

MISSION  
VISION  
SAFETY  
INTEGRITY  
QUALITY  
STEWARDSHIP  
GREAT  
COLLEAGUES  
PARTNERS  
ACCESS  
EXPERIENCE  
RESULTS







# Dear Friends,

In 2019, Memorial Health System experienced a great deal of change. As we prepared to welcome our colleagues at Decatur Memorial Hospital into the system and announced our new strategic plan, we had the opportunity to reflect on the important role each and every one of us plays in achieving our mission.

This year, we adopted a new vision, values and goals that better position us to serve our patients and meet the demands of the rapidly changing field of healthcare. Although we also considered an update to our mission, we ultimately concluded it should remain the same. Throughout our 122-year history, we have worked to improve the health of the people and communities we serve, and we will continue to pursue that same timeless mission for many years to come.

You can read more about our recent strategic changes in the pages of this report. But it's important to remember that our mission, vision, values and goals are more than just words on a page. We live them out every day as we serve our patients, our colleagues, our communities and our entire region.

Thanks to the work we did together in 2019, we are well-positioned to care for more people in more effective ways in the year to come. I'm excited to see what 2020 will bring for all of us at Memorial Health System as we collaborate with new colleagues and gain the trust of new communities.



Handwritten signature of Edgar J. Curtis in black ink.

**Edgar J. Curtis**  
President and Chief Executive Officer  
Memorial Health System

Handwritten signature of Diane K. Rutledge in black ink.

**Diane K. Rutledge, PhD**  
Chair, Board of Directors  
Memorial Health System

## Mission:

- To improve the **health of the people and communities** we serve

## Vision:

- To be the **health system** people choose **over all others**

COLLEAGUES





Oct. 1,  
2019



# Decatur Memorial Hospital Joins Health System

On Oct. 1, 2019, Decatur Memorial Hospital became the fifth hospital and eighth affiliate to join Memorial Health System.

Plans to affiliate were first announced in May after the two organizations reached an agreement. State and federal regulators approved the plan during the summer.

“Our affiliation with Memorial Health System will better position us to meet our community’s healthcare needs,” Larry Altenbaumer, chair of the board of

directors for Decatur Memorial Hospital, said. “We look forward to partnering with the health system, which has shown a deep commitment to improving the lives of the people of central Illinois.”

Founded in 1916, DMH has more than 2,300 employees and 300 medical staff. The 300-bed hospital is the third-largest employer in Decatur and Macon County.

“Both Memorial Health System and Decatur Memorial Hospital have a century-long track record of living out their missions to improve the health of the people and communities they serve,” said Ed Curtis, president and CEO of Memorial Health System. “With the addition of Decatur Memorial Hospital, we are able to do more for our region.”



## Hospital Affiliations Strengthen the System

When Decatur Memorial Hospital joined MHS on Oct. 1, 2019, it became the organization’s fifth hospital affiliate. Since the early 1990s, hospital affiliations have strengthened the system and benefited patients across the region.



1994: Abraham Lincoln Memorial Hospital joins MHS

# Charting a Course for the Future



In 2019, Memorial Health System adopted a new strategic plan intended to guide the organization's long-term strategies and direction.

As part of this process, MHS adopted a new vision: to be the health system people choose over all others. The list of seven Memorial values was streamlined to four: Safety, Integrity, Quality and Stewardship. The five goals were revised to include Great Colleagues, Great Partners, Great Access, Great Experience and Great Results.

That plan also included a new organizational structure designed to support greater cooperation and collaboration between affiliates. This structure segments the system into three groups: a hospital group, which encompasses the five MHS affiliate hospitals; an ambulatory group, which includes Memorial Physician Services, Memorial Behavioral Health and Memorial Home Services; and a system resources group, which supports the operations of the entire organization.

Ed Curtis continues to serve as president and CEO of Memorial Health System, while Chuck Callahan and Jay Roszhart lead the hospital and ambulatory groups, respectively. Callahan also serves as president and CEO of Memorial Medical Center.

"This structure creates an environment where ideas, procedures and processes can be shared freely," Curtis said. "As our organization expands to include Decatur Memorial Hospital and its network of physician clinics, it's an ideal time to implement a leadership model that structures us holistically, as a system, rather than as eight related affiliates."



Ed Curtis



Chuck Callahan, PhD



Jay Roszhart



## MHS Honored for Learning, Leadership Development

In November 2018, Memorial Health System was one of 10 healthcare organizations nationwide selected by the National Center for Healthcare Leadership as a 2018 Best Organization in Leadership Development (BOLD).

In 2019, MHS was named a BEST Award winner by the Association for Talent Development, a prestigious award that recognizes organizations around the world for prioritizing learning and investing in colleague education and development. MHS was also recognized in 2019 with a LearningElite Gold Award from Chief Learning Officer magazine.



**1995:** St. Vincent Memorial Hospital (renamed Taylorville Memorial Hospital) joins MHS



**2014:** Passavant Area Hospital joins MHS



**2019:** Decatur Memorial Hospital joins MHS



# A Day That Changed Taylorville

On the afternoon of Dec. 1, 2018, retired schoolteacher Cherri McCullough was at home south of Taylorville. Other than unseasonably warm temperatures, the day had so far been unremarkable.

But within minutes, nearly everything she had—the home she'd lived in for 33 years, her garage, her barn, her car, every tree on her property—would be gone, swept away by a tornado that came seemingly out of nowhere.

First, the power went out. As she searched her living room for a light, accompanied by her two dogs, she thought she heard a train approaching. But when she looked out the window at the nearby railroad tracks, they were empty.

"They say it sounds like a freight train," she said. "That's what I've always heard. And it does. That freight train sound, as the tornado closed in on my house, turned into a terrifying roar I can't even describe.

"All my windows started breaking. I just got down on the floor and covered my head. I didn't know what else to do. I didn't have time to react."

She remembers something hitting her on the head, and then nothing.

"When I woke up, I had been somehow blown from the kitchen into the crawlspace, and I was buried," she said. "I opened my eyes, and I looked up and saw the sky."

Unable to move, she yelled for help. Her neighbors yelled back: "We hear you, we're coming."

Together, Cherri's neighbors helped lift the heavy beam she was trapped under

and dig her out. Ambulances couldn't yet reach the area, so they helped her walk to safety.

"I didn't know it at the time, but I had 12 broken bones," she said. The air was saturated with the odor of leaking natural gas, and with every step, Cherri's rescuers shined flashlights at her feet to ensure she didn't step on any live power lines.

The last thing she remembered before lapsing into unconsciousness again was being helped into a pickup truck for a ride to the hospital.

"When I woke up, I had been somehow blown from the kitchen into the crawlspace, and I was buried," she said. "I opened my eyes, and I looked up and saw the sky."



## The response

Meanwhile, at Taylorville Memorial Hospital, news was trickling in that parts of town had been hit hard. But no one knew what to expect.

“The hardest part was the unknown,” said TMH president and CEO Kim Bourne, who was part of the Incident Command team that night. “Did it hit a nursing home? Did it hit one of the high-rise apartment buildings? How many injured were there going to be? We really didn’t know at that point.”

In the Emergency Department (ED), Matthew Yociss, MD, was asking himself the same questions. He and his patients had weathered the worst of the storm, and now they waited to see what the aftermath would bring.

A “code triage” was called, summoning TMH staff to work. Yociss phoned the Level 1 Trauma Center at Memorial Medical Center to let them know to expect patients to be transferred and then made additional calls to place other local hospitals on standby.

TMH colleagues began to arrive, though the storm damage made for a frightening commute. The early winter sunset made it difficult to assess the extent of the destruction, which included many streets blocked by debris and fallen power lines.

When the code triage was called, CT technologist Branzley Cantrill emerged from her basement ready to head to work, only to discover that downed power lines meant she couldn’t get her car out of the garage. She called co-workers, asking for a ride, but no one could reach her.

“I just took off running down every road I could get through,” she said, passing fallen trees, cars crushed by debris, shattered houses and standing water.

Sixty-two staff members who were not scheduled to work that night came to lend a hand, including some MMC colleagues who lived in Taylorville and volunteers from the community with medical training. In addition to nurses and doctors, the crew included staff from Environmental Services, Sterile Processing, Pharmacy, Engineering and more.

Injuries ranged from minor cuts and bruises to respiratory distress to serious trauma cases. Patients “were scared,” said ED nurse manager Kristy Cesaretti. “They didn’t know if their house was okay, they didn’t know where their family was, they didn’t know what they’d just left.” With such a wide range of medical issues to treat, the first priority was to triage the “walking wounded” from those who needed more help.

Three patients were transferred to Memorial Medical Center that night, including Cherri. When she arrived at TMH, Dr. Yociss said, the extent of her injuries was unclear. The determination was quickly made to send her to Springfield for more intensive trauma care.

Those kinds of quick decisions—and the ability to assess a patient within minutes—are crucial in emergency situations, he said. The team at TMH came together to make that happen.

**“From the outside looking in, it probably looked like chaos—but from the inside out, it was methodical and calm,” Yociss said.**

## The aftermath

A tornado can hit in seconds. The aftermath, though, can seem endless.

Cherri McCullough’s dogs survived—although one of them didn’t come home for more than three days. Her horses, which had been standing in the pasture when the storm hit, were also unharmed.

Afterward, Cherri’s son-in-law discovered that a wall had collapsed, causing her entire house to tumble into the basement. Had she made it down the basement stairs that afternoon in the seconds before the tornado hit, she probably wouldn’t have made it out.

She spent 11 days at MMC, and subsequently underwent several rounds of physical therapy there and at TMH. She

had six broken ribs on her right side and two on her left, in addition to multiple fractures in her back and a broken clavicle.

Due to the extent of her injuries, she doesn’t remember much of the treatment she received that night. But she’s glad help was available when she needed it. “I just want to thank them for all they did for me,” she said. “I’m just grateful that they were there, and that my daughter didn’t have to worry about me.”

Patients with injuries related to the storm continued to show up at the TMH ED for more than a week, as local residents began the laborious process of clearing out debris.

Dr. Yociss is appreciative, but not surprised, by the region’s strong response to the storm: the first responders who helped residents to safety, the utility workers who quickly restored power, the everyday people who donated money and supplies to those in need.

“It takes a good year or so to rebuild a community, and Taylorville, being a strong community, did just that,” he said.

In the days and weeks after the storm, many people came to see Cherri and offer her necessities to replace what she’d lost. “They were our support, our safety net. I can’t say enough about the people of Taylorville,” she said.

She thinks often of what she lost that day, and how close she came to losing her life. Her daughter encouraged her to attend counseling, which has helped her work through some of these feelings—although it’s still difficult for her to hear a freight train coming down the tracks.

But she remains optimistic, and wants others to know that recovery is possible, even when it seems that everything is lost.

“It’s been a journey,” she said. “The journey’s not over yet.”

# Nursing Honors for PAH, ALMH

## Two Memorial Health System affiliate hospitals were honored for nursing excellence during the past fiscal year.

In November 2018, Passavant Area Hospital received its third consecutive Magnet® designation, the highest honor available for professional nursing practice from the American Nurses Credentialing Center (ANCC).

The achievement places Passavant's nursing team among the top 3 percent of hospitals in the nation, joining Memorial Medical Center among the elite group of organizations that have achieved Magnet designation three times.

"This honor is a reflection of the hard work and dedication

displayed by our entire team," said Leanna Wynn, affiliate vice president and chief nursing officer at Passavant. "We're pleased that our efforts to raise the bar for excellence in nursing practice and patient care have earned us this recognition for a third time."

In addition to the Magnet program, ANCC awards Pathway to Excellence designation to organizations that demonstrate a culture of excellence and a commitment to creating a positive work environment for nurses. In February 2019, Abraham Lincoln

Memorial Hospital received this honor, capping off a multi-year effort by the nursing staff and other colleagues across the hospital.

"This designation is a real testimony to the work that each of you do every single day," ALMH chief nursing officer Roxanne Stelle said in her announcement to colleagues. "This award is given by a nursing organization – however, we could not have achieved it without the help and collaboration of each and every department."



QUALITY





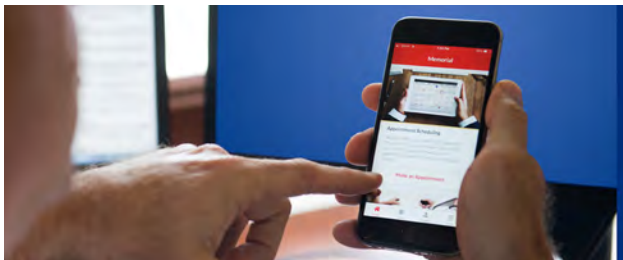
## Convenient Scheduling with the Memorial App

In 2019, patients began using the Memorial Health System app to schedule appointments at Memorial Physician Services, access MemorialNow virtual care and check in at Memorial ExpressCare before even leaving home with the “On My Way” feature.

The app was created by a team from Information Systems and Memorial Physician Services – all aimed at ensuring a convenient, high-quality patient experience at Memorial clinics.

“Patients are beginning to expect the convenience of self-scheduling, whether it’s reserving a restaurant table or making a doctor’s appointment,” said Nick Nell, system director of digital innovation. “We wanted to create a very user-friendly approach that allows people to access their provider schedule at any time and make appointments whenever they’re thinking about it.”

The app is available for free from the Google and Apple app stores, and users can also download a Memorial skill with similar capabilities for their Amazon Alexa devices.



## MHS Honored with Readers’ Choice Awards

Memorial Health System won four awards in the State Journal-Register Readers’ Choice Awards: Best Hospital, Best Emergency Room, Best Trauma Center and Best Weight Loss (Surgical). In the Illinois Times Readers’ Choice competition, local residents picked MHS for Best Medical Facility—Memorial Medical Center, Best Doctor—Nicole Florence, MD, and Best Charity Event—Memorial’s Festival of Trees.

## Center for Transplant Services Marks a Milestone

On Sept. 10, 2019, the Alan G. Birch, MD, Center for Transplant Services at Memorial Medical Center marked a milestone: the 1,000th transplant since the program—a cooperative initiative with SIU School of Medicine and Springfield Clinic—began in 1972. During the surgery, Marc Garfinkel, MD, transplant program surgical director and associate professor of the Department of Surgery at SIU School of

Medicine, transplanted a kidney from donor Joshua Blackburn into his mother, Cheryl (seen below).

1,000  
transplants

25-30  
transplants  
per year



# Memorial Choice Benefits Available to JBS USA, MHS Workforce

Memorial Choice is a supplemental health service that allows local employers to partner with Memorial to improve wellness and lower medical costs for their employees.

In 2019, Memorial Health System made the Memorial Choice benefits available to its workforce, as did JBS USA.

In June, Memorial Physician Services opened a new primary care clinic serving production and management employees of JBS USA, which has more than 2,100 employees at its pork production facility in Beardstown. Springfield Public Schools District 186 and Sangamon County also offer Memorial Choice to their employees.

“We were proud to offer the benefits of Memorial Choice to our own colleagues this year, as well as to JBS USA,” said MHS Ambulatory Group president Jay Roszhart. “By building partnerships with our local employers, we’re helping improve the health of our communities.”



PARTNERS



## TMH Go Steady Rehab Honored by IHA

In September, the Illinois Health and Hospital Association (IHA) recognized a project that partnered the Taylorville Memorial Hospital Go Steady rehab program with local assisted living facility Hickory Estates to dramatically reduce the number of falls in its elderly residents. The project earned the 2019 IHA Quality Excellence Achievement Award in the Small and Rural Hospital Category.







age range

**16-96**

## Volunteers Lend a Hand

Volunteers give their time across 75 areas and departments of MHS. Last year, 95 new volunteers joined MMC alone.

MMC\*



**500+**  
volunteers

**44,600+**  
hours served

\*Includes Memorial Home Hospice

ALMH



**160+**  
volunteers

**21,000+**  
hours served

PAH



**200+**  
volunteers

**31,600+**  
hours served

TMH



**100+**  
volunteers

**7,000+**  
hours served

**Festival of Trees: 1,200+ volunteers | 7,400+ hours served**

**Total hours: 111,600 | Service equivalent: \$2,841,336**

## Construction Underway on New TMH Facility

Construction was underway throughout 2019 on a new 97,000-square-foot facility for Taylorville Memorial Hospital.

The first phase of the project, which will include 25 private patient rooms, outpatient services, a specialty clinic and more, is scheduled to be complete in early 2020. A second phase is targeted to open the following year.



# Honor Walk Celebrates the Gift of Life

In April 2019, Memorial Medical Center held its first Honor Walk, organized by the Alan G. Birch, MD, Center for Transplant Services and Gift of Hope.

An Honor Walk gives colleagues and visitors the opportunity to line the hallways as an organ donor is brought to the operating room for the final time. This journey is often called “the loneliest walk” by families, and the Honor Walk is a way for caregivers and others to show support and honor the gift of organ donation.



The Honor Walk is a way to pay tribute to the patient and show support for the family during their loss.

## MMC Receives Rare Fivefold CARF Accreditation

In April, five separate rehabilitation programs at Memorial Medical Center received three-year reaccreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). It

was the fifth consecutive time MMC earned three-year accreditation on all five programs, an achievement that places those programs among the best in the nation and beyond.

Only 78 rehab programs worldwide hold four or more inpatient program accreditations.





## Boston, Early Take On CEO Roles

Two Memorial Health System hospitals are now under new leadership.



In April, the Passavant Area Hospital board of directors selected Scott Boston, MD, an emergency medicine physician who had been a member of the PAH medical staff since 2004, to replace outgoing president and CEO Harry Schmidt.

Boston previously served in several physician leadership roles at both Memorial Medical Center and Passavant Area Hospital, most recently as PAH chief medical officer. He is also a clinical assistant professor in the Division of Emergency Medicine in the Department of Surgery at SIU School of Medicine.

“It is a great honor to be able to work in this exciting environment and help fulfill the mission and vision of Passavant Area Hospital,” Boston said.



In July, the Decatur Memorial Hospital board of directors announced the appointment of Drew Early to the role of president and CEO, effective upon successful completion of the MHS affiliation process on Oct. 1. He replaced former CEO Tim Stone, who had announced his intention to step

down when the affiliation was complete.

Early, who has been with Memorial for 13 years, previously served as vice president of operations for Memorial Medical Center, overseeing Emergency and Trauma Services, Environmental Services, Security, Facilities Design and Construction, Engineering, Food and Nutrition Services and Biomedical Engineering. He also served as co-chair of the DMH-MHS integration committee.

“I’m optimistic about what we’ll be able to accomplish together as we serve the healthcare needs of the people of Macon County and its nearby communities,” Early said.



## Workplace Connects Colleagues in Growing System



As Memorial Health System expands, colleagues are coming together thanks to Workplace, an innovative online platform for collaboration and cooperation.

96% of colleagues claimed their accounts.



Groups for open discussion: **181** (18%)



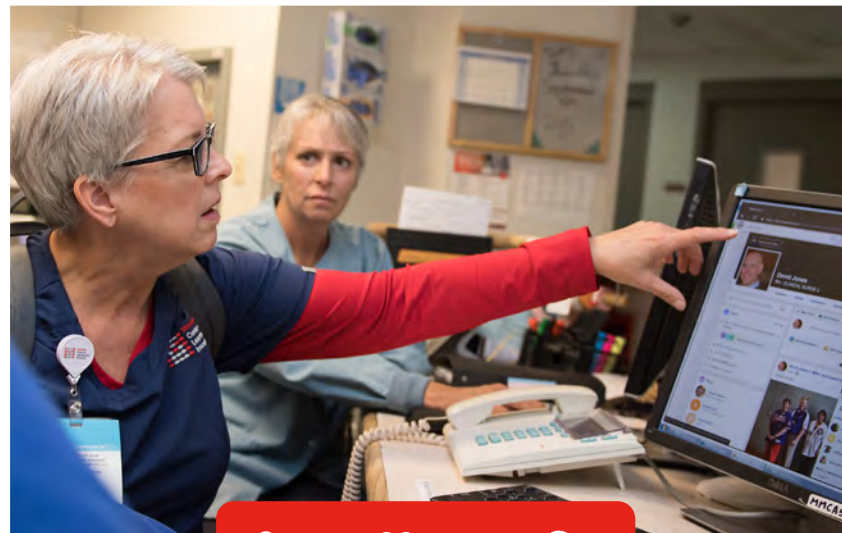
54% checked in once a week.

Groups for announcements: **14** (1%)

Groups for teams and projects: **809** (80%)

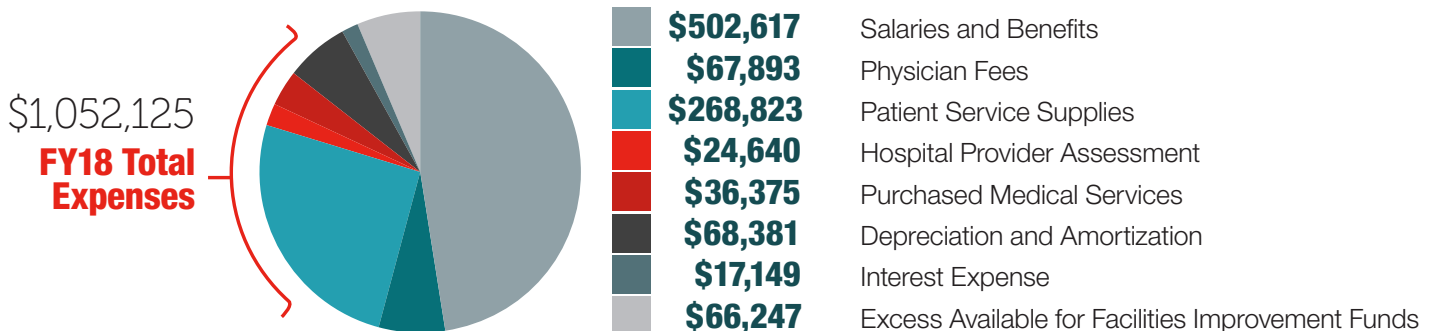
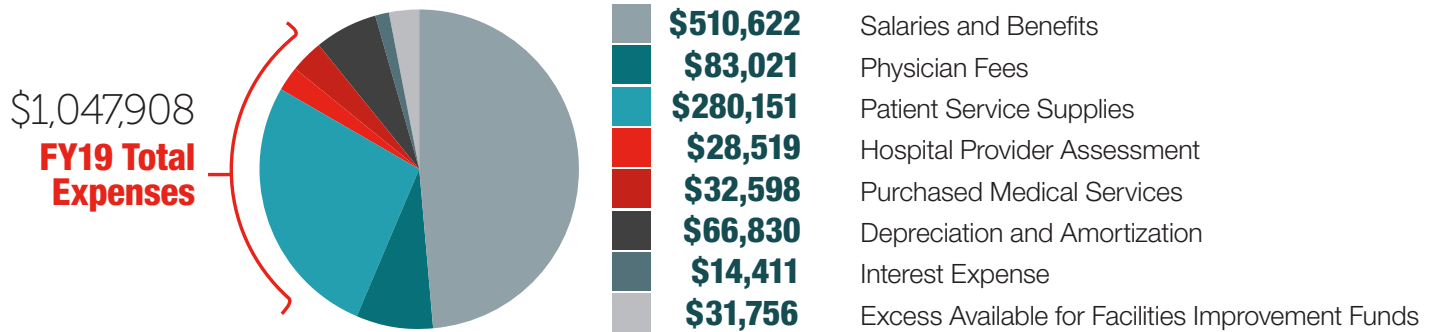
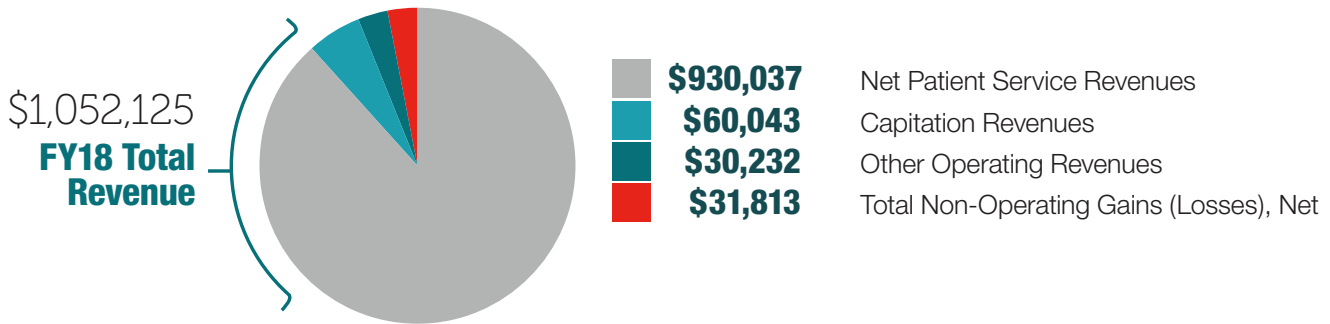
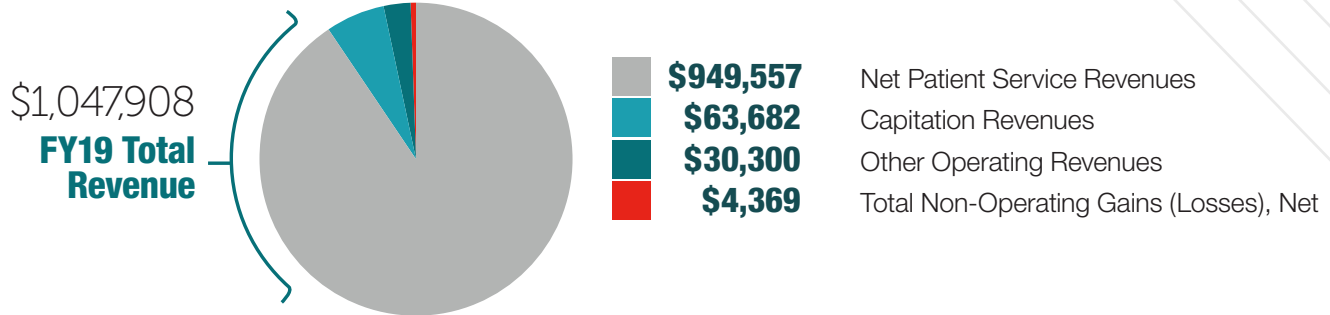


Colleagues reacted **25,835x** to posts in the all-affiliate Memorial Health System.



25 109 7

# MHS Consolidated Statement of Operations



\*dollars in thousands



## Financials

<b>Memorial Medical Center</b>	<b>FY19</b>	<b>FY18</b>
Average Length of Stay	5.22	5.00
Discharges	23,802	24,398
Licensed Beds	500	500
Outpatient Visits	424,297	413,655
Patient Days of Care	124,130	122,036
<b>Passavant Area Hospital</b>	<b>FY19</b>	<b>FY18</b>
Average Length of Stay	4.51	3.71
Discharges	3,136	3,606
Licensed Beds	131	131
Outpatient Visits	58,309	57,431
Patient Days of Care	14,131	13,378
<b>Abraham Lincoln Memorial Hospital</b>	<b>FY19</b>	<b>FY18</b>
Average Length of Stay	3.42	3.03
Discharges	759	890
Licensed Beds	25	25
Outpatient Visits	41,628	41,871
Patient Days of Care	2,599	2,698
<b>Taylorville Memorial Hospital</b>	<b>FY19</b>	<b>FY18</b>
Average Length of Stay	3.56	3.23
Discharges	608	638
Licensed Beds	25	25
Outpatient Visits	34,061	34,511
Patient Days of Care	2,167	2,062
<b>Memorial Behavioral Health</b>	<b>FY19</b>	<b>FY18</b>
Developmentally Disabled Clients	263	279
Mental Health Clients	6,197	6,568
Memorial Counseling Associates Clients	1,965	2,214
Total Clients Served (Unduplicated)	8,425	9,061
<b>Memorial Home Services</b>	<b>FY19</b>	<b>FY18</b>
Home Health Visits	21,146	26,096
Hospice Days of Care	33,366	37,288
<b>Memorial Physician Services</b>	<b>FY19</b>	<b>FY18</b>
Clinic Visits	279,251	278,473
<b>Passavant Physician Association</b>	<b>FY19</b>	<b>FY18</b>
Clinic Visits	8,117	18,699

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\*Effective Oct. 1, 2019

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\*Effective Oct. 1, 2019



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## Community Health Needs Assessment Implementation Strategies

Fiscal year 2019 was the first year of work on three-year strategies developed by four Memorial Health System hospitals to address community health priorities.

In 2018, each hospital completed a Community Health Needs Assessment in collaboration with county health departments in Sangamon, Logan, Morgan and Christian counties, as well as other health and social service providers who represented vulnerable members of the community.

Detailed information on each hospital's Community Health Needs Assessment and outcomes of the implementation strategies are available at [ChooseMemorial.org/HealthyCommunities](http://ChooseMemorial.org/HealthyCommunities).



MISSION

### Abraham Lincoln Memorial Hospital

Community benefit total of **\$4,725,000**

Patient Financial Assistance .....	\$676,000
Unpaid Medicaid .....	\$1,764,000
Other Community Programs.....	\$2,285,000

### Abraham Lincoln Memorial Hospital Foundation

Community benefit total of **\$630,000**

### Memorial Medical Center

Community benefit total of **\$89,664,000**

Patient Financial Assistance .....	\$7,180,000
Unpaid Medicaid .....	\$11,371,000
Other Community Programs.....	\$71,113,000

### Memorial Medical Center Foundation

Community benefit total of **\$721,000**

### Passavant Area Hospital

Community benefit total of **\$18,328,000**

Patient Financial Assistance .....	\$1,799,000
Unpaid Medicaid .....	\$11,590,000
Other Community Programs.....	\$4,939,000

### Passavant Area Hospital Foundation

Community benefit total of **\$223,000**

### Taylorville Memorial Hospital

Community benefit total of **\$2,001,000**

Patient Financial Assistance .....	\$606,000
Unpaid Medicaid .....	\$1,185,000
Other Community Programs.....	\$210,000

### Taylorville Memorial Hospital Foundation

Community benefit total of **\$39,000**



## 2019-2021 Priorities

### Abraham Lincoln Memorial Hospital, Logan County

Obesity, Mental Health, Substance Abuse, Cancer

### Memorial Medical Center, Sangamon County

Access to Care, Mental Health, Substance Abuse,  
Mother/Infant Health

### Passavant Area Hospital, Morgan County

Access to Care, Mental Health, Substance Abuse

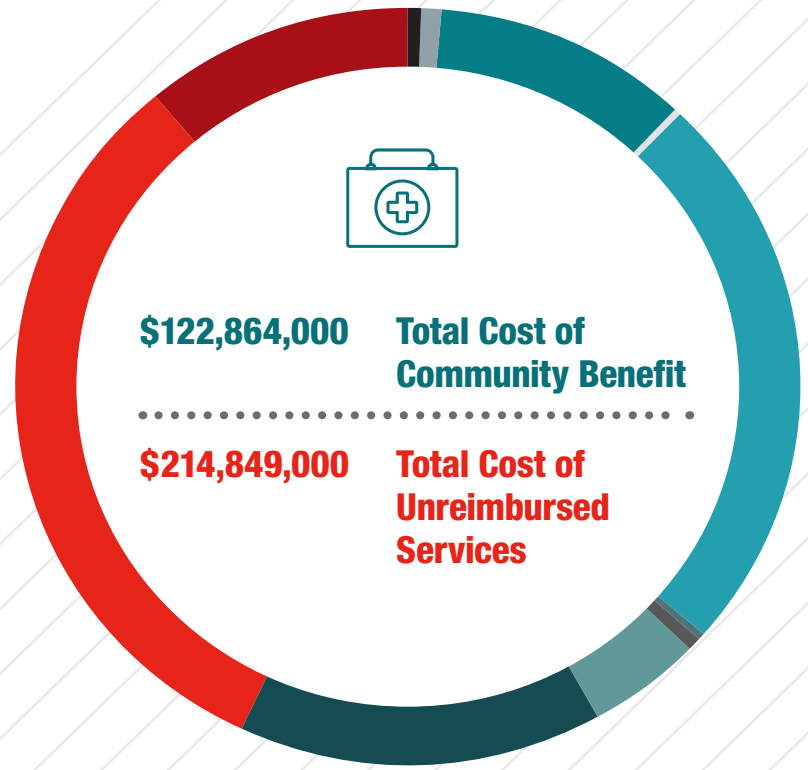
### Taylorville Memorial Hospital, Christian County

Mental Health, Substance Abuse



Additional community benefit totaling **\$6,532,000** came from the health system's other three affiliates and additional business lines. Community benefit provided by each was:

Memorial Physician Services .....	\$5,304,000
Memorial Behavioral Health .....	\$558,000
Memorial Home Services .....	\$167,000
Passavant Physician Association.....	\$503,000



Community Health Improvement <b>\$1,691,000</b>	Community Benefit Operations <b>\$1,060,000</b>
Health Professions Education <b>\$1,595,000</b>	Financial Assistance <b>\$10,444,000</b>
Subsidized Health Services <b>\$22,753,000</b>	Unpaid Medicaid <b>\$32,177,000</b>
Research <b>\$277,000</b>	Unpaid Medicare <b>\$68,482,000</b>
Cash/In-Kind Contributions <b>\$52,144,000</b>	Bad Debt <b>\$23,503,000</b>
Community Building Activities <b>\$723,000</b>	



Healthy Jacksonville hosted a Trunk or Treat event for kids and families on the northeast side of Jacksonville on Oct. 30.

## Healthy Jacksonville Connects Residents with Care

When Passavant Area Hospital and its partners launched the Healthy Jacksonville initiative, their goal was to help 12 clients improve their health in the first year. Eight months in, they had 85 clients – and the phone was still ringing.

The program's strong relationship with local agencies – as well as the trust they've built with their new clients—are at the heart of that success, leaders say.

"I'm amazed, and so surprised, by the clients and agencies who have been so willing to work with us," said Sarah Karraker, supervisor, Care Coordination and Social Services, at Passavant.

Healthy Jacksonville partners Passavant with SIU Medicine, as well as MacMurray College, to benefit the residents of Jacksonville's northeast side. Data shows that residents of this neighborhood frequently visit the Passavant Emergency Department (ED) for non-emergency medical needs – a sign that access to care is a challenge in the area. Access to healthcare also emerged as the highest priority on Morgan County's 2018 Community Health Needs Assessment.

Healthy Jacksonville is based on the model used by the Access to Health Collaborative in Springfield, which began in 2015 from a partnership between Memorial Medical Center, HSHS St. John's and SIU Medicine in the Enos Park neighborhood and has since

expanded into nearby Pillsbury Mills.

The Passavant Area Hospital Foundation provided a \$169,000 grant to fund Healthy Jacksonville's first year, which includes two community health workers who work to build relationships with neighborhood residents and connect them with the help they need. The initiative's first-year goals were to increase the number of Jacksonville residents who have a medical home, decrease use of the PAH ED for non-emergency care and improve residents' overall health.

One of the biggest factors keeping neighborhood residents from accessing care is transportation. Community health workers have access to a vehicle donated by the Passavant Auxiliary to assist with transportation of clients to medical appointments, while local cab companies and the West Central Mass Transit District are also available to help those without a ride.

Community partnerships have been critical in Healthy Jacksonville's early success. Many of the program's first clients connected with Healthy Jacksonville through the Spirit of Faith

Soup Kitchen, which serves nightly free meals and provides after-school programming.

"Our role is to connect people to services that already exist locally," Karraker said. That includes Memorial Behavioral Health, the local summer lunch program, agencies that provide housing assistance and more. The Jacksonville Police Department, as well as Lincoln Elementary School, have also provided strong support.

Future goals include upgrading Minnie Barr Park, where the neighborhood's children go to play. The initiative also sponsored several family activities in the park this year, including an Easter egg hunt.

"It's been really eye-opening to see the needs the community has, but also to see how rewarding it is when the community pulls together," Karraker said.





## ALMH Helps Logan County Residents Quit

Smoking can cause major health problems, including a higher risk of cancer, heart disease and stroke.

But those risks are especially great during pregnancy. The Centers for Disease Control and Prevention estimates that tobacco use during pregnancy causes up to 10 percent of all infant deaths due to problems like premature birth, poor lung development and low birth weight.

Data shows that 40 percent of mothers ages 15-24 in Logan County smoked during their pregnancies, a significantly higher rate than the statewide average of about 8 percent. Substance abuse was cited as a major health concern in Logan County in the 2018 Community Health Needs Assessment.

“With more young people choosing to vape or use e-cigarettes, we are concerned these rates will increase,” said Angela Stoltzenburg, director, ALMH Community Health Collaborative. “Offering tobacco cessation services is an important strategy in our community health improvement plan.”

To help reverse these trends, ALMH’s Respiratory Therapy department offers free, individualized tobacco cessation counseling to everyone in Logan County—no doctor’s referral needed.

“People begin to experience health benefits only 20 minutes after quitting tobacco,” Stoltzenburg said. “We hope people struggling with nicotine addiction, including pregnant women, take advantage of this free resource.”



## TMH Provides Training to Reduce Overdose Risk

Substance abuse was identified as a top priority in the Christian County 2018 Community Health Needs Assessment. One of the ways in which Taylorville Memorial Hospital is combatting the opioid epidemic is by providing community training in the use of naloxone (brand name Narcan), a medication used to reverse the effects of narcotics overdose. In FY19, TMH trained 100 people in the use of Narcan. For the past several years, TMH has also distributed kits to local law enforcement.

The CDC reports that

**130** Americans die, on average, each day from opioid overdose.

Between 2013 and 2017, opioid overdose deaths increased by **82%** in Illinois.

According to the National Institute on Drug Abuse, opioid overdose deaths are **27-46%** lower in communities with naloxone training and distribution.

**100** Number of people trained at TMH

**103** Number of kits distributed to Christian County residents

## MMC Supports Construction of New YMCA



On Thursday, March 14, the Springfield YMCA held a groundbreaking ceremony for a new downtown facility set to be constructed at Fourth and Carpenter streets.

This site is located on the campus of Memorial Medical Center, and MMC has pledged to provide \$10.4 million to support the project. The YMCA has also launched a community capital fundraising campaign to help cover the remaining cost of construction.

The facility is scheduled to open its doors to the community in fall 2020.

“The YMCA is a great partner for us, since we share a similar mission and values,” said Kevin England, Memorial Health System senior vice president and chief administrative officer, who also serves on the YMCA board of trustees. “We’re proud to provide the lead gift for this project as part of our efforts to improve the health of our local community.”





## Providing Connection and Compassion



Last year, Memorial Behavioral Health debuted a new, nontraditional model for connecting with some of the community's most vulnerable individuals.

The Community Outreach and Engagement Team helps at-risk people in Springfield – including many who are homeless—access mental health and substance abuse treatment by building personal, trusting relationships.

As part of that model, Sara Anderson, a recovery specialist with Memorial Behavioral Health, is embedded among the staff at Helping Hands, a local shelter, three evenings a week. She also works alongside Springfield Police Department homeless outreach team officer Chris Jones, and the pair are familiar faces to many at Helping Hands and on the streets of downtown Springfield.

“Often, individuals who are homeless have extensive trauma,” Anderson said. “It can be difficult for them to open up or trust someone.”

The stigma surrounding mental health issues can also make people reluctant to undergo a mental health assessment or pursue treatment, she said. But by connecting with clients in the places where they feel most comfortable, she has succeeded in building relationships.

One of the people who has forged a bond of trust with Anderson during the past few months is James Harris, who spent 20 years living on the streets of Springfield while struggling with alcohol dependency, major depressive disorder and a seizure disorder.

“I have trust issues with everybody,” he said. But he added that he came to trust Anderson and the Springfield Police Crisis Intervention Team officers when he realized how committed they were to ensuring he got treatment.

**“You have the feeling that you can trust people who are willing to go to the lengths that they were in order to help,” Harris said.**

Mental health, substance abuse and a lack of access to care were all identified in the Sangamon County 2018 Community Health Needs Assessment as priorities for Memorial Medical Center to address. Memorial Behavioral Health is spearheading this initiative on behalf of MMC because of their longtime involvement with the homeless population. Getting appropriate care can reduce the time that at-risk individuals spend in the hospital or in jail – locations where those struggling with these issues often end up.

At first, Anderson and her colleagues saw that Harris was wary of accepting their help. “We would see him on the street and say, ‘You can come to us whenever you’re ready,’” she recalled.

When that day came, the team was able to respond quickly. Because Harris couldn’t be admitted to a drug and alcohol treatment program without medication to control his seizures, Anderson and her colleagues took him to see a nurse practitioner at Helping Hands who was able to prescribe them. She also helped him reinstate his Medicaid and Social Security benefits and access other services he needed.

For many homeless individuals, logistical roadblocks like these can be significant barriers to getting mental health or drug use treatment, Anderson said. But the new Community Outreach and Engagement model allows her to take quick steps to resolve issues with missing paperwork, insurance coverage, healthcare access and more.

Harris knows the journey to recovery is a process that includes setbacks. But today, he’s participating in Sangamon County’s Mental Health Recovery Court program and working on his sobriety, and for the first time in his adult life, he can go home to his own apartment.

“The best part about working with James is his follow-through,” Anderson said. “He’s one of the most resilient people I know.”

“She’s a good person to work with,” Harris said. “She’s helped me out tremendously, even through all my struggles.”





## About Memorial Health System



One of the leading healthcare organizations in Illinois, Memorial Health System in Springfield is a community-based not-for-profit corporation dedicated to patient care, education and research. The health system's eight affiliates provide a full range of inpatient, outpatient, home health, hospice, behavioral health and primary care physician services. With five hospitals and other clinics in Sangamon and its neighboring counties, we deliver high-quality, patient-centered care in support of our mission to improve the health of the people and communities we serve.

### Abraham Lincoln Memorial Hospital

ALMH is a critical access hospital in Lincoln serving the people and communities of Logan and eastern Mason counties. ALMH also offers a spectrum of outpatient rehabilitation, therapy and diagnostic testing.

**ALMH.org**

### Decatur Memorial Hospital

DMH provides inpatient and outpatient care to residents of Macon County and the neighboring counties, offering a wide range of general and specialized diagnostic, surgical and treatment services.

**DMHCares.com**

### Memorial Behavioral Health

Memorial Behavioral Health offers a continuum of behavioral healthcare and rehabilitation services for children and adults in Sangamon, Menard, Logan, Mason, Scott, Christian and Morgan counties.

**MemorialBehavioralHealth.org**

### Memorial Home Services

Memorial Home Services provides home health, hospice and medical equipment services across an 18-county region in central Illinois.

**MemorialHomeServices.com**

### Memorial Medical Center

MMC is an acute care Magnet® hospital (for nursing excellence) in Springfield that offers comprehensive inpatient and outpatient services to residents of 40 central and southern Illinois counties. Since 1970, MMC has been a teaching hospital affiliated with Southern Illinois University School of Medicine for the purpose of providing clinical training for residents.

**MemorialMedical.com**

### Memorial Physician Services

Memorial Physician Services is a primary-care network that serves patients in nearly 400,000 visits each year in central Illinois locations in Chatham, Jacksonville, Lincoln, Petersburg and Springfield.

**MemorialMD.com**

### Passavant Area Hospital

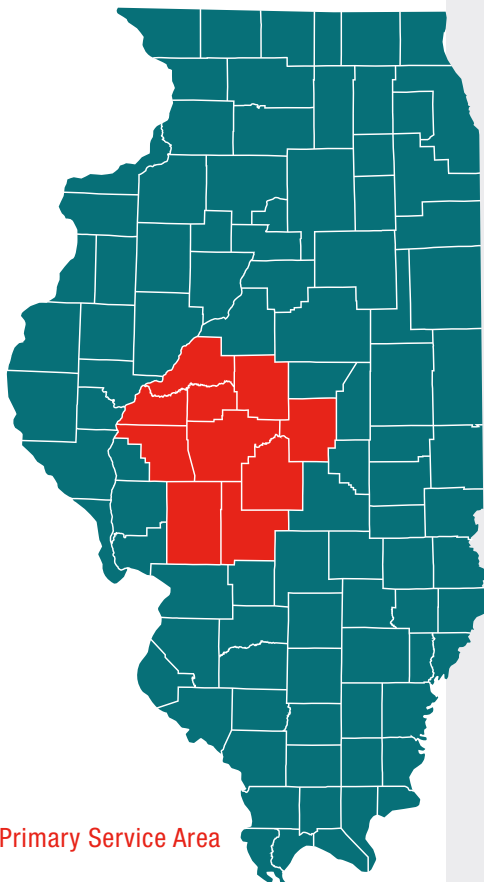
PAH is a Magnet® hospital (for nursing excellence) in Jacksonville serving the residents of Morgan, Cass, Greene, Scott, Macoupin and portions of Brown and northern Pike counties since 1875. PAH provides inpatient and outpatient services.

**PassavantHospital.com**

### Taylorville Memorial Hospital

TMH is a critical access hospital in Taylorville offering a full range of inpatient and outpatient services to residents of Christian County.

**TaylorvilleMemorial.org**



■ Primary Service Area



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