



Respect | Care | Competence | Joy

2024

Annual Community
Benefit and Economic
Impact Report



Hospital Sisters
HEALTH SYSTEM

Caring for our Communities: A legacy of caring for all people in need



Our Mission Drives Us to Serve.



Hospital Sisters
HEALTH SYSTEM



Damond Boatwright

President and
Chief Executive Officer
Hospital Sisters Health System



J. Michael Houston

Chairperson
Board of Directors
Hospital Sisters Health System

The prophet Ezekiel speaking on behalf of God to his people, “*I searched for a man among them who would build up the wall and stand in the gap before Me for the land, so that I would not destroy it; but I found no one.*”
– Ezekiel 22:30

In biblical times, the wall surrounding a city was protection, and if the wall was breached, it left the city vulnerable to attack. If that happened, the only way to secure the city was for people to stand in the gap of the wall, putting their lives on the line to protect the city, especially for those on its margins.

Standing in the gap for the vulnerable and those on the margins of society is what Hospital Sisters Health System does and has done since it was founded by the Hospital Sisters of St. Francis in 1875. It is the essence of our Mission “to reveal and embody Christ’s healing love for all people through our high-quality Franciscan health care ministry” as we treat people and each other with Respect, Care, Competence and Joy.

I am proud to say that HSHS continues to fulfill our commitment to this Mission both within our facilities for all patients, regardless of their ability to pay, and outside our walls as HSHS advocates for the marginalized through community health programs dedicated to breaking down barriers to health and safety for children, the poor and the uninsured or underinsured.

In this **2024 Annual Community Benefit and Economic Impact Report**, we are sharing stories of some of the many programs and services that have touched lives and show how we *stand in the gap* every day as a Catholic, non-profit health care system.

As a system, we are strong and committed to growth to serve our patients and communities at the highest level, but we are not blind to the systemic issues that put nonprofit, community hospital systems at risk, especially those in rural areas. I believe the business of delivering health care was never meant to be grossly profitable. **However, it is meant to be – and must be – sustainable.**

In an increasingly complex and challenging health care environment, HSHS – like many other nonprofit, community hospital systems – continues to pursue all available strategies to sustain health services for those who entrust us with their care. We are cutting expenses despite rising inflation, increasing efficiencies and seeking ways to attract and retain experienced nurses amid a historic labor shortage.

This past year and in years to come, we also continue our focus on Destination Health, our strategic plan, created in alignment with our longstanding Franciscan spirituality and Mission to collectively position our organization over the next few years to successfully and uniquely meet the anticipated trends and demands of the patients and communities we serve.

From the physical health of the people we care for to the emotional and spiritual health of our staff and people we serve, as well as the financial health of our organization, we are more aware than ever how important **Mission, Strength and Growth** are to the life of our ministry.

Sincerely,

Damond Boatwright

J. Michael Houston

HSHS System Portrait



HSHS Illinois

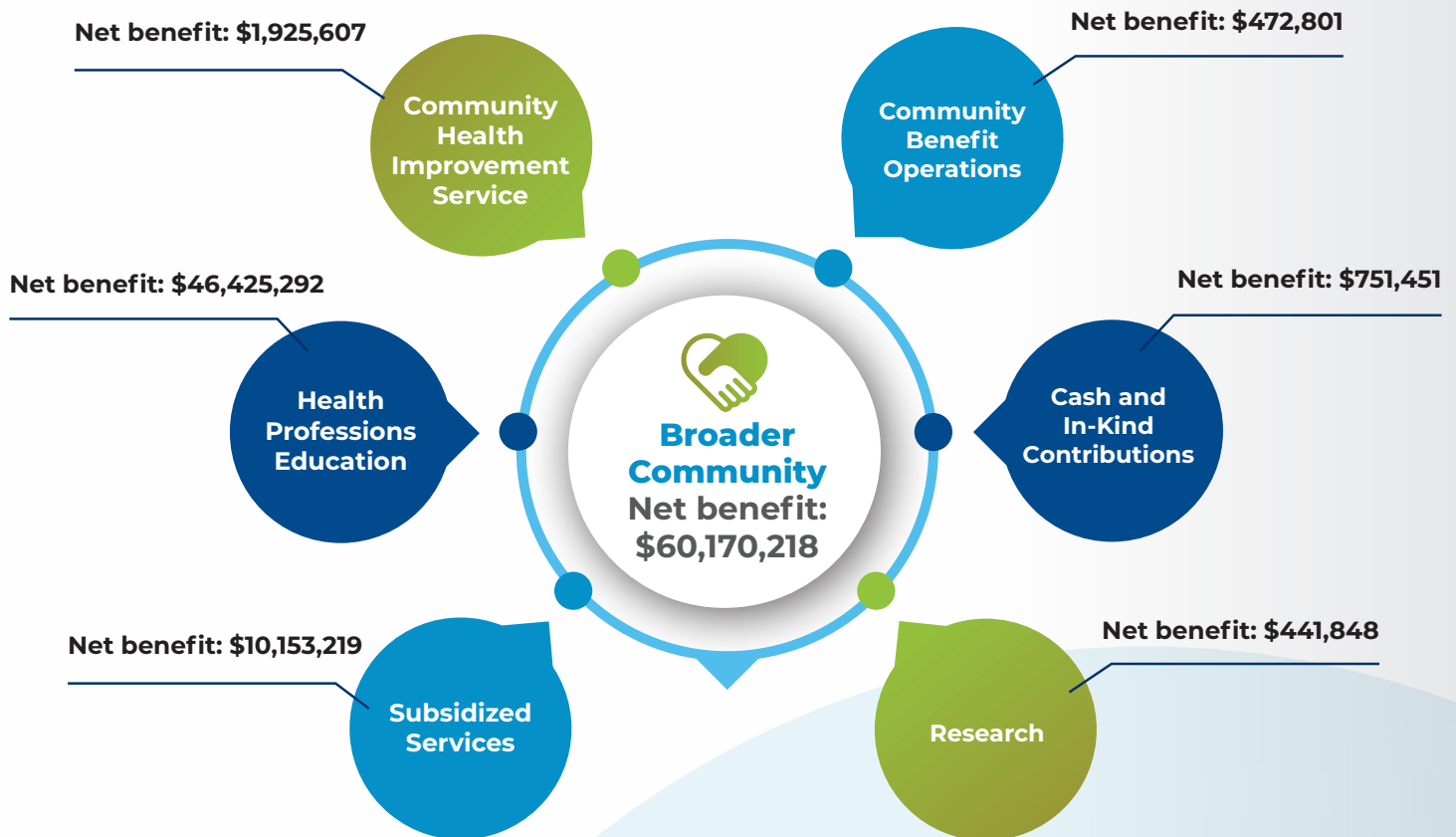
HSHS St. John's Hospital | HSHS St. John's Children's Hospital | St. John's College of Nursing
 HSHS St. Mary's Hospital | HSHS St. Elizabeth's Hospital | HSHS St. Anthony's Memorial Hospital
 HSHS St. Francis Hospital | HSHS St. Joseph's Hospital Breese | HSHS St. Joseph's Hospital Highland
 HSHS Holy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

HSHS 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

Total Community and Non-Community Benefit:

\$661,308,528



Total Living in Poverty

\$199,007,497

Category	Net benefit
Financial assistance	\$2,834,106
Medicaid	\$173,828,029
Other means-tested program	\$17,531,126
Community Health Improvement Service	\$1,602,097
Subsidized services	\$2,396,285
Cash and in-kind contributions	\$815,854

Non-Community Benefit

\$402,130,813

Category	Total
Medicare	\$379,351,465
Uncompensated charges	\$22,779,348

Community Based Programs
259

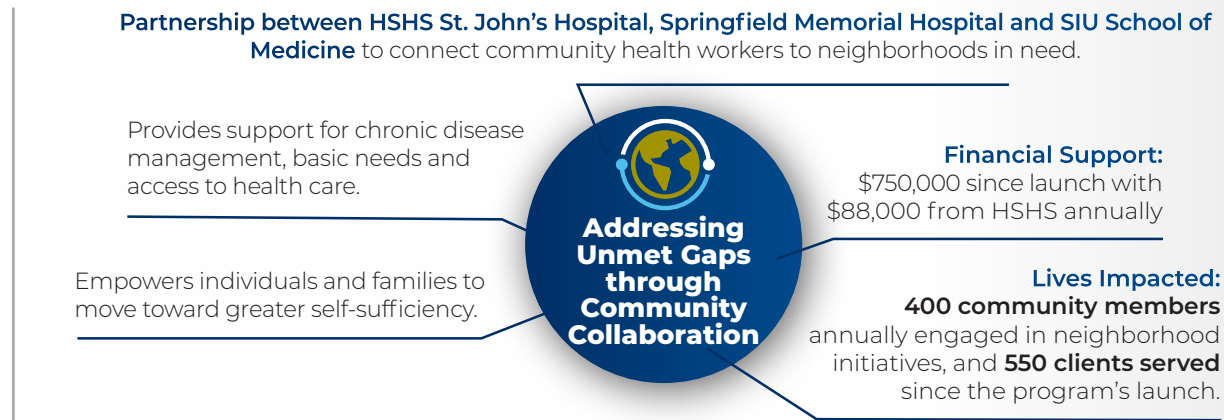
Community Program Impact
298,595
persons served *

Fiscal year 2024 (July 1, 2023-June 30, 2024)

* Community benefit and non-community benefit.

Addressing Unmet Gaps through Community Collaboration

Now in its 10th year, the Access to Health program was created in response to a Community Health Needs Assessment in Sangamon County, which identified unmanaged chronic conditions and limited access to care as key issues. Developed in collaboration with Springfield Memorial Hospital and SIU School of Medicine, the program uses community-based health workers to address these needs.



The health workers live in the community, engage with residents and connect them to essential services. They focus on improving food security, housing stability, financial well-being and access to preventive and disease management health care, helping people become more self-sufficient.

Some success stories include:

- In one neighborhood, the lack of summer activities for kids led to the creation of youth camps to engage children.
- In another, where 85% of residents are renters with high turnover, the collaborative worked with the neighborhood association to start a community garden and meeting space, providing a safe place for kids to play and community members to gather.

The program is jointly funded by HSHS St. John's Hospital and Springfield Memorial Hospital, each contributing \$500,000 over three years. Since its launch, HSHS has contributed \$750,000, providing \$88,000 annually to support the program's continued success.



Tanya helps me with food and bus tokens to get to my appointments and to any important things to be done monthly. She is a great help to me. I really appreciate her."

– Client

Reducing Repeat ER Use with One-on-One Navigator

Now in its sixth year, the Health Connect program is based at HSHS St. Mary's Hospital in Decatur to assist those who are high users of the emergency department to determine what unmet needs they might have, health or otherwise.

Works with patients who are high users of the emergency department
to identify and address unmet health and social needs.

Case managers help patients access medical care, housing, transportation and other community resources to improve health outcomes and reduce reliance on emergency services.


Reducing Repeat ER Use with One-on-One Navigator

Financial Support:
\$115,000 annually.

Lives impacted since launch:
87% of clients have graduated, gaining stable housing, health insurance and access to primary care.

An emergency department-based case manager talks to frequent patients of the emergency department. If they are open to further communication, the case manager works with the patient after discharge to identify their needs and provide “warm handoffs” to community-based health care and social service agencies to help provide for those needs and move toward self-sufficiency. Whether it is helping to provide transportation to medical appointments, utility assistance, access to food resources, financial assistance for medications or other services, this health advocacy program helps patients navigate the health care world and community resources at no cost to the patient.

The case manager supports 18 to 25 people on average. Since the program's launch, 87% of clients have successfully graduated from it. Of those, 100% have a primary care provider, stable housing and transportation, income (including Social Security or Disability), health insurance and food security.

“ *It's given me hope that I didn't have before. It was like, wow, God is providing this connection to a lifeline.”*

– Gloria Martin, Client

“ *I can get rides now. I feel more secure and healthy. My quality of life has improved. I'm so glad Jennifer walked into my room at the hospital. I'm just so glad she did because I truly don't know where I would be.”*

– Jan Brady, Client



Bridging the Developmental Gap for Premies and their Parents

Sangamon and Macon counties

The Beyond the NICU program is an extension of HSHS St. John's Children's Hospital and supports the most vulnerable newborns by focusing on brain development and healthier outcomes in the critical first 18 months of life. Now in its sixth year, this program is offered free to families of babies born at 32 weeks or less, with a particular emphasis on supporting young and socio-economically disadvantaged mothers.

Home visitation program that supports families with babies born prematurely
(32 weeks or less) at HSHS St. John's Children's Hospital.

Focuses on baby brain development, offering parents ongoing support and education to ensure healthier outcomes.



Financial Support:
\$150,000 annually.

Lives Impacted since launch:
500 babies with an average caseload of 25 babies per year.

“Our nurses serve as an invaluable in-home resource to assist patients and families with both medical concerns and navigating the complex challenges of medical appointments, obtaining feeding or oxygen supplies, and health insurance issues.”

– **Dr. Beau Batton**
Chief Neonatologist
Co-creator, *Beyond the NICU*

“I love her (nurse Katie) to the moon and back. She's amazing. She's been my biggest supporter. She's been there when nobody else has. She supports me in every way possible and I couldn't thank her enough.”

– **Lakisha Foster**
Beyond the NICU mom

Skilled NICU nurses connect with families while the baby is still in the NICU. After discharge, the nurse conducts a home visit to assess the family's needs, such as access to food, water and electricity.

Visits continue until the baby reaches 18 months and are crucial, as premature babies often have weaker immune systems. The nurse provides well checks and developmental monitoring to minimize exposure to illness and educates the family on important developmental topics.

The program aims to bridge the developmental gap for premature infants, helping them grow into healthier toddlers. Beyond the NICU is set to expand to other counties in Illinois and Wisconsin, extending support to more families in need.





HOSPITAL SISTERS
Mission Outreach

Global Health **MATTERS**

Yes, global health matters -- to protect us from disease and care for the environment, ensuring all people live in healthy communities. While both of these are important reasons to support global health efforts, we know they alone are not sufficient. It's not good enough to simply take care of ourselves or keep things out of our landfills. We must work to have access to basic clinical care for all people.

Our role:

Mission Outreach exists to improve the health and wellness of people across the globe through the responsible donation of medical supplies, equipment and support services. As a Medical Supply and Equipment Recovery Organization (MSRO), we 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.

We see our role as a partner with other clinicians around the world who we help develop health care and sustain it in their community. **HSMS is the ONLY health system in the United States with a global health affiliate like Mission Outreach**

Throughout FY24, Mission Outreach completed 17 container (40-foot) and 95 hand-carry shipments. We served 59 international partners in 34 countries. All totaled, \$4,962,270 worth of requested, critically needed supplies and equipment were delivered, all coordinated from our headquarters in Springfield, Illinois.

Support and Solidarity with Ukraine

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), Bon Secours Mercy Health and the International Catholic Migration Commission (ICMC) to ship two 40-foot containers 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, in April 2024. The shipment was 16,000 pounds of medical supplies and equipment, an estimated value of \$300,000. 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.



In compliance with World Health Organization guidelines for international donations.

These supplies were distributed mainly to **two rural hospitals. Rural areas have very different needs than urban areas do, and medical supplies and equipment for rural hospitals were at the top of the list.**

Particularly in the central and western part of Ukraine, hospitals not only had an influx of patients who had wounds from war and bombings, but they were also trying to take care of patients who just needed regular care.

War does not stop the need for infusion and cancer treatments, surgery and primary care.

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.

Erica Smith, Executive Director of Mission Outreach, was asked to visit Ukraine in early 2024, and she shared her personal journey in a blog. The invitation was so the people who are affected by this unjust invasion could share what the donations from Mission Outreach have meant and to understand there is more Mission Outreach can do to increase access to health care in this war-torn country.

*Mission Outreach's work in Ukraine for the past two years has been amazing, but it is important to note that similar global actions are also occurring in Tanzania, Peru, Bolivia, Kenya, Uganda and more. While Ukraine has been at the top of people's minds, there is need around the world. **Our stories are told year-round at Mission-Outreach.org.***

HSHS is the **ONLY** health system in the United States with a global health affiliate like Mission Outreach.



112
Shipments
Containers and hand-carry.



59
International Partners



34
Countries



\$4,962,270
Equipment/
Supplies
Delivered



\$331,563
Annual value
of volunteer
time



Facing page:
Images from Ukraine, including Lyubashivka Hospital, a facility that received beds, surgical items and other medical supplies from Mission Outreach.

Left: Ukrainian colleagues at the unloading of a container of donations from Mission Outreach.

By the Numbers



More than
\$5 Billion
Economic Impact*



10,975
Inpatient
Surgeries
Excludes Nursery



269,075
Emergency
Visits



\$661,308,528
Community and
Non-Community
Benefit



38,215
Outpatient
Surgeries



50,588
Inpatient
Admissions



Hospital Sisters
HEALTH SYSTEM



3
Retail
Pharmacies

* Combined totals for all HSHS hospitals as reported by Illinois Health and Hospital Association 2024 Economic Impact Report and Wisconsin Health Association - Economic Impact Report.

13
Hospital
Ministries

1,960 Total Licensed Beds



10,812
Employed
Colleagues



2
Children's
Hospitals



4
Critical Access
Hospitals



2
Neonatal
Intensive Care
Units

More than
130
Care
Locations

15
Rural Health
Clinics



4,546
Total Providers
on Medical
Staff



HSHS
Medical Group



1
International
Mission
Outreach



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



Prairie
CARDIOVASCULAR

PREVEA
health

WITH ABIDING FAITH IN THE GOSPEL, HOSPITAL SISTERS COURAGEOUSLY EMIGRATED FROM GERMANY IN 1876 TO MANIFEST A LIFE OF SERVICE TO THE SICK AND THE POOR.



The Christian community.



The life of Jesus and His ministry.



The Jewish community into which Jesus was born.

Our HSHS Story Continues

With abiding faith in the Gospel, Hospital Sisters courageously emigrated from Germany in 1875 when they learned of needs among German communities in America. Just as St. Francis and St. Clare answered God's call to live in faith and love, the Sisters accepted invitations to minister to health care needs, first across Illinois and later in Wisconsin, building the footprint of the organization we serve today.

While much has changed since 1875, much has stayed the same. Today, we are a Catholic, Franciscan ministry committed to honoring the dignity of each precious human person; committed to advancing the common good; committed to advocating for and addressing the needs of those who are vulnerable. As we are called to be the very hands and feet of Christ in the world, we bring together a diverse group of colleagues who are united around our Mission and Values.

The Sisters grew the Mission across decades. They worked tirelessly in administrative roles and offered a healing presence to patients as they served in clinical roles. Eventually, they turned to the current leaders of HSHS to sustain the ministry. Today, it is our opportunity and responsibility to lead HSHS into the future and nurture the values that make us who we are. As we evolve, we are well positioned to take on this work for the next century. 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.**



Hospital Sisters
of St. Francis



St. Francis and
St. Clare



Hospital Sisters
HEALTH SYSTEM

THE MISSION CONTINUES

**IN *our*
HANDS**





Hospital Sisters
HEALTH SYSTEM

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