



## 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.

## 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. Our health system's seven affiliates provide a full range of inpatient, outpatient, home health, hospice, behavioral health and primary care physician services. With four 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.

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### **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](http://ALMH.org)

### **MEMORIAL MEDICAL CENTER**

MMC is an acute care Magnet® hospital (for nursing excellence) in Springfield that offers comprehensive inpatient and outpatient services. 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](http://MemorialMedical.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, including rehabilitation and behavioral health services.

[PassavantHospital.com](http://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](http://TaylorvilleMemorial.org)

### **MEMORIAL PHYSICIAN SERVICES**

Memorial Physician Services is a primary-care network serving more than 280,000 patients each year in central Illinois locations in Chatham, Jacksonville, Lincoln, Petersburg and Springfield.

[MemorialMD.com](http://MemorialMD.com)

### **MEMORIAL HOME SERVICES**

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

[MemorialHomeServices.com](http://MemorialHomeServices.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 and Morgan counties.

[MemorialBehavioralHealth.org](http://MemorialBehavioralHealth.org)

# COMMUNITY BENEFIT

**EVERY DAY**, Memorial Health System delivers on our mission to improve the health of the people and communities we serve. Whether caring for patients, educating physicians and nurses or supporting community partners, Memorial Health System makes a difference in people's lives.

For the fiscal year ending **Sept. 30, 2016**, Memorial Health System affiliates provided **\$239 million** in unreimbursed services to the communities we serve. This includes community benefit totaling **\$148.9 million**, including patient financial assistance, unpaid costs for patients insured by Medicaid, support of health professions education, community health improvement initiatives, clinical research, donations and subsidized services. In addition to community benefit, MHS had unreimbursed expenses of **\$90.1 million**, including **\$73.5 million** for patients insured by Medicare and **\$16.6 million** in other unpaid medical bills.

## MEMORIAL MEDICAL CENTER

COMMUNITY BENEFIT TOTAL OF **\$111 MILLION**

Patient Financial Assistance .....**\$3.9 million**  
Unpaid Medicaid .....**\$48.1 million**  
Other Community Programs .....**\$59 million**

## PASSAVANT AREA HOSPITAL

COMMUNITY BENEFIT TOTAL OF **\$15.2 MILLION**

Patient Financial Assistance .....**\$1.2 million**  
Unpaid Medicaid .....**\$10.3 million**  
Other Community Programs .....**\$3.7 million**

## ABRAHAM LINCOLN MEMORIAL HOSPITAL

COMMUNITY BENEFIT TOTAL OF **\$9.5 MILLION**

Patient Financial Assistance .....**\$503,000**  
Unpaid Medicaid .....**\$6.6 million**  
Other Community Programs .....**\$2.4 million**

## TAYLORVILLE MEMORIAL HOSPITAL

COMMUNITY BENEFIT TOTAL OF **\$4.3 MILLION**

Patient Financial Assistance .....**\$471,000**  
Unpaid Medicaid .....**\$3.4 million**  
Other Community Programs .....**\$395,000**

**ADDITIONAL COMMUNITY BENEFIT TOTALING \$8.9 MILLION CAME FROM THE HEALTH SYSTEM'S OTHER THREE AFFILIATES AND THREE ADDITIONAL BUSINESS LINES. COMMUNITY BENEFIT PROVIDED BY EACH WAS:**

**\$2.6 million** from Memorial Physician Services  
**\$351,000** from Memorial Behavioral Health  
**\$877,000** from Jacksonville CRNAs

**\$727,000** from Memorial Home Services  
**\$3 million** from Memorial Health Ventures  
**\$1.4 million** from Passavant Physician Association

Total Cost of  
Community Benefit  
**\$148,934,000**

Total Cost of  
Unreimbursed Services  
**\$239,077,000**



● Financial Assistance — **\$6,537,000**



● Unpaid Medicaid — **\$76,705,000**



● Health Professions Education — **\$1,473,000**



● Community Health Improvement — **\$1,495,000**



● Cash/In-Kind Contributions — **\$42,424,000**



● Subsidized Health Services — **\$19,361,000**



● Research — **\$436,000**

● Community Building Activities — **\$282,000**

● Community Benefit Operations — **\$221,000**



● Unpaid Medicare — **\$73,521,000**



● Bad Debt (Unpaid Patient Debts) — **\$16,622,000**

● Community Benefit Services ● All Other Unreimbursed Services

## IMPACTING COMMUNITY HEALTH: 2016 COMMUNITY HEALTH NEED ASSESSMENT IMPLEMENTATION STRATEGIES

Fiscal year 2016 was the first year of work on three-year strategies developed by Memorial Health System's four hospitals to address community health priorities. In 2015, each hospital completed a community health need 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 need assessment and outcomes of the implementation strategies are available at:

**[ChooseMemorial.org/healthycommunities](http://ChooseMemorial.org/healthycommunities)**

### 2016–2018 PRIORITIES

#### MEMORIAL MEDICAL CENTER

SANGAMON COUNTY

Access to Care, Mental Health, Obesity

#### ABRAHAM LINCOLN MEMORIAL HOSPITAL

LOGAN COUNTY

Access to Care, Mental Health, Obesity, Chronic Disease Management (*cardiovascular and diabetes*)

#### PASSAVANT AREA HOSPITAL

MORGAN COUNTY

Access to Care, Mental Health, Obesity

#### TAYLORVILLE MEMORIAL HOSPITAL

CHRISTIAN COUNTY

Access to Care, Mental Health, Obesity



## PRIORITY: ACCESS TO CARE

### ENOS PARK ACCESS TO CARE COLLABORATIVE

The historic Enos Park neighborhood sits only blocks from Springfield's two largest hospitals, Memorial Medical Center and HSHS St. John's Hospital, and yet, residents in the 36-square-block area have numerous unmet chronic health needs. Some of the socioeconomic factors that may contribute include a higher-than-average unemployment rate, a 50-percent poverty level, drug abuse and transient lifestyles.

The Enos Park Access to Care Collaborative is an innovative program that sets aside competition between the two hospitals to improve access to healthcare services for Enos Park residents. Following their 2015 community health need assessment, the two hospitals partnered to increase awareness of services and outreach to the most at-risk individuals. SIU Center for Family Medicine, a Federally Qualified Health Center (FQHC),

is leading the project with a key partner: the Enos Park Neighborhood Improvement Association.

The Collaborative is designed to improve the physical and mental well-being of residents by clearing obstacles to improve access to care. Often, it includes improving living standards so health can rise as a priority.

The Enos Park Access Advisory Council comprising neighborhood residents was created to foster a long-term impact on the neighborhood by prioritizing engagement of youth in meaningful activities. The Council led a summer enrichment program for 27 children that included a bike club, art activities, sports, games and healthy meals.

In the first 11 months, the Enos Park Access to Care Collaborative improved access to healthcare for 111 individuals.

## PRIORITY: ACCESS TO CARE

### ENOS PARK COLLABORATIVE IMPROVES RESIDENT'S HEALTH

The Collaborative supports community health workers like Shelly Weatherholt who is working in conjunction with the Springfield Housing Authority to identify Hildebrandt High Rise tenants who need healthcare services.

One resident, 50-year-old Jeff Moore, struggled to find work and moved frequently for employment opportunities. For eight years his health took a backseat to financial concerns, and it was difficult for him to know where to seek healthcare. He reported some alarming symptoms: shortness of breath, sudden chest pain, swollen feet and extreme fatigue.

Weatherholt scheduled an appointment for Jeff with primary care provider, Bright Odei, MD, at the SIU Center for Family Medicine, who immediately referred him to the Emergency Department at MMC. There he received a full work-up of tests and an overnight stay.

“I was used to taking care of myself. It was alien having people around me and checking on me every hour. These people were kind, caring and attentive,” Jeff said.

The tests showed an arrhythmia requiring treatment from cardiologist, Shobashalini Chokkalingam, MD, with Prairie Heart Institute of Illinois. Jeff’s critical heart condition stabilized with procedures and medication, and he was cleared to seek employment.

“I would look for help before, and it seemed like I would always get the bare minimum,” Jeff said. “For someone like me who doesn’t have a lot of family, friends or money, all you have is negativity. It’s just really nice to experience some positivity. These people really have some heart.”

## PRIORITY: CHRONIC DISEASE MANAGEMENT

### LADIES' NIGHT OUT IN LINCOLN SHOWS STRIDES MADE

Nearly 150 local women attended Abraham Lincoln Memorial Hospital’s Auxiliary and Healthy Communities Partnership’s Ladies' Night Out last April. The event focused on incorporating local foods into their diet, increasing activity and general tips for living a healthy lifestyle. Speakers included Nicole Florence, MD, and Andrea Sheley, APN, both from Memorial Physician Services.



## PRIORITY: ACCESS TO CARE

### MMC AND SIU CENTER FOR FAMILY MEDICINE EXPAND FQHC

Memorial Medical Center provided \$16 million in financial support to double the size of the existing SIU Center for Family Medicine.

The expansion has positioned the Federally Qualified Health Center (FQHC) to serve a growing number of low income and vulnerable residents who are now able to receive primary care services in an outpatient setting with access to physicians, prescription medicines and other services.

The new SIU Center for Family Medicine building will increase the annual number of patients served from 17,000 to more than 25,000. The 50,000 annual ambulatory visits are projected to grow to more than 75,000 in the next several years.

“We also continue to expand the number of services that our interdisciplinary team can provide to our patients and the community, including care coordination, community outreach, behavioral health and medical-legal services,” said Janet Albers, MD, professor and chair of the SIU School of Medicine’s Department of Family and Community Medicine. “The synergy of this team in addressing the social determinants of health and our collaboration with other service providers continues to improve the health of our community.”

An added benefit is that inter-professional learners—medical students, residents, physician assistants, family nurse practitioner students and others—are trained and can use the new model in their future practices.

## PRIORITY: OBESITY

### FRESH VEGGIES, EDUCATION FROM URBAN GARDEN

GenHkids planted a community garden at Poplar Place Apartments in Springfield in fall 2016 with the financial support of Memorial Medical Center. More than 25 children from Hazel Dell Elementary who live at Poplar Place participated in the planting of the garden. During their after-school program, they watered, weeded and harvested cool-weather crops such as carrots, turnips, spinach and salad greens from the garden. In conjunction with the garden, genHkids provided gardening and cooking lessons as well as produce give-aways to families utilizing their mobile farmers market.





## PRIORITY: MENTAL HEALTH

### MOSAIC PROVIDES A NETWORK OF CARE FOR CHILDREN

The Children's MOSAIC Project is a community collaboration to change the landscape of children's mental healthcare by moving access to care and intervention into the community. MOSAIC identifies at-risk children earlier and engages them in appropriate services and supports in schools, primary care offices and target neighborhoods. By leveraging trust and relationships, the system involves even the most vulnerable children and families to provide services needed to give children the best opportunities to grow up successful, happy and healthy. Families and children experience a system of care that is easy to access and responsive to their individual needs.

Since the program began in 2011, MOSAIC has conducted more than 31,000 mental health screenings. These screenings have led to approximately 2,800 local children receiving necessary social and emotional health services. The impact of MOSAIC has inspired continued growth this year.

Memorial Medical Center provides significant financial assistance as MOSAIC transitions from the grant support that started the program to more permanent funding sources.

In 2016, MOSAIC expanded into two additional schools, bringing the total number of participating schools to 10. The Camp Compass summer program and YMCA summer camp partnered with MOSAIC to bring onsite mental health services to additional children in need. These combined locations helped to provide a venue for 11,500 mental health screenings in 2016.

"The real success of MOSAIC isn't reflected solely in the number of screenings completed, but in each child who is better equipped to lead a healthy and happy life because of the mental health services provided and partnerships built within our community," said Heather Sweet, MPH, CHES, manager, MOSAIC Project, Memorial Behavioral Health.

## PRIORITY: MENTAL HEALTH

### TMH PARTNERS WITH 'FAMILIES ANONYMOUS' TO ADDRESS AREA DRUG USE

As Christian County experiences increased abuse of alcohol, tobacco and other drugs, education is the main focus of a new collaboration between Taylorville Memorial Hospital and the Christian County Prevention Coalition's Families Anonymous program.

Families Anonymous is a support program for people whose lives are affected by the use of mind-altering substances or related behavioral problems of a relative or friend.

TMH provides a group meeting place, printed materials and a staff member who regularly attends meetings. It's an important education initiative, according to Kim Bourne, president and CEO of Taylorville Memorial Hospital.

"We are losing too many people of all ages to the consequences of alcohol and other drug misuse," Bourne said. "We want to be proactive and educate our residents about what happens when drugs ravage the physical and mental health of a parent, a child, a family or even a community."

## PRIORITY: ACCESS TO CARE

### LINCOLN ATHLETE MAKES FULL RECOVERY

It was just like any other basketball game. After sitting out for a brief rest, her coach put her back in and that's when Taylor Colston, a Lincoln College pre-nursing student, went straight for the ball. The only problem—another player from the opposing team did the same. Her concussion symptoms were immediate.

"I was dizzy, and my head was throbbing," Taylor said. "I don't remember my teammates crowding around me, but I do remember thinking this is it. This is the last time I'll play basketball."

Luckily, Taylor was an ImPACT patient at Abraham Lincoln Memorial Hospital. ImPACT is a computerized neurocognitive assessment that measures impacted areas of the brain and the significance of the injuries. She had already completed pre-injury testing, so the concussion team at ALMH was able to compare her old results and determine the best course of treatment.

"I had to sit in my dorm room with the lights off and window covered," Taylor said. "I couldn't be a normal college student."

Taylor was referred for physical therapy at ALMH to regain her ability to perform exertional activities.

"Our goal with any patient is to get them back to their baseline," said Amy Knox, ALMH physical therapist. "For Taylor, that meant getting her back into athletics and what she loves."

After just six weeks, Taylor was back to her old self.

"I'm the real me again," she said. "I get to run, ride my bike and do things that I love that I honestly thought would never be possible again."



## PRIORITY: MENTAL HEALTH

### PAH OPENS BEHAVIORAL HEALTH UNIT

Passavant Area Hospital has long recognized mental health as a top priority—especially in the rural areas the hospital serves. Passavant opened a 10-bed inpatient unit to provide treatment for adult patients with acute behavioral health symptoms requiring hospitalization and stabilization.

The unit increased availability of local psychiatric services, reduced long drives to other communities and alleviated long wait times for inpatient care. Adults 18 and older with acute psychiatric illness can be evaluated for admission to the unit, which has all private patient rooms.

"The new unit fills a large void in psychiatric services to the community," said Pravesh Basnet, MD, the unit's medical director. "Prior to the opening of the unit, many local patients would have to travel a long distance for inpatient psychiatric services," he said.

## PRIORITY: OBESITY

### A SYSTEM APPROACH FOR ACCESS TO MEMORIAL WEIGHT LOSS & WELLNESS CENTER SERVICES

This year, Memorial Weight Loss & Wellness Center expanded services to Passavant Area Hospital and Abraham Lincoln Memorial Hospital. Services include non-surgical weight loss, bariatric surgery, outpatient nutrition, diabetes and support from licensed healthcare professionals.

“Residents in or near Jacksonville and Lincoln can now visit their local Memorial affiliate hospital to receive outpatient weight loss services,” said Kimberly Paskiewicz, MPH, RD, LDN, director, Memorial Weight Loss & Wellness Center. “While bariatric surgeries will still be conducted at Memorial Medical Center in Springfield, patients can receive convenient follow-up care at their local hospital.”

The bariatric surgery program was reaccredited in 2016 for another three years by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program administered by the American College of Surgeons.



Also this year, the Memorial Center for Healthy Families, a program of Memorial Weight Loss & Wellness Center, began treating patients ages 3-17. The group-based cohorts involve parents to help the whole family adopt a healthier lifestyle.

“Good habits start at a young age,” said Cheri Harrison, MS, LCPC, pediatric coordinator. “We hope to educate and empower kids to make healthy choices that will extend into adulthood.”

## PRIORITY: MENTAL HEALTH

### TMH SUPPORTS AREA SENIORS DEALING WITH ANXIETY, DEPRESSION

Senior Life Solutions, a Taylorville Memorial Hospital program, provides area seniors with mental health counseling and support, as well as coping mechanisms to better prepare them to adjust to the effects of anxiety and depression. Group therapy helps seniors who feel isolated by anxiety or depression.

“It is an important moment when they realize other people are facing similar experiences—it takes the pressure off,” said Amy Graham, RN, coordinator of Senior Life Solutions. “Our group often has lunch together, and we’ll occasionally do movie days. Laughter is the best medicine.”

## PRIORITY: ACCESS TO CARE

### PAH, SIU SCHOOL OF MEDICINE, MORGAN COUNTY PARTNER FOR NEW FQHC

A new family medicine clinic means easier access to primary care for residents of Morgan County. SIU School of Medicine, Passavant Area Hospital and Morgan County Public Health Department partnered to develop SIU Center for Family Medicine—Jacksonville located at 345 W. State St.

SIU School of Medicine's Center for Family and Community Medicine, based in Springfield, oversees administration of the clinic. Passavant providers and health department medical staff work on-site at the center.

"This collaboration between our three organizations provides general primary care services for adults and children as well as access by referral to behavioral health, psychiatry, optometry, podiatry, oral health and other specialty care," said Iris Wesley, CEO of the SIU program. She estimates the center will see about 1,500 low income or vulnerable patients per year and will increase hours as volumes increase.

The clinic also will be a site to train family medicine resident physicians on the patient-centered medical home model.

Community Health Centers, also known as Federally Qualified Health Centers (FQHCs), are non-profit, community-directed healthcare providers located in medically underserved rural and urban communities where healthcare resources are scarce. FQHCs provide access to care regardless of insurance status or ability to pay.



## PRIORITY: MENTAL HEALTH

### MENTAL HEALTH FIRST AID COMES TO CENTRAL ILLINOIS

Memorial Behavioral Health trained 27 community members in August to identify and respond to people showing signs of mental illness and substance abuse. They, in turn, will train people in their communities in Sangamon, Logan, Morgan and Christian counties.

The training is part of the Mental Health First Aid (MHFA) program. The five-day training session at the Memorial Center for Learning and Innovation in August focused on helping adults; another three-day session in September taught community members who are focused on adolescent mental health.

Memorial Health System provided the funding to bring the nationally recognized program to central Illinois. Memorial Behavioral Health is working with the certified MHFA trainers as they train people in the four counties.

## PRIORITY: OBESITY

### LINCOLN KIDS ARE CATCHING ON

Kids are busy. Between school, sports, dance and music lessons, it can be easy to overlook the importance a healthy diet plays in their daily routines. Facing a concerning childhood obesity rate in Logan County, Abraham Lincoln Memorial Hospital took action. Beginning in fall 2014, steps were taken to implement the nationwide program CATCH into local schools.

CATCH stands for a Coordinated Approach to Child Health. The program influences the messaging children receive in physical education, the lunchroom, the classroom and the home to shape their choices when it comes to health. By enabling children to identify healthy foods and increasing the amount of physical activity, the national program has helped decrease childhood obesity by 11 percent in areas where the program is active.

“We chose to bring the CATCH program to the ALMH service area because we know it’s a program that works,” said Angela Stoltzenburg, ALMH marketing and community partnerships

manager. “But we recognize that while we can provide the classroom curriculum and support, it is the individuals at our local schools who are making real changes and creating healthy environments for the children in our community.”

By 2015, eight area schools were designated CATCH schools, and now during the 2016-17 school year, a total of 13 schools have signed on to participate. New physical education equipment and curriculum lessons are provided to CATCH schools. ALMH provides program training and empowers staff to showcase and role model the importance of a healthy lifestyle. And it’s certainly catching on for Lincoln-area students.

A survey showed 100 percent of school staff reported students using CATCH language. More than 90 percent of staff observed students learning about healthier choices regarding nutrition and activity because of the CATCH program. And 100 percent of school staff says they want to continue to “make the healthy choice the easy choice” for students and themselves.



**Memorial**  
HEALTH SYSTEM



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