Since 1875, the Hospital Sisters of St. Francis have been caring for patients in Illinois, Wisconsin and other locations in the United States and across the world. Today, Hospital Sisters Health System (HSHS) is a multi-institutional health care system that cares for patients in 14 communities in Illinois and Wisconsin.

With 15 hospitals, scores of community-based health centers and clinics, nearly 2,300 physician partners, and more than 14,600 colleagues, HSHS is committed to its mission “to reveal and embody Christ’s healing love for all people through our high quality Franciscan health care ministry.”

HSHS continues to advance its mission through its care integration strategy by working closely with physician partners in Illinois and Wisconsin to deliver high quality, patient-centered care. Together, we strive to ensure each patient who enters our system has seamless access to health and wellness programs, primary and specialty care, and acute and post-acute care.

Through their commitment to our care integration strategy, HSHS physician partners coordinate closely with our hospital and clinic colleagues to provide our patients with holistic care that meets their individual needs.

By leveraging the latest technology, emphasizing the importance of relationships, and living its values, HSHS is making a positive difference in the lives of the patients and families it is privileged to serve.
Dear Friends,

It was a busy and eventful year for the Central Illinois Division (CID) of Hospital Sisters Health System (HSHS). Every one of our hospitals (St. John’s, St. Mary’s, St. Francis and Good Shepherd) experienced major renovation or construction projects. St. John’s Hospital in Springfield, Ill., broke ground for the new women and children’s clinic on Ninth Street, remodeled its cancer center and opened a new cardiovascular ICU. The newly renovated ICU at St. Mary’s in Decatur is now three times larger and St. Francis in Litchfield opened a new maternity surgical suite. Good Shepherd Hospital in Shelbyville continues a major remodel of its radiology department and added a 64-slice CT scanner to expand its list of services. In total, the CID had more than $100 million of facility projects in progress during FY18, with an additional $26.7 million committed for FY19.

But, as you know, providing exceptional health care involves much more than just bricks and mortar, it is our compassionate and talented caregivers who make the difference. Patients often tell us in surveys how our colleagues take the time to listen, answer questions and provide the healing love of Christ to them during their most vulnerable moments.

Good Shepherd celebrated its 100th anniversary of serving patients throughout Shelby County this fall – and our other three hospitals have been an integral part of the communities they serve for more than 140 years each. This is a testament to our founding sponsors, the Hospital Sisters of St. Francis, and their commitment to our Catholic health care ministry.

We are extremely grateful to be part of the communities we serve as the health care provider that provides compassionate care for patients and their families, both physically and spiritually. Our hospitals are blessed with a team of caregivers whose dedication and hard work is focused on our patients as we continue to elevate the health care experience.

Non Excidet,

E.J. Kuiper, MHA, DPT, FACHE
President and Chief Executive Officer
Central Illinois Division
Hospital Sisters Health System
HSHS Central Illinois Division Leadership

Charlene S. Aaron, PhD, RN
Chancellor & Professor
St. John’s College

Kristin Doster
Executive Vice President
Prairie Heart Institute of Illinois

E.J. Kuiper, MHA, DPT, FACHE
Interim President & CEO
St. John’s Hospital Springfield
St. Mary's Hospital Decatur

Jim Timpe, MS
President & CEO
St. Francis Hospital Litchfield

Aaron Puchbauer, MBA, MHA, FACHE
President & CEO
Good Shepherd Hospital Shelbyville

Michelle Clatfelter, JD
VP Legal Affairs

Julie Goebel, MHA
VP Strategy Development and Implementation

Ryan Leach, CHCIO, MS MIS
Chief Information Officer

Allison Paul, DNP, RN, NEA-RC
Chief Nursing Officer

Jeff Suzewits, DO, MPH
Chief Medical Information Officer

Rick Tolson
Chief Human Resources Officer

Steven J. Umland, MBA
Chief Financial Officer

Ann Derrick, RN, MSN
Executive Director
Post-Acute Strategy

Michelle Oliver, MBA, RN, BSN
Executive Director
Quality & Clinical Operations

Sara Wojcicki Jimenez
Director Marketing & Communications

Kim Luz, MS, CHES
Director Community Outreach

Bruce Maassen, CHFM
Director Facilities

Heather Shankland, MBA, RHIA
Director Responsibility

Brenda Vilayhong
Director Risk Management

Sam Brown, MHA
Administrative Fellow

Liana Cherian, MHA
Administrative Fellow

Michael Pesely, MHA
Administrative Fellow

Luke Straus, MHA
Administrative Fellow

Travis Walters, MHA
Administrative Fellow
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The clinic is the new home for St. John’s pediatric rehabilitation services, SIU pediatric and subspecialty clinics, SIU OB/GYN clinics, the SIU maternal-fetal medicine clinic and HSHS Medical Group pediatric surgical services. In addition, the facility offers St. John’s outpatient services, including diagnostic imaging, mammography, laboratory, pediatric cardiodiagnostics and a café with a variety of food and beverage offerings. A full-service pharmacy is also planned on the first floor of the center.

The first floor also features an educational wall exhibit on the 1908 Race Riot. The clinic is located near the recently discovered foundations of homes that were burned during the riot. This riot led to the formation of the National Association for the Advancement of Colored People (NAACP).
TOTAL ADMISSIONS: 4,967
SURGICAL CASES: 248
OUTPATIENT REGISTRATIONS: 23,470
NURSES: 153
PHYSICIANS COLLEAGUES: 32

HSHS Good Shepherd Hospital | FY2018 by the Numbers
HSHS CID Annual Report 2018 | 28
Dedicated Cardiac ICU Opened in July

A brand-new cardiac ICU (CVICU) opened in July 2018 to replace the cardiac ICUs that separated surgical and non-surgical heart patients within the hospital. The new CVICU helps facilitate collaboration between heart surgeons, cardiologists, ICU physicians, specialists and support staff while incorporating technology that will help the hospital better engage patients and their families. It is the most recent step in our continued commitment to providing the best heart care in the central and southern Illinois regions.

Renovated Cancer Center Provides a More Healing Environment

St. John's opened its newly renovated cancer center in August 2018. The new center includes an infusion center, medical oncology physician clinics and radiation oncology, as well as lab services, all inside the St. John's Pavilion. Patients can now be seen by their oncologist and radiation oncologist, have lab work completed and receive chemotherapy treatments and any transfusions deemed necessary by their oncologist all under one roof.
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The program also has increased access to pediatric mental health services through screening intervention and educational services at its local elementary school and other neighborhood sites.

The Enos Park Access to Care Collaborative reached nearly 1,100 residents in the first two years of the program, including 300 clients who were enrolled in the community health worker program.
In this digital world, everything is a click away. St. John’s Hospital introduced three new apps in FY18 to help parents, cardiac patients and family members.

HSHS St. John’s Children’s Hospital Launches App for Parents

With a medication dosage table, symptom checker, first aid information and much more, St. John’s Children’s Hospital’s Family Care app can help you better care for your little loved ones. Health problems and parenting issues can arise anytime. Our app is designed specifically for these challenges.

The HSHS St. John’s Children’s Hospital’s Family Care app is available on the Apple App Store or the Google Play Store.

Prairie Heart Institute at HSHS St. John’s Hospital Using SeamlessMD to Enhance Patient Experience After Cardiac Surgery

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The feedback so far has been overwhelmingly positive. Plans are in place to begin using the EASE app in other areas of the hospital.
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A friend saw him and took him directly to HSHS Good Shepherd Hospital.

“One smiling face started an IV and someone else brought me a warm blanket because I was shaking,” Clark said. “Another drew blood, while yet another began an EKG. Within minutes the technician called for the doctor. The doctor told me I was having a heart attack and life flight would be there in 15 minutes. I wasn’t frightened because I knew I was in good hands. They kept me informed every step of the way.”

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“We have excellent care right here in our own backyard,” Clark said. “Every person who touched me made me feel like they cared about me. The good Lord believes I still need to be here or I wouldn’t be. That and the exceptional care I received at Good Shepherd and St. John’s.”
Total Community Benefit: $42,727,511

Charity Care: $3,735,064
- Unpaid Cost of Medicaid/Medicare
- Health Professions Education
- Subsidized Health Services
- Community Benefit Operations

Community Health Improvement Services: $1,522,431

Cash and In-Kind Contributions to Community Groups: $635,959
Hospital Sisters Health System
Purchases Decatur Ambulance Service

In June 2018, Hospital Sisters Health System (HSHS) purchased Decatur Ambulance Service (DAS) and welcomed them to our ministry. The missions of HSHS St. Mary’s Hospital and DAS line up perfectly. Together, we have been proudly serving this community for a combined 200 years and we’re committed to continue helping our neighbors in emergency situations in the Decatur area. We hope everyone can appreciate the consistent and strong investment we’ve made in the emergency care business for this community. Throughout our time together we have been committed to not make any substantial changes to day-to-day operations.

DAS has managed an outstanding emergency response operation for many decades, and it made some extensive upgrades in its system to better serve patients facing emergency health situations that are often a matter of life and death.

With the recently purchase of two new advance life support ambulances, our community will be even better served. DAS is driven toward patient care and HSHS is committed to providing the best care for patients in our community which led to this great match.

Health care is much more than a business for us, it’s our mission. Our hearts and minds are in it. This partnership aligns perfectly with the foundational mission principles of HSHS: to embody the belief that every life is a sacred gift and every human being is a unity of body, mind and spirit. The health care ministry calls upon us to foster healing, serve with compassion and promote wellness for all persons, with special attention to our brothers and sisters who are poor, underserved and most vulnerable.
3D mammography services were installed at HSHS St. Francis Hospital in January 2018. This imaging technology offers the best opportunity to detect breast cancers at the earliest stage possible. One of the greatest benefits of this new technology is a 41 percent increase in the detection of invasive breast cancer compared to traditional 2D mammography.

With 3D mammography images, the radiologist can see the breast tissue layer by layer instead of viewing all the complexities in a flat image, or 2D mammography. Joanne VanLeer, director of radiology, says this advanced technology is a real advantage to patients. “One of the first things patients notice is that it takes less time,” she said. “It’s also designed to minimize compression time for improved patient comfort. This also lessens the risk of patients moving during testing which can result in the need for additional exams. It’s so accurate it has a 40 percent reduction in this type of repeat images.”

St. Francis invested $360,000 in this new equipment. It compliments other imaging services offered at the hospital, including digital X-rays, MRI, nuclear medicine, CT and ultrasound. Proceeds from the Robinson Brothers Homecoming Concert in 2017 raised $110,000 to help purchase this new equipment.
Midwives are advanced practice nurses who have a degree in midwifery. They help women have their desired birth experience by focusing on the mother and educating her on normal physiological births. Thanks to a new partnership with the Vita Center, midwives are available 24/7 for patients and nursing staff at HSHS St. Mary’s Hospital. Research shows better outcomes and fewer C-sections when using midwives who focus on evidence-based practices for mothers and their babies.

Vita midwives are also available to see patients in a clinical, prenatal setting and make post-partum visits in the hospital to provide lactation support for mothers who choose to breastfeed, share expert advice and education.
Active Shooter Drill Held on St. Mary’s Campus

In March 2018, St. Mary’s colleagues partnered with the Decatur Police Department (DPD), Macon County Sheriff’s Office (MCS), the Federal Bureau of Investigation (FBI), Decatur Fire Department and Decatur Ambulance Service to conduct four, realistic active shooter drills at its on-site medical office building. Participants tested the run, hide, fight methodology while law enforcement responded to the scene. Approximately 20 individuals were triaged at the scene and EMS transported these individuals to the emergency room where they were triaged and treated. The exercise was followed by a debriefing and educational session.

St. Mary’s was the first HSHS ministry to conduct this type of a drill. It was also the first collaborative active shooter drill conducted between the DPD, MCSD and FBI. While the drill provided a wealth of education to St. Mary’s colleagues, it also gave law enforcement an opportunity to learn, evaluate and improve upon their practices.

2018 Real Men Wear Pink

Players, coaches, parents and supporters in Decatur and its surrounding communities look forward to HSHS St. Mary’s Hospital’s Real Men Wear Pink (RMWP) campaign and local school’s “pink” games every year. Throughout the years, the RMWP campaign has reached thousands around the community.

The goal of the RMWP campaign is to generate awareness for breast cancer prevention and to encourage our mothers, aunts, grandmothers, sisters and loved ones to meet with their doctor to find out if they should get a breast cancer screening. Local football teams join in the effort by hosting a “pink” game during the months of September and October.
$15,679,038
TOTAL COMMUNITY BENEFIT

$2,038,752
CHARITY CARE
- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS

$13,253,336

$423,799
COMMUNITY HEALTH IMPROVEMENT SERVICES

$53,151
CASH AND IN-KIND CONTRIBUTIONS TO COMMUNITY GROUPS
Cesarean Section Surgical Suite Opens in Family Maternity Center

A new, state-of-the-art, operating room (OR) opened within the hospital's family maternity center in July 2018 to allow for faster patient transit time from the labor/delivery rooms to the OR suite. The design features incorporated patient safety, comfort and convenience. HSHS St. Francis Foundation and W.D. Kilton Trust Fund provided philanthropic support for the project.

Luke and Sweet O’Neal of Troy, Ill., were the first family to use the new cesarean section surgical suite. Elaine Fisher, MD, Litchfield Family Practice Center, delivered the O’Neal’s fourth son, Pierce on July 3. “Everything went fabulous,” Sweet O’Neal said. “It was very convenient. I love the staff and the care you get here.”

In honor of the event, Family Maternity Center Nurse Manager Elisa Feldmann, RN, presented the couple with a $50 gift certificate from the hospital’s gift shop and a new sleep sack for the baby. Pictured are Dr. Fisher, Sweet O’Neal and Pierce, Luke O’Neal and Elisa Feldmann.
Vita Center for Women Now Providing Midwife Services in St. Mary's Women and Infants Center

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St. Francis received the 2017 ILPEx Silver Award for Progress toward Excellence at the ILPEx annual award ceremony and recognition dinner on February 22, 2018 in Oak Brook, Ill. This recognition is granted to those organizations who demonstrate effective, well-deployed approaches that respond to the requirements of most Baldrige Framework for Performance Excellence criteria items and are aligned with organizational needs. The organization must show key approaches are systematically evaluated and results demonstrate improvement trends and/or good performance for areas important to the organization’s mission.

“Following their receipt of the 2016 ILPEx Bronze Award, the team at HSHS St. Francis truly engaged all aspects of the organization in their continued commitment to organizational excellence,” said Ben Krupowicz, executive director of the ILPEx Recognition Program. “They clearly took the feedback to heart and made their pursuit of excellence a priority. The dedication of their people has created a winning culture.”

To bring the benefits of mind-body health services to the residents of Macoupin and Montgomery counties, Bridget Rolens, MA, BSOT, is traveling to Litchfield on Mondays to conduct a variety of classes designed to calm the mind and refresh the body. Class offerings include Healing Steps: Moving You to Greater Health; Mindfulness: Prescription for Stress Management; and Relax and Renew Medication Circle. To learn more, go to stfrancis-litchfield.org.
$2,514,778
TOTAL COMMUNITY BENEFIT

$538,899
CHARITY CARE

$1,622,333
• UNPAID COST OF MEDICAID/MEDICARE
• HEALTH PROFESSIONS EDUCATION
• SUBSIDIZED HEALTH SERVICES
• COMMUNITY BENEFIT OPERATIONS

$70,411
COMMUNITY HEALTH IMPROVEMENT SERVICES

$156,949
CASH AND IN-KIND CONTRIBUTIONS TO COMMUNITY GROUPS
Patient Credits HSHS Good Shepherd Hospital for Saving His Life

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Dick Clark speaks with Billee Phillips, RRT, NPS, ACCS, in the cardiac rehabilitation department.
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New CT Scanner Installed, Radiology Remodel Continues

Good Shepherd completed phase one of its radiology remodel when it installed its new 64-slice CT scanner in December 2017. “It is rare for rural hospitals to have this degree of definition from a CT scanner,” said HSHS Good Shepherd Hospital President and CEO Aaron Puchbauer. “We are very happy to be able to provide this kind of imaging 24/7.”

In May 2018 the hospital began its next phase of its $2.3 million radiology construction project when the mammography and nuclear medicine department remodel project began. The next phase will include building a new ultrasound space which will include several amenities such as private, attached bathrooms. The goal is to maximize comfort as patients undergo important tests.
Orthopedic Surgery Performed Once Again in Shelbyville

When Jerry Shaft from Tower Hill had arthroscopic rotator cuff repair in August 2017 it was the first time orthopedic surgery had been performed in Shelbyville in 15 years.

Orthopedic surgeon Tracy Painter, MD, performed the surgery. Dr. Painter travels to Shelbyville twice a month to perform outpatient orthopedic procedures. “The staff at Good Shepherd Hospital put me at ease, and Dr. Painter is very easy to talk to,” Shaft said. “I was very happy to be able to do this in Shelbyville. I might have lived with it if I couldn’t have had the surgery done here. I have a lot of confidence in the hospital.”

Community Garden Planted on Hospital Campus

In celebration of Earth Day 2018, Good Shepherd held a ribbon-cutting ceremony for its newest project, a raised-bed community garden. Good Shepherd partnered with First Presbyterian Church in Shelbyville on this initiative. The garden is located on the south side of the hospital’s campus.

The garden was planted, tended and harvested by volunteers. Produce from the garden was included in the monthly meal served to those in need by the First Presbyterian Church. Volunteers harvested nearly 150 pounds of fresh vegetables the first year.

“We had an amazing response this first year,” said Andy Sonneborn, pastor of the First Presbyterian Church. “We look forward to the hospital’s continued partnership in coming years.”

Produce not used for the community meal was donated to the local food pantry which serves nearly 230 Shelby County households each month.
TOTAL ADMISSIONS: 610

PHYSICIANS: 151

COLLEAGUES: 153

NURSES: 32

OUTPATIENT REGISTRATIONS: 23,470

EMERGENCY DEPARTMENT VISITS: 4,967

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SAMARITAN VOLUNTEERS: 5
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The first floor also features an educational wall exhibit on the 1908 Race Riot. The clinic is located near the recently discovered foundations of homes that were burned during the riot. This riot led to the formation of the National Association for the Advancement of Colored People (NAACP).
Hospital Leadership Fiscal Year 2018

HSHS St. John’s Hospital

Board of Directors
Lynn Scott, chair
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Sister Marybeth Culnan, OSF, secretary
E.J. Kuiper, interim president and CEO
Ann Carr, treasurer
Lesa Branham
Megan DeFrain
Juan Huerta
Brenda Jeffers
Kenneth Johnson, MD
Jason Knoedler
Drew Long

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Kris Maurer
Mike McGraw
Megan DeFrain
Paul Palazzolo
Gurpreet S. Mander, MD
Sarah Delano Pavlik
Richard T. Bilinsky, MD
Jim Hillestad
Robert Mizeur
Chris Davis
Michelle Martin Seelbach, PhD
Trevor Wallner

HSHS St. Mary’s Hospital

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Alan Frigy, MD
Lori Kerans
Katherine “Kitty” McCarthy
Mary Walker
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Gary Birsbach

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Andy Birsbach
Debbie Bogle
Megan Breheny
Susan Dudra
Cayla Hittmeier
Sheila Jesek-Hale
Chris Phillips
Tracy Slater
Father Richard Swan
Lauren Young

HSHS St. Francis Hospital

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Steve Bryant, secretary
Ann Carr, Treasurer
Tom Baker
Jennifer Reid Baugher
Sister Ritamary Brown, OSF
Jerome Epplin, MD
Paul Kay, MD
Peter Mannix
Jerry Williams
John Peipert, ex-officio board member

Foundation Leadership Council
Phillip Johnson, MD, president
Carl Painter, III, MD, president elect
Robert Osipov, MD, secretary/treasurer
Bruce Weber, MD, past president

HSHS Good Shepherd Hospital

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David Cruitt, vice chair
Michael Kiley
John Brix, DVM
Denise Bence
Brian Green
Daniel Stanton, Jr., MD
Aaron Puchbauer
Sister Marybeth Culnan, OSF
David Beach

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Dear Friends and Colleagues,

Over the past year, much like the past 140 years HSHS has existed, our ministries have provided high quality and compassionate care aligned with our Franciscan heritage and mission. This year’s highlights include new partnerships and affiliations with nationally recognized programs, such as MD Anderson, investing and upgrading our facilities, accolades from Becker’s Hospital Review and working to improve the health status of our communities.

All of these accomplishments would not be possible without our dedicated colleagues and physician partners who work tirelessly to care for our patients. Our mission is to reveal and embody Christ’s healing love for all people through our high quality Franciscan health care ministry; HSHS is blessed to have a team of committed caregivers who exemplify our mission.

As a Catholic health care provider, HSHS has a long and rich tradition of addressing the health needs in the communities we serve. We are proud that two of our community health improvement efforts were recognized by the American Hospital Association (AHA) this year. HSHS St. John’s Hospital in Springfield, Ill. was awarded for the Enos Park Access to Care Collaborative that increased access to care and reduced emergency department visits for non-emergent health needs in the Enos Park neighborhood. Additionally, HSHS St. Joseph’s Hospital in Chippewa Falls, Wisc. was recognized by the AHA for donating more than 2,700 pounds of food from its community garden to local food pantries this year.

HSHS ministries also contribute to other needs through our broader community benefit programs. This includes health education, subsidized health services, research and community building activities.

For more than 140 years, our mission to share the healing love of Christ has remained constant. On behalf of the HSHS family, we are grateful for the opportunity to serve our patients, their families and our communities in the healing tradition of Jesus Christ and St. Francis and St. Clare of Assisi.

Sincerely,

Mary Starmann-Harrison
President and Chief Executive Officer
Hospital Sisters Health System

Stephen J. Bochenek
Chair, Board of Directors
Hospital Sisters Health System
Discrimination is against the law

HSHS complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HSHS does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

HSHS provides free aids and services to people with disabilities to communicate effectively with us, such as:

• Qualified sign language interpreters
• Written information in other formats (large print, audio, accessible electronic formats, other formats).

HSHS provides free language services to people whose primary language is not English, such as:

• Qualified interpreters
• Information written in other languages.

If you need these services, contact 1-217-814-5095 (TTY: 1-217-525-5611).

If you believe HSHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

System Responsibility Officer and 1557 Coordinator
4936 Laverna Road
Springfield, Illinois 62794
Telephone: (217) 492-6590
Fac: (217) 523-0542

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a system responsibility officer and 1557 coordinator is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD).
