. Anthony's Memorial Hospital in Effingham, Illinois operates the same program in coordination with Catholic Charities' Effingham office.

Medicaid requires states to cover dental care for children, but the youngsters face the same challenge as their parents: Few dentists accept Medicaid.

HSHS St. Mary's Hospital Medical Center and HSHS St. Vincent's Hospital – both in Green Bay, Wisconsin – and HSHS St. Clare Memorial Hospital in Oconto Falls, Wisconsin meet the dental needs of area children through Oral Health Partnership, a Green Bay nonprofit. All three hospitals provide operating rooms and surgical staff for children's complex dental conditions.

No matter their age, clients are grateful for the dental care.

"HSHS and Catholic Charities are my angels," the grandmother said. "They gave me my life back."

Oral Health Partnership in Green Bay, Wis.

Jan. 1 - Dec. 31, 2024

277/\$1.5M

Children served and cost of dental services provided at HSHS St. Mary's Hospital Medical Center and HSHS St. Vincent's Hospital in Green Bay, Wis., and HSHS St. Clare Memorial Hospital in Oconto Falls, Wis., volunteer operating rooms and surgical staff for children needing complex dental work.



Inspiring futures: Health care bootcamps give students real-world experience

For many high school students, the answer isn't always clear to the question, "What do you want to be when you grow up?". High School Health Care Bootcamp offered by HSHS hospitals in Illinois and Wisconsin is helping students discover career interests to close the gap between diploma and direction.

These bootcamp events help high school juniors and seniors experience a realistic look

into various health care roles. The day includes job shadowing and hands-on skills sessions with HSHS professionals.

Sponsored by the HSHS Foundation, High School Health Care Bootcamp began in 2022 at HSHS St. Vincent Hospital in Green Bay, Wisconsin, later expanding to Illinois at HSHS St. Elizabeth's Hospital in O'Fallon and HSHS St. John's Hospital in Springfield. In summer 2025, four more hospitals

in Illinois joined: HSHS St. Anthony's Memorial Hospital in Effingham, HSHS St. Joseph's Hospitals in Breese and Highland and HSHS Holy Family Hospital in Greenville.

With multiple bootcamp sessions at each hospital and two "ad hoc" bootcamps (side article), 490 students experienced bootcamp from summer 2024 through summer 2025.

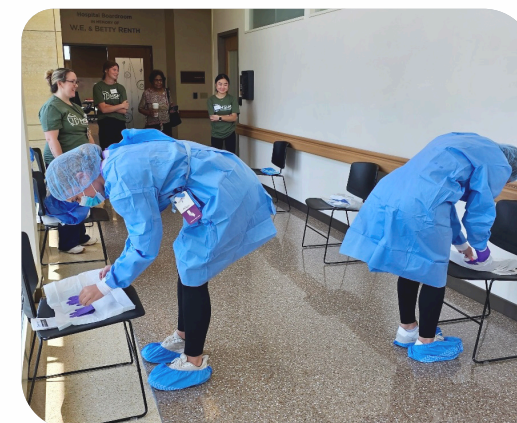
Ericka Mulroy, HSHS Nursing Professional Development Specialist, coordinates the bootcamps. "Bootcamps provide a great opportunity to partner with our area high schools in helping their students explore career options," she said. "Many of these students make connections with our departments and colleagues, leading some to apply for other HSHS shadowing opportunities."



Students love it

"I absolutely loved the Pharmacy unit. I am aspiring to become a pharmacist one day and would love the opportunity to learn more about the career and gain in-person experience." This student scheduled additional shadowing in pharmacy at St. Vincent.

"What I enjoyed most is that I wasn't just in one specific place while being in the department. I was able to explore several different parts of it and see how everyone all works together."



HIGHLIGHTS

- HSHS' High School Health Care Bootcamps give teenagers a realistic look into various health care roles.
- From summer 2024 through summer 2025, 490 students participated in bootcamps across seven HSHS hospitals.
- For under-resourced schools, HSHS provided customized bootcamps with meals for the students and the schools providing transportation.

Access for all

Through partnerships with East St. Louis Senior High School and O'Fallon Township High School in Illinois, HSHS' bootcamp is opening career doors for students with fewer access to resources. A pilot "ad hoc" customized field trip was coordinated for these high schools. To relieve transportation and food access barriers, the schools bussed students to the hospital and HSHS provided breakfast and lunch.

HSHS plans to grow the program with the Foundation's support, offering more students the opportunity to expand their horizons and help provide them with a promising future.

Supporting neighbors around the world

HIGHLIGHTS

- Hospital Sisters Mission Outreach embodies a global definition of “neighbor,” promoting health and wellness worldwide through compassionate sharing of medical resources and support services.
- Hospital Sisters Mission Outreach delivered over \$6 million in critical medical supplies and equipment through 23 container and 95 hand-carry shipments, supporting 56 international partners in 31 countries during FY25.
- Donations from HSHS hospitals helped improve maternal and newborn care at St. Joseph Hospital in Moshi, Tanzania, with new fetal monitors and infant warmers transforming delivery outcomes.

Hospital Sisters Mission Outreach has provided aid to more than 100 countries worldwide.

Coordinated from our headquarters in Springfield, Illinois.

Neighbor can mean someone who lives near, but in Jesus’ parable, his definition of neighbor is much broader to a stranger that you may not know but are called to serve.

Hospital Sisters Mission Outreach exists to improve the health and wellness of people (neighbors) across the globe through the responsible donation of medical supplies, equipment and support services. As a Medical Supply and Equipment Recovery Organization (MSRO), they collect medical supplies and equipment from hospitals across the Midwest and make them available to health care facilities in low-resource areas around the world.



23

Container (40-foot) shipments



95

Hand-carried shipments



56

International partners in 31 countries



\$6,075,597

Worth of requested, critically needed supplies and equipment

Loving care for mothers and babies in low-resource areas

The doctors, nurses and staff members serving at St. Joseph Hospital in Moshi, Tanzania, are just like those in the United States — gifted and caring individuals who want the best for their community. They just do not have the same resources as hospitals and clinics in the United States.

In June 2025, Hospital Sisters Mission Outreach sent three fetal monitors and four infant warmers to St. Joseph Hospital, all from HSHS hospitals. In just 25 days, Mission Outreach received an uplifting update from Dr. William Deusdedit, Medical Director of Labor and Delivery from St. Joseph Hospital. He stated the fetal monitors “allowed them to monitor labor closely and choose the safest delivery method. They are already seeing better outcomes and fewer unnecessary Cesarean sections.”

Sister Hellen Kyilyosudu, MD, Chief Executive Officer at St. Joseph Hospital, also shared the fetal monitors have transformed their maternity care and “with continuous monitoring, they have improved safety, reduced complications, and ensured healthier outcomes for mothers and newborns.”

Executive Director of Hospital Sisters Mission Outreach Erica Smith visited St. Joseph Hospital in Sept. 2025. The two photos shown tell an impactful story — a photo from her 2023 visit with a newborn baby wrapped in many thick blankets laying under a bright lightbulb, while a photo from her 2025 visit was a newborn baby in an infant warmer. Smith said, “Now instead of a newborn being under a bare lightbulb, they have a real warmer and can adjust the temperature for the baby.”



Thanks to the support of Hospital Sisters Mission Outreach’s financial donors and partner hospital donations like those from HSHS, neighbor hospitals around the world can offer more modern equipment and care.

Investing in our neighborhoods



Everyone wants a good neighbor — someone who is willing to pitch in and do what it takes to the make the neighborhood better.

HSHS is investing in several expansion and renovation projects across the System to expand services, reimagine care delivery models and evolve to better support their local communities. These capital improvements also spotlight HSHS' commitment to reinvestment in our state and local economies' goods and services.

**HSHS St. Mary's Hospital Medical Center
Green Bay, Wisconsin**
Architectural rendering



HSHS St. Mary's Hospital Medical Center Green Bay, Wisconsin

An estimated \$270 million in strategic capital is being invested to upgrade HSHS St. Mary's Hospital Medical Center and HSHS St. Vincent Hospital, both in Green Bay. Work began at St. Mary's — the site of the largest transformation — where a new inpatient tower will add more intermediate and intensive care beds. The project also includes improved parking access and wayfinding, offering an enhanced experience for all.

HIGHLIGHTS

- HSHS is investing approximately \$476 million across multiple hospitals in Wisconsin and Illinois to expand services, upgrade facilities and modernize care delivery.
- Major projects include a \$270 million upgrade to two Green Bay hospitals, a \$90 million renovation at St. Mary's Hospital in Decatur, and a \$116 million expansion at St. Elizabeth's Hospital in O'Fallon, both in Illinois.
- These investments will augment patient care while strengthening local economies through job creation, increased purchasing of goods and services, and community partnerships.



**HSHS St. Mary's Hospital
Decatur, Illinois**
Architectural rendering

HSHS St. Mary's Hospital, Decatur, Illinois

Health care at HSHS St. Mary's Hospital is being reimaged to become a surgical destination for health care. With HSHS investing \$90 million in capital for an infrastructure renovation, St. Mary's will be able to offer its neighbors state-of-the-art surgical suites, a renewed chapel, modern inpatient care area and increased access to critical care along with other clinical care upgrades.

HSHS St. Elizabeth's Hospital, O'Fallon, Illinois

In fall 2025, HSHS St. Elizabeth's Hospital announced \$116 million in growth projects for the O'Fallon campus, expanding the hospital's emergency department, increasing inpatient nursing capacity and adding a new outpatient surgery center, advanced imaging options and medical office space. The investment not only addresses the growing needs of today but also prepares St. Elizabeth's to meet the demands of tomorrow, along with enhancing the economic climate of the region.

**HSHS St. Elizabeth's Hospital
O'Fallon, Illinois**
Architectural rendering



HSHS hospitals boost their state and local economies, offering high-paying jobs, job growth in other sectors and purchase power for community goods and services.

HSHS hospitals are proud to invest in their neighborhoods by serving as community anchors through economic development, neighborhood revitalization and community partnerships to advance health equity.



Hospital Sisters
HEALTH SYSTEM

By the Numbers



\$211,861,254
Community Benefit



260,438
Emergency Visits



37,187
Outpatient Surgeries



55,462
Inpatient Admissions



10,376
Inpatient Surgeries
Excludes OB, GI and pain



3
Retail Pharmacies

13
Hospital Ministries

1,858 Total Licensed Beds



4
Critical Access
Hospitals



10,836
Employed Colleagues



2
Children's
Hospitals

3,620

Total Providers on
Medical Staff



165
Care
Locations

13
Rural
Clinics

2
Neonatal Intensive
Care Units

1
International
Mission Outreach

1
Nursing College
St. John's College of Nursing
Springfield, Ill.

Continuing to love our neighbors 150 years later

With abiding faith in the Gospel, 20 Hospital Sisters courageously emigrated from Germany in 1875 when they learned of needs among German communities in America. They answered the call to **love and serve their “neighbors”** just like St. Francis and St. Clare answered God’s call on their lives. After a treacherous journey across the Atlantic, they arrived in Alton on Nov. 6, 1875.

These first Sisters were organized into small groups and brought health care services to the people of Alton, Belleville, Effingham, East St. Louis, Litchfield and Springfield — all in Illinois. Even though they spoke no English and faced many unknowns, they spread Christ’s healing love to their neighbors in these Illinois communities, and then later to communities in Wisconsin as they expanded their ministry.

This past year, the four original Hospital Sisters locations in Illinois — HSHS St. John’s Hospital, Springfield; HSHS St. Francis Hospital, Litchfield; HSHS St. Anthony’s Memorial Hospital, Effingham; and HSHS St. Elizabeth’s Hospital, O’Fallon (originally Belleville) — celebrated their 150th anniversary of caring for their communities. Additionally, HSHS St. Mary’s Hospital Medical Center in Green Bay, Wisconsin marked 125 years of service to their region, founded originally by the Sisters of Misericorde on Oct. 10, 1900, with the Hospital Sisters of St. Francis assuming sponsorship in 1974.

It has been a remarkable year of celebrations, including commemorative Masses, blessing ceremonies, community events and many colleague celebrations took place across all locations. The anniversary year concluded with a special visit from international Hospital Sisters who traveled from Germany, Japan, Poland and India. All these celebrations have been both a commemoration of the past and a testament to the living Mission carried forward each day in the hands of colleagues, physicians, volunteers and other partners.

At multiple anniversary Masses, Sr. Jomary Trstensky, OSF, Chair, Hospital Sisters Ministries, shared powerful words of Mother Angelica when writing to the Mother Superior in Germany in 1875, “In my darkest hours, I imagine the apostles who were sent into the world totally uneducated and they converted the world ... the loving God again sent a poor instrument to America to do great things for His honor and the good of the people.” That desire to do great things for God’s people continues to shine through all of the HSHS ministries today.

This past year has strengthened the connection to the Mission that has shaped Hospital Sisters Health System for 150 years. The founding Sisters modeled courage, sacrifice and unwavering trust in God and their legacy is a reminder that every act of compassion, every patient interaction, and every moment serving our neighbor is part of something larger: a sacred ministry of healing that has been placed “In Our Hands.” We are capable, and we have an incredible team of talented and gifted colleagues.

The Mission begun by Hospital Sisters is an incredible gift to our patients and to the world. The Mission continues — **now, it is in our hands.**



Top: His Excellency, The Most Reverend Thomas John Paprocki, Bishop of the Diocese of Springfield in Illinois, joined Hospital Sisters and leaders from HSHS, Central Illinois Market and HSHS St. Francis Hospital in Litchfield, Illinois, for the hospital's 150th anniversary.

Top right: Bradley Goetting, RN, emergency department, HSHS St. Elizabeth's Hospital in O'Fallon, Illinois, shares a video chat of his young daughter with medical issues with Hospital Sisters on St. Elizabeth's tour. The Sisters have been praying for her.

Above: 150th Anniversary Mass held at HSHS St. Mary's Hospital, Green Bay, Wisconsin.

Right: In honor of the 150th anniversary of HSHS St. Anthony's Memorial Hospital in Effingham, Illinois, the hospital unveiled the third in a series of mosaic panels created by Dr. Ruben Boyajian, artist and HSHS Medical Group general surgeon.

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