



Serving Our  
Communities  
for 125 Years

Dear Friends,

April 19, 2022, marked 125 years since the founding of our organization. Memorial Health began as a modest hospital and training school for nurses headquartered in a converted private home at Fifth Street and North Grand Avenue in Springfield. Today, we are truly a regional organization, serving patients across central and southern Illinois at our five hospitals, our network of clinics, in patient homes and online. Our services encompass the entire breadth of healthcare, empowering people to live healthier, more fulfilling lives.



Over the years, our story has expanded to include the histories of the hospitals and services that have become part of the Memorial family. Each of you is an important part of that ongoing story. I hope you'll take a few minutes to read our 2022 Annual Report, which you can access at [qrco.de/MemorialHealthAnnualReport2022](http://qrco.de/MemorialHealthAnnualReport2022) or using the QR codes in this booklet. Let the stories in this report serve as a reminder that we are part of a long legacy of caring, compassion and dedication—and that we are responsible for carrying our founders' vision into the decades to come.

Thanks for being a part of the Memorial story.

A handwritten signature in black ink, appearing to read "Ed Curtis".

Edgar J. Curtis  
President and Chief Executive Officer  
Memorial Health

A handwritten signature in black ink, appearing to read "Todd W. Wise".

Todd W. Wise  
Chair, Board of Directors  
Memorial Health



## Looking Back —And Looking Ahead

In 2022, Memorial Health celebrated the 125th anniversary of its founding as Springfield Hospital and Training School in 1897. This milestone came in the midst of the organization's latest transformation, from Memorial Health System to Memorial Health. That change went into effect on Oct. 1, 2021, the first day of the fiscal year.

"As Memorial Health—a strengthened, unified organization—we are well-positioned to meet the challenges of the future," said Memorial Health president and CEO Ed Curtis. "Our new name and brand reflect our role as providers of high-quality care to the entire region."

The most visible signal of the new brand was updated signage installed at Memorial locations across central Illinois. But the integration work going on behind the scenes was in many ways even more crucial in creating One Memorial and streamlining the patient experience. The stories in this report detail some of those efforts, in addition to Memorial's high-quality care and community outreach.

"This year gave us an opportunity to honor the Memorial story, but it also serves as a turning point in that story," Curtis said. "While our founders would probably be amazed by the technology and facilities we have available today, I think they would recognize in our colleagues the same spirit of compassion and commitment they had 125 years ago."

*Springfield Hospital, the precursor to Springfield Memorial Hospital, was first located in a remodeled two-story home in a residential neighborhood at Fifth Street and North Grand Avenue.*

*Dr. William Barnes, one of the founders of Decatur Memorial Hospital, was a distinguished entomologist whose huge collection of butterflies is now in the Smithsonian Institution.*

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## Mobilizing to Support Individuals in Crisis

One morning, Tayla Stone, a call center/triage counselor with Memorial Behavioral Health, received a phone call from a young woman struggling with untreated depression and feelings of hopelessness.

“After hearing her story, we were able to highlight her strengths in each moment and reflect on them in a new light,” Stone said. “It was through this newfound recognition that I began to hear hope growing in her tone of voice.”

Memorial Behavioral Health crisis counselors answer calls to the 988 lifeline from Sangamon, Menard, Logan, Mason, Morgan, Scott and Christian counties. The service complements MBH’s other crisis response programs, including the crisis services available at the Eighth Street clinic in Springfield and the Mobile Crisis Response teams. Those 24/7, clinician-led teams launched in April, serving Sangamon and Menard counties, and expanded their services later in the summer to cover Morgan and Scott counties. Callers can reach the service at 217-788-7070.

“Our mobile crisis response teams go out into the community when necessary to de-escalate situations so these individuals in crisis don’t end up in the emergency department or in the corrections system,” said Leaha Jones, manager of behavioral health for Memorial Behavioral Health.

For counselors like Stone, the opportunity to help people in their most difficult hours is rewarding.



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*Taylorville Memorial Hospital was founded as St. Vincent Hospital in 1906 by a chapter of Adorers of the Blood of Christ based in Ruma, Illinois. The site of the original three-story, 20-bed hospital was on South Walnut Street.*

## Collaboration Brings Project SEARCH to SMH

Twelve students from Springfield Public Schools District 186 spent 10 weeks working at Springfield Memorial Hospital as part of Project SEARCH, a transition-to-work program for students with significant intellectual and developmental disabilities.

Launched in 1996 at Cincinnati Children's Hospital, Project SEARCH now has more than 600 sites worldwide. The District 186 program is the first in downstate Illinois.

Project SEARCH was five years in the making at District 186, said Raechel Haas, the Project SEARCH lead instructor. The program embeds older students with disabilities between the ages of 18 and 21 in jobs throughout the community. The goal is to help these students obtain competitive employment.

After several pandemic-related delays, Project SEARCH debuted in November 2021. The students attended job-skill classes every morning before heading to work in the SMH Emergency Department, surgery units, Central Supply, Sterile Processing, Food and Nutrition, Environmental Services and other

areas throughout the hospital.

"Our colleagues have been blown away by their abilities and what they bring to the departments," said Jay Boulanger, volunteer services coordinator at SMH. "It was a time of high stress [during the pandemic], and there was some apprehension initially. It's been neat to see the transformation on our teams from 'How is this going to work?' to 'This is amazing!'"

"This is really a capstone for the students and their high school career," Haas said. "This provides a transition for them from school to work. These students gain confidence and independence through this experience."



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## Deepening the Work of EDI

In 2020, Memorial Health launched an Equity, Diversity and Inclusion (EDI) initiative to help shape a welcoming and inclusive Memorial culture and ensure high-quality healthcare is accessible to all.

Since then, numerous agencies and governing bodies have encouraged and even required an intensified focus on equity and inclusion in healthcare. “We’ve seen a shift in how much information we are being asked to collect and analyze. We also have higher demands for education and support for colleagues,” said Valeria Cueto, vice president, Equity, Diversity and Inclusion.

The Illinois State Legislature passed a law requiring healthcare providers to receive at least one hour of implicit bias awareness training to renew their licenses beginning in 2023. For Cueto, this emphasis on education and professional development is vital and extends beyond a single training. Since then, numerous agencies and governing bodies have encouraged and even required an intensified focus on equity and inclusion in healthcare. “We’ve seen a shift in how much information we are being asked to collect and

analyze. We also have higher demands for education and support for colleagues,” said Cueto.

“Colleagues have a variety of backgrounds and needs, and we’re working very hard to create multiple spaces and opportunities for everyone to learn, grow and help form an inclusive culture here,” Cueto said.

“Reading ‘Medical Apartheid’ was upsetting at times, but we need to know this history so we can effectively address inequities and openly address the mistrust that continues to impact people’s lives and well-being today,” Cueto said. “Analysis and learning are key steps that allow us to act deliberately and strategically to fulfil our mission.”

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## Nutrition for Healing

Good nutrition is essential for healing. But if patients don’t have access to healthy food after they leave the hospital, they’re at greater risk for poor outcomes.

In 2022, Decatur Memorial Hospital addressed this need by launching a collaborative partnership with the Northeast Community Fund and the United Way to provide a two-day nonperishable meal kit to patients being discharged after a hospital stay. The kit was approved by dietitians to accommodate general and specialized diets. Case Management identifies patients who would benefit from receiving a kit using a screening tool in the electronic health record.

The program also connects patients with community resources to help reduce their risk for readmission.

“Food insecurity can create additional stress for patients at a time when they need to be focusing on recovery,” said Sonja Chargois, DMH community health coordinator. “By helping reduce that stress, we can improve their quality of life.”

## Partnering for Health

Memorial Health hospitals provide funding to community partners who are engaged in the work of improving health and increasing access to care.

*Funded partnerships at a regional level include:*

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**Shifting Into New Gear (SING)**—This program was founded by Springfield resident Lynard Joiner in 2015. He was incarcerated for nearly 20 years and has devoted his life to supporting others in the complex process of reentry.

SING is currently supporting nearly 60 clients in their journey to reintegrate back into the community after being incarcerated, connecting them with resources to address the social determinants of health, such as housing, employment and mental healthcare, to lower recidivism – returning to prison – and ensure healthier communities and families where residents can fully integrate back into society.

An additional 25 clients receive ongoing check-ins after graduating the program. National recidivism rates are around 45%, but SING's clients have a rate of only 5%.

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**Healthy Kids Running Series**—Nearly 200 children registered to participate in the Healthy Kids Running Series in Sangamon, Morgan and Christian counties.

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**Boys and Girls Clubs of Central Illinois**—BGCCIL expanded into Jacksonville and now serves students at 22 locations in Sangamon and Morgan counties.



## Increasing Access to Healthy Food

A program sponsored by Jacksonville Memorial Hospital has expanded community access to local, healthy food by allowing people to use Link cards at the Jacksonville Farmers Market.

Jacksonville Memorial Foundation trustees voted in February to provide a grant to support access to fresh food for families enrolled in the state's Supplemental Nutrition Assistance Program (SNAP), which supplements the food budgets of families in need. The grant provides for staff to manage the booth where Link tokens are available. In addition, the hospital received a Link Up Illinois grant from Chicago-based nonprofit organization Experimental Station to double the value of Link card purchases made at the farmers market.

During the summer season, more than 350 local residents used their Link cards at the market. Those customers received \$8,197 in match vouchers, totaling \$10,618.

## Coordinating to Address Homelessness

Memorial Health is among multiple organizations providing financial and planning support to Heartland HOUSED, a strategic plan to address homelessness in Sangamon County.

Heartland HOUSED (Housing Opportunities for the Under-Served through Equitable Delivery) seeks to create a collaborative, unified system to help people experiencing homelessness access the housing and support services they need.

Currently, 264 people are experiencing homelessness in Sangamon County on any given day, and around 750 people access services for the homeless annually. Each year, that number increases by about 155 people.

Becky Gabany, system director for community health at Memorial, serves on the steering committee for Heartland HOUSED. "There are many factors that contribute to homelessness, including a lack of affordable housing, mental or physical health challenges, lack of income or a history with the legal system," she said. "We work to bring the resources of the entire community together to address those factors."

One of the major strategies identified by Heartland HOUSED is increasing the supply of affordable supportive housing. Memorial

Health has provided matching funds to help support 24 housing units through Helping Hands.

"The goal of Heartland HOUSED is to reduce homelessness to 'functional zero' by 2028," Gabany said. "This means everyone who experiences homelessness is able to attain housing within 30 days. It's a big goal, but collaboration and commitment can make it possible."

Ricky Reese, who experienced homelessness, serves on the newly formed strategy board and shares his experience throughout the community.



*During part of its history, Jacksonville Memorial Hospital was named in honor of Rev. William A. Passavant, who had a nationwide reputation for founding hospitals and other civic institutions.*



## Expanding Regional Access

In 2022, Memorial continued its investment in local communities by expanding its network of Memorial Care clinics. These locations provide a range of services including primary care, specialty care, urgent care, lab and imaging services and more.



In February, an annex to the Founders Medical Building opened on the Jacksonville Memorial Hospital campus, providing additional space for Memorial Care and Springfield Clinic providers. The new facility includes a state-of-the-art infusion center.



On Sept. 1, the Decatur Regional Chamber of Commerce joined Memorial Care leaders and Mohit Ajmeri, MD, for a ribbon-cutting celebrating the new Memorial Care clinic on West Hay Street in Decatur.



A new Memorial Care location opened on Morton Avenue in Jacksonville in February 2023, bringing urgent care, lab and medical imaging services to the community.

*Lincoln Memorial Hospital was first known as Deaconess Hospital. Deaconesses took vows pledging to care for the sick, the elderly and those living in poverty. The founders of the hospital were inspired by the nursing care provided to Lincoln residents by deaconesses from St. Louis during a typhoid epidemic in 1899.*

## Community Health Needs Assessments and Implementation Strategies

Every three years, Memorial Health conducts Community Health Needs Assessments in collaboration with county health departments and other community health and social services providers. This in-depth process took place during 2021 and resulted in new Community Health priorities that will be addressed during FY22–24.

Detailed information on each hospital’s Community Health Needs Assessment and outcomes of the implementation strategies are available at [memorial.health/about-us/community/communityhealth-needs-assessment](https://www.memorial.health/about-us/community/communityhealth-needs-assessment).

### Community Benefit 2022–2024 Priorities

#### Memorial Health

- Mental Health

#### Decatur Memorial Hospital

- Mental/Behavioral Health
- Economic Disparities
- Access to Health

#### Jacksonville Memorial Hospital

- Mental Health
- Obesity
- Cancers

#### Lincoln Memorial Hospital

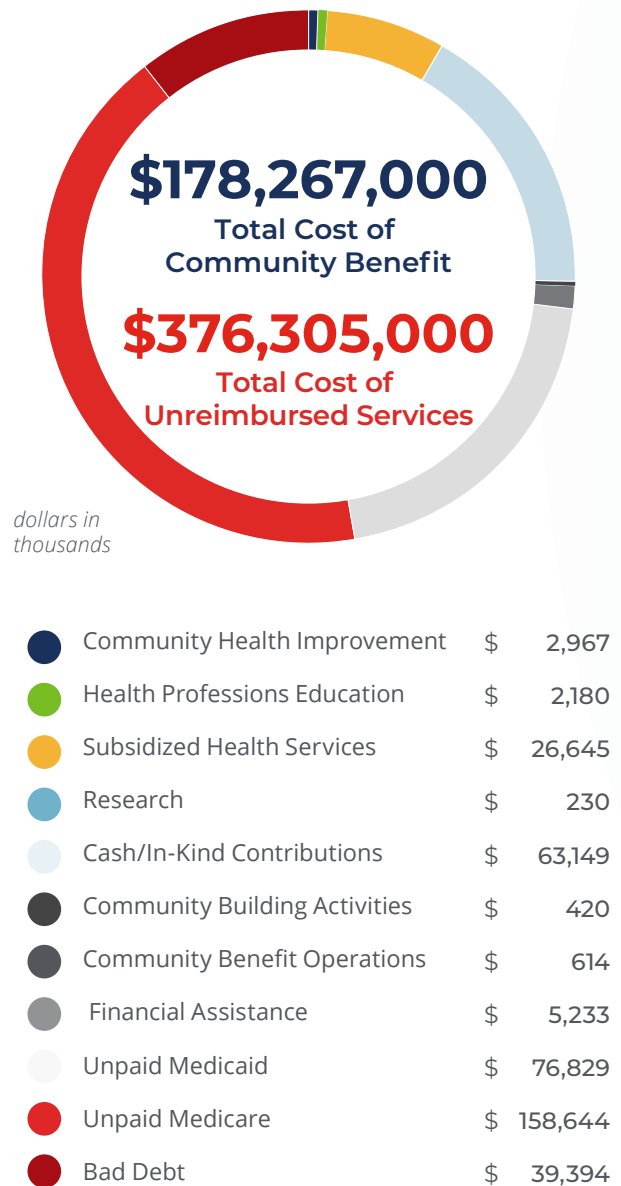
- Youth Mental Health
- Obesity
- Substance Use

#### Springfield Memorial Hospital

- Mental/Behavioral Health
- Economic Disparities
- Access to Health

#### Taylorville Memorial Hospital

- Mental Health
- Obesity
- Lung Health



*Memorial Health became a true “health system” in the early 1990s, with a series of high-profile affiliations: Abraham Lincoln Memorial Hospital (now Lincoln Memorial Hospital), St. Vincent Memorial Hospital (now Taylorville Memorial Hospital), HealthCare Network Associates (now Memorial Care) and Mental Health Centers of Central Illinois (now Memorial Behavioral Health).*

## Decatur Memorial Hospital

<b>Community benefits total</b>	<b>\$ 42,506,000</b>
Patient Financial Assistance	\$ 162,000
Unpaid Medicaid	\$ 33,900,000
Other Community Programs	\$ 8,444,000
Decatur Memorial Foundation	\$ 991,000

## Jacksonville Memorial Hospital

<b>Community benefits total</b>	<b>\$ 12,480,000</b>
Patient Financial Assistance	\$ 902,000
Unpaid Medicaid	\$ 3,355,000
Other Community Programs	\$ 8,223,000
Jacksonville Memorial Foundation	\$ 133,000

## Lincoln Memorial Hospital

<b>Community benefits total</b>	<b>\$ 5,467,000</b>
Patient Financial Assistance	\$ 828,000
Unpaid Medicaid	\$ 1,520,000
Other Community Programs	\$ 3,119,000
Lincoln Memorial Foundation	\$ 310,000

## Springfield Memorial Hospital

<b>Community benefits total</b>	<b>\$ 101,515,000</b>
Patient Financial Assistance	\$ 2,603,000
Unpaid Medicaid	\$ 25,482,000
Other Community Programs	\$ 73,430,000
Springfield Memorial Foundation	\$ 768,000

## Taylorville Memorial Hospital

<b>Community benefits total</b>	<b>\$ 2,694,000</b>
Patient Financial Assistance	\$ 544,000
Unpaid Medicaid	\$ 1,660,000
Other Community Programs	\$ 490,000
Taylorville Memorial Foundation	\$ 247,000

## Additional Community Benefit

Memorial Behavioral Health	\$ 1,212,000
Memorial Home Care	\$ 624,000
Memorial Medical Group	\$ 9,320,000



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## ABOUT MEMORIAL HEALTH

One of the leading healthcare organizations in Illinois, Memorial Health is a community-based, not-for-profit organization that provides a full range of inpatient, outpatient, home health, hospice, behavioral health and primary care physician services. With eight affiliates based in Sangamon and the neighboring counties, we deliver high-quality, patient-centered care in support of our mission to improve lives and build stronger communities through better health.



Read the full 2022 Annual Report at  
[memorial.health/annual-reports](https://www.memorial.health/annual-reports).

