



Annual
Report
2018



Memorial Health System's Mission

To improve the health of the people and communities we serve.



Memorial Health System's Vision

To be a national leader for excellence in patient care.

On the cover

Kristina Waggoner, APRN, is a family medicine provider at Memorial Physician Services—Chatham.

Dear Friends,

As I look back on the past year, I'm humbled by all we have accomplished on behalf of our patients and the communities we serve.

Those accomplishments wouldn't be possible without the hard work, innovation and dedication of the more than 7,000 employees at our seven affiliates. Memorial's strength is the strength of a system—a strength that comes from teamwork, collaboration and a willingness to do whatever is necessary to ensure our patients receive high-quality care.

One of the things I enjoy about my role is the opportunity to see the “big picture.” Each day, I see new examples of how our system approach helps bring the latest treatments and technology to patients and how cooperation among all our affiliates makes our patient care more efficient and effective.

As a new year begins, I'm excited to see what we can achieve together. Thank you for your support of Memorial Health System as we continue to pursue excellence in patient care.



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

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



97,000
square feet

of new space for the
Taylorville community

4 modern
comfort
innovations

for patients and
families that enhance
comfort during stay



rehab
garden



underwater
treadmill therapy



centralized
outpatient services



simulated
home-like gym

Looking to the Future

On Friday, June 29, more than 300 people gathered to celebrate a milestone in the history of Taylorville Memorial Hospital.

That morning, hospital and community officials turned over shovels of soil to mark construction of a new, \$60 million, 97,000-square-foot building that will replace most of the current hospital.

“This project is not really about buildings — it’s about people,” said Kim Bourne, president and CEO of Taylorville Memorial Hospital, in her remarks during the groundbreaking ceremony. “The scope, scale and size of this project are significant, but it’s really about fulfilling our mission to improve the health of the people and communities we serve.”

In 1954, the current hospital—then known as St. Vincent Memorial Hospital—was constructed by the Adorers of the Blood of Christ.

“With the launch of this construction project, we hope to bring the Sisters’ legacy of service and quality care into a new century,” said Edgar J. Curtis, president and CEO of Memorial Health System.

The construction will be completed in two phases. The first phase, anticipated to conclude in early 2020, will include 25 private patient rooms, outpatient services, therapy services, laboratory, pharmacy, a specialty clinic and a central utility plant. The second phase, targeted for an early 2021 opening, will include food and nutrition services, administrative offices and conference rooms.

O’Shea Builders, based in Springfield, is the general contractor. The architect is BSA Life Structures, based in St. Louis.

A Life-Changing Gift

In 2017, Donald Pierce got a call that changed his life—a donor kidney was available, thanks to a “transplant chain” underway at Memorial Medical Center.

“It’s hard to put that feeling into words,” he said. “It’s unbelievable.”

His wife, Farrell, was out for a run in their hometown of Palmyra, Mo. “When I got off the phone, I jumped in the truck and raced through the streets of our little town to find her,” he said. “When someone is ill, their spouse goes through it too. She felt the same things I felt.”

The Alan G. Birtch, MD, Center for Transplant Services is a cooperative partnership between Memorial Medical Center, SIU Medicine and Springfield Clinic. The eight-person transplant chain completed last year was the first in its history.

“ There’s a lot more that I want to do because I’ve been given this huge blessing. ”

The chain got its start in April 2017 when Springfield resident Misty Shaw contacted the transplant center about donating one of her kidneys. She didn’t know anyone on the transplant list, but felt called to make the donation.

The rest of the chain included three pairs of recipients and donors—each recipient had a family member or friend who was willing to



donate a kidney but was unable to do so because of incompatibility. By “mixing and matching” the group, the transplant center enabled additional donations.

In June 2018, six members of the chain met for the first time at the Memorial Center for Learning and Innovation.

“This is a profound moment in the history of our kidney transplant program,” said Marc Garfinkel, MD, surgical director of the Center for Transplant Services. “All the patients in this transplant chain are remarkable individuals who were willing to make sacrifices and participate in something so much larger than themselves.”

Don had been on dialysis since 2015 following a diagnosis of end-stage kidney failure due in part to microscopic polyangiitis, an immune system disorder. He already had one kidney removed in 2007 because of a benign tumor.

His life was limited while on dialysis—unable to travel, work outside or keep up with his young grandchildren. Now, “I’m able to do things I haven’t been able to do for a long time,” he said.

Guided by his faith, he also puts his energies into serving others, including taking part in a prison ministry at Western Illinois Correctional Center in Mount Sterling, Ill.

“There’s a lot more that I want to do because I’ve been given this huge blessing,” he said.

MMC EVS Best in Nation

The Environmental Services department at Memorial Medical Center received the 2018 Department of the Year Award from the Association for the Healthcare Environment of the American Hospital Association. The award recognizes the contributions made by a hospital’s environmental services department to the overall patient experience and their work to achieve a healthcare organization’s mission. MMC was honored in the 500-bed-plus category.



Know Your Risk At Any Age

At 36, Jeremy Rhodes never expected to have a heart attack. He now has a message for other people his age: “It can happen to anybody.”

The symptoms started suddenly on Feb. 23, 2018. At first he thought it was indigestion. He took an over-the-counter antacid and sat down to rest. But he began feeling worse, and his wife noticed he had turned pale. As she called 911, Jeremy felt pain spread to his left arm. He recognized the telltale symptom.

“At that point I realized I was having a heart attack,” he said.

As the team worked to save his life, Jeremy told them he needed to get better to see his young son.

He was transported by ambulance to Memorial Medical Center where he was diagnosed with an anterior wall myocardial infarction,

more commonly known as a heart attack. One hundred percent of his left anterior descending artery was blocked. The diagonal branches of this artery supply blood to a large area of the heart, and a complete blockage is referred to as a “widow-maker.”

Jeremy remembers only feeling tired and closing his eyes. “Then, all of a sudden, I came to,” he said. “They had shocked me.”

Because of the blockage, his heart had begun a life-threatening arrhythmia. His care team used an automated external defibrillator and CPR to normalize his heartbeat—a process they repeated 14 times.

SIU Medicine interventional cardiologist Giselle Baquero, MD, treated Jeremy that night. While it’s not unusual for patients to be semiconscious and even speak during this treatment, she said, most don’t remember the experience.

As the team worked to save his life, Jeremy told them he needed to get better for his young son.

“One of the things everyone in the room felt was, ‘He’s so young—we can’t let him die,’” Baquero said.

Following the successful defibrillation, a stent was used to reopen the blocked vessel in Jeremy’s heart. He spent a week in the hospital and afterward began attending cardiac rehab three times a



Honing Their Skills

Memorial Health System encourages employees to continue their education by offering financial assistance through tuition reimbursement, grants and scholarships.

In FY18
more than

**\$1.7
million**

in education
assistance was
awarded to

**224
individuals**

150 of whom
are members of
the nursing team



In March 2018,
a program funded by
MHS foundations began
reimbursing employees
for certification costs.

**78
individuals**

benefited in
the first year

33 of whom are
members of the
nursing team



week. “That helped me tremendously,” he said. “I didn’t realize how weak I was.”

He also came to realize his family history of heart disease, coupled with other risk factors, had taken a toll. Both of his grandfathers suffered from heart problems, and one died at a young age from heart failure.

“There are a lot of myths associated with heart vessel disease. One of these myths is that it only happens to older people,” Baquero said, noting it’s important for anyone over the age of 18 to see a doctor annually and be aware of their family history of heart disease.

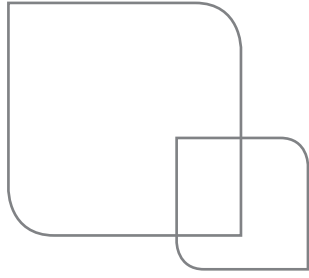
Since his heart attack, Jeremy—who is public works superintendent for the village of Divernon—quit chewing tobacco, lost about 60 pounds and now jogs more than two miles a day. He wants to let others know it’s important to recognize their risk factors and family history.

“Your heart muscle is like any other muscle in your body,” he said. “You’ve got to keep it strong.”

Mid-America Emergency Symposium

First responders from around the area participated in the first annual Mid-America Emergency Symposium held at the Memorial Center for Learning and Innovation on Sept. 7. The event—cohosted by Memorial Medical Center and the Southern Illinois Trauma Center—featured nationally and internationally recognized speakers and more than 30 different training scenarios and simulations.





Level 3 Epilepsy Center at MMC

In partnership with the SIU Neuroscience Institute, Memorial Medical Center was accredited by the National Association of Epilepsy Centers as a Level 3 epilepsy center, offering the professional expertise and state-of-the-art diagnostic and therapeutic facilities to provide the highest-level medical evaluation and treatment for patients with complex epilepsy.

ALMH Honored for Sustainability

Abraham Lincoln Memorial Hospital received the 2018 Environmental Excellence Emerald Award from Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in healthcare. The award recognized ALMH's efforts to increase recycling and reduce its overall waste.

Nurse Gives Back After Lifesaving Care

As a hospice nurse, Tena "T.J." Leich helps patients through some of the most difficult moments of their lives.

But not long ago, T.J., 58, needed help herself. When she suffered a dangerous pulmonary embolism, the lifesaving care she received at Abraham Lincoln Memorial Hospital and Memorial Medical Center inspired her to return to her hometown and serve others.

"I feel like I've been given this gift, and I want to give back," she said.

In October 2016, T.J. traveled from her home in Florida to visit her daughter in Lincoln. During her visit, she woke one morning desperately struggling to breathe. She knew immediately that something was seriously wrong.

"I just remember looking at my daughter and saying, 'You have to get me to the bathroom—I have to look in the mirror,'" she recalled. "I looked in the mirror, and I saw the face of death."

Her daughter called 911 and paramedics arrived within minutes. She was brought to the Emergency Department at ALMH, where physician Sabina Modelska, DO, diagnosed her with a pulmonary embolism—a blood clot blocking the pulmonary artery.

Supplemental oxygen was used to help T.J. breathe and increase her oxygen levels. She was also given heparin, a blood thinner, to help treat the clot.

Once her condition had stabilized, members of the Critical Care Transport Team handled T.J.'s transfer to Memorial Medical Center, where she received further treatment. The team—a collaboration between MMC, ALMH and local paramedic services—provides a registered nurse and a paramedic who

Quick treatment at both ALMH and MMC helped T.J. survive a condition that can be fatal.

ensure that patients in critical condition receive the intensive care they need during their transfer.

Quick treatment at both ALMH and MMC helped T.J. survive a condition that can be fatal. “The continuity of care was seamless,” she said. “Beyond a shadow of a doubt, that’s what saved me.”

T.J. spent six days in the intensive care unit at MMC and the following two months recovering at her daughter’s home. A Lincoln native, T.J. had worked at both MMC and SIU before moving to Florida 13 years earlier. As she regained her strength and lung capacity, she made a life-changing decision to return to Illinois and put her 35 years of nursing experience to work for the organization that she credits with saving her life.

In February 2017, she joined the team at Memorial Home Hospice. Today, she serves patients and families in the Lincoln area, easing their end-of-life journeys.

She’s glad her own journey didn’t end that day in October—and staff at ALMH and MMC were there when she needed them. “It was just a wake-up call about the preciousness of life,” she said.

A Final Wish Granted

Early in her life, Dolores Shoup didn’t have many opportunities to celebrate her birthday.

That changed when she moved to a group home for people with developmental disabilities in Taylorville 14 years ago. After that, Dolores enjoyed celebrating the occasion with her fellow residents and friends.

Last March, as a patient with Memorial Home Hospice, Dolores had the opportunity to have a wish granted by the Sharing Wishes Fund. She knew exactly what she wanted: a party.

The Sharing Wishes Fund was established in 2012 by the Memorial Medical Center Foundation to grant the wishes of hospice patients and their families. Those wishes have included visits with relatives who live far away, favorite meals and hot air balloon rides. Dolores’ party marked the fund’s 300th wish.

Staff and volunteers from Memorial Home Hospice threw her an early birthday party on March 22 with the help of staff and fellow residents from the group home. Dolores would pass away from cancer only a few days later, at the age of 73. But she was excited as the countdown to the party began.

“I didn’t expect this many people,” Dolores said, her eyes filling with tears, as she was wheeled into the living room under a canopy of lavender balloons. The cups, napkins, tablecloths and even the punch were all lavender—her favorite color.

Her friends were happy to celebrate the impact she had on their lives.

“She is the most loving, giving person I’ve ever met,” said Memorial Home Hospice nurse Da’Niel Anderson, RN. “She resonates love and joy.”



Back on the Field for Friday Night Lights

Most autumn Friday nights you'll find Kent Holsopple on the football field. For 33 years, the Sherman resident has refereed games at local high schools.

When he suffered a stroke last spring, he was afraid he'd be sidelined. "I thought I would miss the season," he said.

But with the help of his quick-thinking wife and rapid treatment at Memorial Medical Center, Kent made a full recovery and was ready for the first game of the season.

On the morning of April 8, 2018, Kent, 54, was preparing to go on a walk with his wife, Janet, when he noticed a strange sensation in his head and ringing in his ears. He found himself unable to tie his shoes. He realized something was wrong but didn't suspect he was having a stroke.

During a stroke, as many as 30,000 brain cells die every second. Every minute of delay can lead to serious long-term consequences.

But when Janet saw him struggling to speak, she called 911. "I can still remember the look on her face," Kent said. "She knew right away what was going on."

Memorial Medical Center is among fewer than 3 percent of hospitals nationwide designated by The Joint Commission and the American Heart Association/American Stroke Association as a Comprehensive Stroke Center. The designation recognizes hospitals with the technology and expertise necessary to treat all stroke patients, including those with complex needs.

"When treating stroke, every second counts," said Tiffany Whitaker, RN, director of Comprehensive Stroke Services at MMC. "Our Stroke Response Team is well-trained to respond immediately when



a stroke case arrives at the hospital. We have systems in place to ensure patients are diagnosed and receive treatment as soon as they arrive."

Kent was taken by ambulance to MMC, where he received tPA, a "clotbusting" drug that can reduce the long-term consequences of stroke when administered quickly. Later that night, as he recovered in his hospital room, Kent was unable to use his right hand or talk. Like many stroke patients, he expected a long recovery as he worked to overcome the deficits caused by damage to his brain.

But thanks in part to the speed with which he received treatment, Kent showed continual improvement as the days passed. By Friday, he was home from the hospital. And by Tuesday, he was back at work part-time.

Kent learned his stroke had been caused by an undiagnosed heart defect, which his doctors plan to repair in the coming year. He's grateful for the care he received at MMC and for his full recovery.

"I couldn't have asked for any better treatment," he said.

Caring for the Care Provider

Many healthcare professionals struggle with the “second victim phenomenon” after an unanticipated adverse event, medical error or patient injury. These individuals often feel they have failed the patient and begin to doubt their own clinical skills and abilities.

Memorial Health System introduced a Support for Second Victims program in 2018. This confidential program provides structured, trained support for employees who experience the second victim phenomenon, giving them a direct path to the help they need.

“The Support for Second Victims program allows healthcare professionals to express thoughts and feelings in a psychologically safe environment,” said Geri Kirkbride, PhD, RN, CENP, CPPS, patient safety nurse coordinator for MHS. “When employees are supported by their managers and peers, they can focus on patient care and problem prevention instead of self-protection.”



A New Way to Connect

Memorial Health System now uses Workplace by Facebook, a social media platform created for the needs of the modern workforce, to encourage collaboration and communication.

Since Workplace launched across the health system last summer, users have discovered numerous ways to increase efficiency and share ideas with colleagues.

When Vizient conducted a mock Joint Commission survey at Passavant Area Hospital in June, organizers saw Workplace as an easy-to-use platform for instantaneous communication.

“Workplace was ideal for the survey because it required very minimal training,” said Christina Rollins, affiliate vice president, Operations, Quality and Safety at Passavant.

The mock survey team used Workplace as a tool to keep the strategic leadership team and other key stakeholders informed. Meanwhile, a command center used Workplace to track the progress of the surveyors and address issues that arose.

PAH received stellar feedback from the surveyors, who commended their use of Workplace. The same strategy was successfully adapted for use at Memorial Medical Center when The Joint Commission conducted a survey in September.

“Thanks to successes like the PAH mock survey, employees saw how Workplace can help them communicate, collaborate and learn more effectively,” said Cathy Strukely, system director, Communications and Marketing. “As a result, 93 percent of all MHS employees claimed their Workplace accounts by the end of our implementation period.”

Convenient Care When It's Needed Most



In FY18, patients made...



277,123 visits to **MPS primary care physicians**

including Memorial Behavioral Health provider visits



98,375 visits to **Memorial ExpressCare clinics**

at Chatham, Koke Mill, North Dirksen and South Sixth Street



1,350 patients **age 18-88**

used MemorialNow

In summer 2018, Memorial Physician Services' virtual care platform changed to MemorialNow and expanded to include pediatric patients.

Renovations Upgrade Patient Care Areas

In 2018, several patient care areas at Memorial Medical Center and Passavant Area Hospital underwent significant renovations.

At MMC, upgrades to patient rooms, corridors and nurses' stations were completed in 2E Oncology (seen at right) and 2E Medicine. A new, 15-bed 3C ICU unit opened in late 2018, including a new family waiting room and a special patient room with safety provisions to protect individuals who are victims of violence.



Work was also completed on the 3 South patient care unit at PAH, which now features 22 private rooms with upgraded amenities. In September, the nine-bed PAH Pediatrics unit reopened after renovations that improved the look of the unit and created two ADA-compliant restrooms.

MMC FMS Earns Gold Award

The Memorial Medical Center Family Maternity Suites team earned the Gold Award for quality improvement in maternal hypertension from the Illinois Perinatal Quality Collaborative, recognizing their work to prevent one of the leading causes of pregnancy-related deaths.

IHA Outstanding Achievement Award

Memorial Health System received the Outstanding Achievement Award in the 2018 Illinois Hospital and Hospital Association Quality Excellence Achievement Award competition. A project to reduce workplace violence in the Taylorville Memorial Hospital Emergency Department received the highest score out of 91 entries from 58 healthcare organizations across the state.



Improving the Health of the Workforce

FY18 4,254

Memorial Choice members

1,029 member visits to **ExpressCare**

221 members used **MemorialNow**

120 calls to the **Memorial Choice nurse concierge**

156 new patient visits at **Memorial Physician Services clinics**

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 2018, Springfield Public School District 186 and Sangamon County became the first employers to offer Memorial Choice to their employees.



Bringing Prevention to the Classroom

Thanks to a state grant, Memorial Behavioral Health—Jacksonville is providing substance abuse prevention services to students and parents around the area.

In March, MBH received a recurring \$63,000 Substance Abuse Prevention Services grant from the Division of Alcohol and Substance Abuse. The grant funds a school-based program to give kids the knowledge and skills to reject alcohol, tobacco and other drugs, as well as community-wide drug take-back events and other initiatives.

Two full-time prevention specialists, Ronny Waters and Staci Helmich-Ashmore (pictured), bring the curriculum to middle and high schools in Morgan County and provide parent education in Macoupin, Morgan and Scott counties.

Middle school is an ideal time to begin talking to kids about healthy behaviors, said Heather Sweet, manager of behavioral health performance management for MHS.

“They’re at the point when they can start making decisions for themselves,” she said. “It’s a good time to make sure they have the tools to make healthy decisions.”

Until 2017, the local youth prevention program was overseen by a drug and alcohol treatment facility, The Wells Center. After the center closed, MBH saw an opportunity to fill this need in the community and round out the continuum of care available to local residents.



With MBH—Jacksonville recently receiving certification for substance use treatment, adding a youth prevention component “is a really nice fit for us,” said Patti Torchia, manager of MBH—Jacksonville.

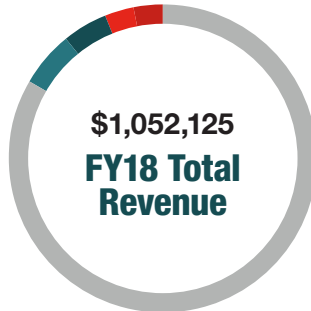


Women’s Health Center Opens at Passavant

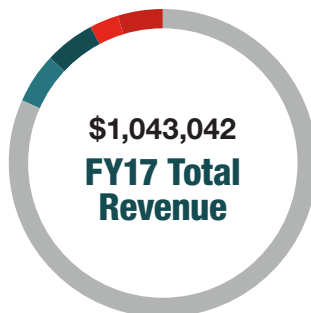
In January, a new Women’s Health Center opened on the northwest corner of the Passavant Area Hospital campus in Jacksonville, offering a range of obstetrical and gynecological services for women of all ages. Providers and staff are employees of SIU Medicine, providing expanded access to sub-specialty services.

MHS Consolidated Statement of Operations

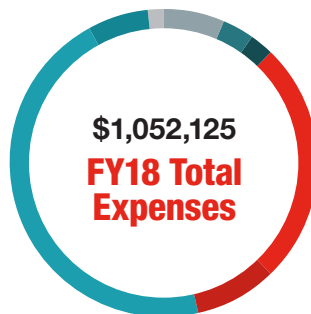
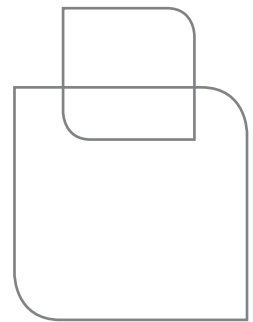
*dollars in thousands



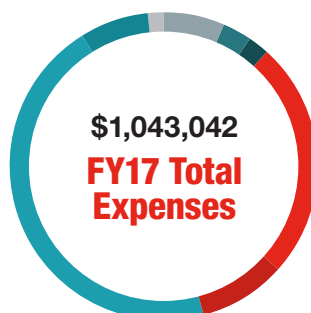
	\$878,386	Net Patient Service Revenues
	\$60,043	Capitation Revenues
	\$51,651	Hospital Access Improvement Payments
	\$30,232	Other Operating Revenues
	\$31,813	Total Non-Operating Gains (Losses), Net



	\$852,117	Net Patient Service Revenues
	\$56,856	Capitation Revenues
	\$54,032	Hospital Access Improvement Payments
	\$32,751	Other Operating Revenues
	\$47,286	Total Non-Operating Gains (Losses), Net



	\$68,381	Depreciation and Amortization
	\$36,375	Purchased Medical Services
	\$24,640	Hospital Provider Assessment
	\$268,183	Patient Service Supplies
	\$91,966	Physician Fees
	\$479,184	Salaries and Benefits
	\$66,247	Excess Available for Facilities Improvement Funds
	\$17,149	Interest Expense



	\$69,186	Depreciation and Amortization
	\$30,843	Purchased Medical Services
	\$22,469	Hospital Provider Assessment
	\$262,200	Patient Service Supplies
	\$95,732	Physician Fees
	\$471,059	Salaries and Benefits
	\$74,660	Excess Available for Facilities Improvement Funds
	\$16,893	Interest Expense



Memorial Medical Center	FY18	FY17
Average Length of Stay	5.00	4.98
Discharges	24,398	24,784
Licensed Beds	500	500
Outpatient Visits	413,655	412,165
Patient Days of Care	122,036	123,369
Abraham Lincoln Memorial Hospital	FY18	FY17
Average Length of Stay	3.03	3.18
Discharges	890	896
Licensed Beds	25	25
Outpatient Visits	41,871	42,980
Patient Days of Care	2,698	2,853
Taylorville Memorial Hospital	FY18	FY17
Average Length of Stay	3.23	3.51
Discharges	638	780
Licensed Beds	25	25
Outpatient Visits	34,511	36,894
Patient Days of Care	2,062	2,735
Passavant Area Hospital	FY18	FY17
Average Length of Stay	3.71	3.52
Discharges	3,606	3,782
Licensed Beds	131	131
Outpatient Visits	76,510	80,826
Patient Days of Care	13,378	13,323
Memorial Behavioral Health	FY18	FY17
Developmentally Disabled Clients	279	275
Mental Health Clients	6,568	7,518
Memorial Counseling Associates Clients	2,214	2,377
Total Clients Served (Unduplicated)	9,061	10,170
Memorial Home Services	FY18	FY17
Home Health Visits	26,096	37,203
Hospice Days of Care	37,288	46,581
Memorial Physician Services	FY18	FY17
Clinic Visits	296,767	302,686
Passavant Physician Association	FY18	FY17
Clinic Visits	18,699	25,971

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Community Benefit

Community Health Needs Assessment Implementation Strategies

Fiscal year 2018 was the third year of work on three-year strategies developed by the four Memorial Health System hospitals to address community health priorities.

In 2015, 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.

A new Community Health Needs Assessment was completed in 2018. New implementation strategies focusing on the priorities identified in that assessment will begin in 2019.

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

2016-2018 Priorities

Abraham Lincoln Memorial Hospital, Logan County
Access to Care, Mental Health, Obesity, Chronic Disease Management (cardiovascular and diabetes)

Memorial Medical Center, Sangamon County
Access to Care, Mental Health, Obesity

Passavant Area Hospital, Morgan County
Access to Care, Mental Health, Obesity

Taylorville Memorial Hospital, Christian County
Access to Care, Mental Health, Obesity

Abraham Lincoln Memorial Hospital

Community benefit total of **\$9,101,000**

Patient Financial Assistance	\$724,000
Unpaid Medicaid	\$6,004,000
Other Community Programs.....	\$2,373,000

Abraham Lincoln Memorial Hospital Foundation

Community benefit total of **\$355,000**

Memorial Medical Center

Community benefit total of **\$98,948,000**

Patient Financial Assistance	\$6,049,000
Unpaid Medicaid	\$35,776,000
Other Community Programs.....	\$57,123,000

Memorial Medical Center Foundation

Community benefit total of **\$491,000**

Passavant Area Hospital

Community benefit total of **\$19,001,000**

Patient Financial Assistance	\$1,736,000
Unpaid Medicaid	\$13,042,000
Other Community Programs.....	\$4,223,000

Passavant Area Hospital Foundation

Community benefit total of **\$68,000**

Taylorville Memorial Hospital

Community benefit total of **\$4,996,000**

Patient Financial Assistance	\$636,000
Unpaid Medicaid	\$4,070,000
Other Community Programs.....	\$290,000

Taylorville Memorial Hospital Foundation

Community benefit total of **\$28,000**

2019-2021 Priorities

Abraham Lincoln Memorial Hospital, Logan County
Obesity, Mental Health, Substance Abuse, Cancer

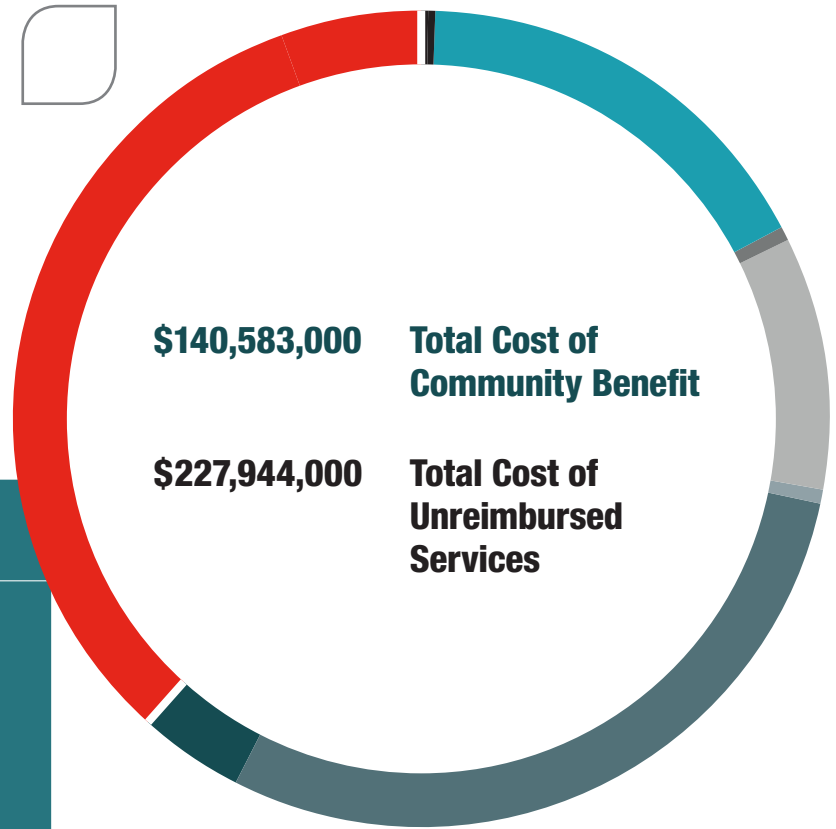
Memorial Medical Center, Sangamon County
Access to Care, Mental Health, Substance Abuse, Mother/Infant Health

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 **\$7,595,000** came from the health system's other three affiliates and two additional business lines. Community Benefit provided by each was:

Memorial Physician Services	\$5,257,000
Memorial Behavioral Health	\$191,000
Memorial Home Services	\$510,000
Memorial Health Ventures	\$337,000
Passavant Physician Association...	\$1,300,000



\$140,583,000

Total Cost of Community Benefit

\$227,944,000

Total Cost of Unreimbursed Services

- Research **\$239,000**
- Cash/In-Kind Contributions **\$37,921,000**
- Health Professional Education **\$1,320,000**
- Subsidized Health Services **\$22,750,000**
- Community Building Activities **\$546,000**
- Community Health Improvement **\$1,518,000**
- Community Benefit Operations **\$750,000**
- Unpaid Medicaid **\$66,184,000**
- Patient Financial Assistance **\$9,355,000**
- Unpaid Medicare **\$74,772,000**
- Bad Debt (Unpaid Patient Debts) **\$12,589,000**

Exceeding Expectations in Enos Park

Three years ago Memorial Medical Center joined an effort to increase access to care in an underserved Springfield neighborhood. Today, the results of that collaboration are attracting nationwide attention.

“It’s greatly exceeded our expectations,” said Tracey Smith, DNP, director of the Enos Park Access to Care Collaborative and director of Population Health Integration at the SIU Department of Family & Community Medicine, SIU Medicine, noting that buy-in from residents and other organizations in the community helps ensure the benefits of the collaborative for years to come.

The neighborhood has seen gains in employment levels and a reduction in crime.

The Enos Park Access to Care Collaborative is a partnership between MMC, HSHS St. John’s Hospital, the SIU Center for Family Medicine and Enos Park Neighborhood Improvement Association.

It was created in response to the 2015 Community Health Needs Assessment, which showed that residents of the Enos Park neighborhood struggled with access to medical care.

When the collaborative got underway in 2015, the goal was for community health workers to serve around 200 individuals. In three years, more than 400 residents benefited from that assistance and 100 percent of those residents now have a primary care physician. Meanwhile, the number of Emergency Department visits and inpatient admissions from the neighborhood have steadily decreased.

The neighborhood has seen gains in employment levels and a reduction in crime. Youth benefit from an array of popular summer enrichment programs staffed by volunteers from Enos Park and beyond.

“During the past year we’ve seen stabilization of the patients who are served by our community health workers,” Dr. Smith said. “Many have become self-sufficient and no longer need the same intensity of services.”



In 2019, the collaborative will continue its efforts in the Enos Park neighborhood and expand the program to the neighboring Pillsbury Mills area, which faces many of the same problems.

In August, MMC and HSHS St. John’s Hospital received the American Hospital Association’s NOVA Award, which recognizes hospitals for their collaborative efforts to improve community health. That cooperation between hospitals has been key to the success of the program, Dr. Smith said.

“That’s something we should celebrate in Springfield,” she said.

233 In FY18
clients were served by community health workers in Enos Park.

422 clients have been served since the Enos Park Collaborative began.



Making Strides for Health in Logan County

The 2015 Community Health Needs Assessment identified four main areas of concern for Logan County: access to care, obesity, mental health and chronic disease management. Since that time the Abraham Lincoln Memorial Hospital Community Health Collaborative has tackled those issues in numerous ways.

ALMH Market



45,000+ fruits and vegetables purchased from local farmers



930 health screenings conducted



CATCH (Coordinated Approach to Child Health)

implemented in

14 schools + 3 preschools + 1 after-school program

helping **3,200+** children in Logan County stay active and make healthy food choices

Opioid Abuse Prevention

Community Health Collaborative
\$11,000 GRANT
to the Lincoln Police Department to purchase an incinerator for drug disposal



250 pounds of expired, unwanted or illicit

drugs removed from the community

Active Lifestyles

\$140K GRANT from the ALMH Foundation helped to purchase and install the

1st Fitness Court in Illinois

Residents walked

11,000 laps

on the ALMH Wellness Trail



Hot Meals, Warm Friendships

For nearly 50 years, the Doorbell Dinners program has delivered meals to Jacksonville residents whose medical conditions require a special diet. Recipients, who are often elderly and unable to leave their homes, are referred to the program by their physicians.

The benefits of the program go beyond providing healthy meals. Many of the recipients look forward to talking with the volunteers each day.

“People don’t often realize how many of the elderly live alone,” said Carolyn Clayton, director of Clinical Dietetics at Passavant. “For some, this may be one of the few times during the week when they have social interaction. It’s really important to them.”

On average, 300 meals are prepared and delivered each week. Recipients get a hot and a cold meal each day to cover lunch and dinner. Meal delivery is available Monday through Friday, including holidays.



Menu items are adapted to fit the dietary needs of the recipients. That may include a low-sugar meal for someone with diabetes or a renal diet meal suitable for a patient with kidney disease.

Meals are prepared by the Passavant Area Hospital Food Service department and delivered by volunteers from 17 local churches through the Church Women United organization. PAH provides the meals at cost and donates the labor for their preparation. The Doorbell Dinners program is sponsored by the Prairie Council on Aging.

Volunteers Aid Mission of Mercy

Memorial Health System was a major sponsor of the Illinois State Dental Society 2018 Mission of Mercy, which provided more than \$1 million in free dental care to local residents in need. Memorial employees, including Paula Harwood, BSN, RN-BC, CCRP, below, were also among the more than 1,000 volunteers who assisted patients July 20-21 at the Bank of Springfield Center.

The goal of the annual Mission of Mercy is to increase access to dental care for vulnerable populations. Access to care was identified as a priority in Sangamon, Christian, Morgan and Logan counties in the 2015 Community Health Needs Assessments.



Providing
the Tools
to Reach
Out

Mental Health First Aid gives participants the tools and knowledge they need to help those with mental illness. Memorial Health System provided local funding for the program as part of its strategy to address the mental health priority identified by all four MHS hospitals in the 2015 Community Health Needs Assessments.

546
people trained
through MHFA

In
FY18

1,438
trained
to date

thanks to
MHS-sponsored
training, **27**
people have become
**certified Mental
Health First Aid
trainers**

Number of classes in FY18



Combating Addiction, Close to Home

Taylorville Memorial Hospital is a major supporter of an organization seeking to combat the problems of drug and alcohol addiction in Christian County.

The Christian County Prevention Coalition meets every other month at TMH, and TMH CEO Kim Bourne and nurse educator Penny Shehadeh, RN, are among the members representing local healthcare.

Substance abuse—particularly the use of opioids—emerged as a major concern among local residents in the 2018 Community Health Needs Assessments conducted in Christian, Morgan, Sangamon and Logan counties. In 2019, Memorial will implement strategies to address the issue at the hospital and system-wide level.

The coalition works to increase awareness of the impact of drug and alcohol addiction on individuals and the community and to help those affected by addiction. That includes a naloxone (Narcan) training event in November, which was attended by around 60 local residents.

Families Anonymous, a group for those affected by a loved one's use of drugs or alcohol, meets twice a month at TMH, giving families the support and resources they need at a difficult time.

Shehadeh said one of the strengths of the coalition is its broad membership, which also includes representatives from law enforcement, schools, businesses and civic and volunteer groups, plus parents and youth.

“We're able to bring different perspectives and talents together to help raise awareness and educate the community,” she said.



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. With seven affiliates based in Sangamon and the 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 offering a spectrum of inpatient and outpatient services to the people and communities of Logan and eastern Mason counties.

ALMH.org

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 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.

MemorialMedical.com

Memorial Physician Services

Memorial Physician Services is a primary care network serving central Illinois locations in Chatham, Jacksonville, Lincoln, Petersburg and Springfield.

MemorialMD.com

Passavant Area Hospital

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

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



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