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Respect • Care • Competence
Care • Competence • Joy • Re
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Joy • Respect • Care • Competence • Joy



St. Anthony's
Memorial Hospital

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM



Mary Starmann-Harrison
HSHS President and CEO

Dear Friends and Colleagues,

Hospital Sisters Health System continues to build on the foundation of compassionate Catholic health care begun by the Hospital Sisters of St. Francis more than 135 years ago. As we build upon our rich heritage of healing, we take inspiration from the story of St. Francis of Assisi who heard the call of God to rebuild His Church. After hearing God's call, St. Francis took the words literally and grabbed a brick and started filling holes in the walls of the San Damiano church. While St. Francis eventually came to understand that God's message was really about reforming 13th Century Catholicism, he took initiative and addressed an immediate need. In many respects St. Francis began his ministry of caring for the sick and poor by grabbing one brick, and then another, and making a difference in his community.

This story of St. Francis reminds us that we are called to continue to build upon the healing ministry of the Hospital Sisters to meet the challenges before us. His story reminds us that we cannot wait for the implementation of national health care reform, nor can we wait for our state and national governments to balance their budgets. We have to assume responsibility today to address the needs of our patients.

The bricks that we add to our healing foundation come in many shapes. Our "bricks" may be a collaborative initiative to reduce readmissions, a medical home to better manage our patients' chronic conditions, a better process to improve quality, or an innovative curriculum to teach the nurses of tomorrow.

Brick by brick we are transforming our health care ministry. In doing so, we are creating new opportunities to make a positive difference in the lives of those whom we are called to serve. In this annual report, we celebrate our accomplishments and give thanks for our Franciscan values that inspire and guide us daily. We invite you to grab a brick, and another, and help us to continue the rich legacy of service of the Hospital Sisters of St. Francis.

R E S P E C T • C A R E •



Daniel J. Woods
President and CEO
St. Anthony's Memorial Hospital

MAKING IT COUNT

136 years ago the Hospital Sisters were invited to Effingham to bring quality healthcare close to home. They did this following the example of St. Francis who sought out and cared for the sick and the poor in spirit wherever they were. It's a joy for me to share this year's Annual Report of St. Anthony's Memorial Hospital within which you'll read many signs of the proven success of following that example.

Quality care is close to home today. The long-term partnership with Prairie Heart Institute includes cardiac catheterization and a full spectrum of diagnostic tools, to the personal one-on-one care to assist patients living with congestive heart failure. You'll also read of many firsts in new life changing technologies within our new Center for Advanced Imaging, Wound Healing Center, Surgical Suites, and elsewhere.

Our commitment to progress has never been stronger as our leaders focus to make every dollar count now to support care for the future. For example a brand new Laboratory and renovation for a new Pharmacy will assure that patients get the most out of today's science. As information technology continues to improve as a patient care

tool, the hospital and area physicians have worked carefully to implement electronic health records. in the hospital and currently in nine independent physician clinics.

With state and national economies in turmoil, our stewardship has never been counted on or needed more in recent years. Charity care provided for those with limited financial means through our Christian Care Program has exceeded \$2 million for the first time. In addition, nearly \$8 million in additional community benefit was provided this past year. This is a result of hard work and continued focus on efficiencies to reduce costs, while keeping charges to patients lower than most other hospitals. The hospital's financial condition continues to be strong, which means that funds remain available to be used for local healthcare in the future as we have in the past.

The smiling faces of 18 scholarship recipients, 75 Health Occupations students, and hundreds of children at the Children's Health Fair are examples of the proven success of many programs serving the area's youth. Long-time successful programs like our CANDY Camp, Safe Sitter, and the Mother-Baby Program bring great value to the lives of young people and families across the region. Sponsorship of the CEO Class' (Creating Entrepreneurial Opportunities) Fit Fam Jam health fair provided a new opportunity and success.

Being counted among the nation's best is what you will read of our 5-Star Orthopedic Care, the exceptional start of our new Wound Healing Center, supportive education, and a number of individual shining stars across the hospital family.

The patient still comes first. St. Francis' example continues to be a guiding force. When hospital, community, and physician leaders gathered for an in-depth strategic planning process, St. Francis' words were a focal message, "To be understood as to understand, to be loved as to love, for it is in giving that we receive." And with these words those leaders, our new leader for Hospital Sisters Health System, Mary Starmann-Harrison, and many others will see that those gifts we've been given by God are used where they count the most, to bring His healing presence to all in east central Illinois.



Dr. Amir Cheema and John Scally

For over 30 years, St. Anthony's has partnered with nationally-ranked Prairie Heart Institute in providing heart care services to the region. This partnership gets stronger each year, with recognition of this successful collaboration. This past year, Prairie Heart Institute of Illinois (PHII) in partnership with both St. Anthony's Vascular Lab and Echocardiography Lab, were recognized by the Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL) and Accreditation of Echocardiography Laboratories (ICAEL). The organizations recognized the labs for their high level of patient care and quality testing for the diagnosis of vascular disease and ECHO diagnostic testing. Since opening in May 2008, Prairie Heart Institute at St. Anthony's topped the national rankings with a 0% complication rate in the first quarter of 2011.

COMPETENCE • JOY

PROVIDING QUALITY CARE CLOSE TO HOME

This past year, the hospital has taken steps to enhance the hospital experience for patients and their families. Surgical Services began using a computerized tracking board in the surgery waiting room so each patient's family or friends could confidentially track where their loved one is in the surgery process. A nurse liaison is now available for patients' families to provide updates on the surgery and answer any questions family members have. St. Anthony's nursing floors also launched Hourly Rounding, where patients are checked on each hour to meet any needs and answer any questions.

The Center for Advanced Imaging received a boost this year through the Friends of St. Anthony's 3rd Annual Golf Event. Organized in the past by Jonathan Kabbes through his "Golf for a Cure" event, the Friends partnered with Kabbes this year and raised over \$52,000 for the Hope & Healing Campaign. Pat Bauer, President and COO of Heartland Dental Care, a co-sponsor of the event, shared, "The remarkable amount that the Friends of St. Anthony's and Jonathan Kabbes



(l-r) Ashley Martin, Cath Lab Technician, Kate Weber, RN, and Jami Davis, RN, from Prairie Heart Institute at St. Anthony's.

CELEBRATING OUR ACHIEVEMENTS

St. Anthony's Memorial Hospital was honored to receive a number of awards this past year recognizing hospital achievements, colleagues and Medical Staff.

"60 Hospitals with Great Orthopedic Programs" by Becker's Hospital Review - St. Anthony's was one of just 60 hospitals on this hospital executives publication's list who exhibited excellence in orthopedics, quality of service, outstanding local and national reputations and high volume of orthopedic cases.

Center of Distinction Award - The Wound Healing Center received this award from Diversified Clinical Services (DCS), its partner in wound healing services, by achieving outstanding patient outcomes for twelve consecutive months. Out of 325 DCS wound care centers nationwide, St. Anthony's is one of only 74 wound care centers in the United States to receive this prestigious award by DCS. A rare feat in its first year.

Certificate of Recognition by Illinois Eastern Community Colleges and Lakeland College - As a result of St. Anthony's LEAN efficiency training program, the hospital was recognized by these organizations for the hospital's commitment to training and development of its workforce.

"Rural Physician of Excellence" by Illinois Rural Health Association - In 2010, Joseph Spraul, MD, was one of 10 physicians who received this award statewide for going above and beyond the call of duty to provide health care to rural and underserved residents throughout the State of Illinois.



Jane Brummer, RN, Outpatient Surgery Supervisor, and Stacie Niebrugge, RN, Surgical Services Supervisor, congratulate Sara Hayes, RN, on receiving the 2011 Values Award.

have been able to raise for the Hope & Healing campaign to further the detection and prevention of cancer and other health problems in our community is such a noble and worthy cause. Heartland Dental Care was grateful to have the opportunity to support this cause."

FULFILLING OUR COMMITMENT TO PROGRESS

The opening of the Wound Healing Center in April demonstrates our commitment to improving facilities for patients, families, Medical Staff and colleagues. The Wound Healing Center, has expanded its services and now offers Hyperbaric Oxygen (HBO) Therapy, the most advanced wound healing within 65 miles of Effingham so people don't have to travel far to get the healing they need.

Two other services that have expanded services and space this year were The Women's Wellness Center and the Center for Advanced Imaging. The Women's Wellness Center is now able to provide clothing, wigs, and other items for women who have had cancer treatment. The expansion also added more room for osteoporosis testing, and a more comfortable and convenient experience for mammography. The Center for Advanced Imaging expanded services with the opening



Carla Utz, HBO Safety Technician in the Wound Healing Center, talks with her patient, Roy Sowers, during his Hyperbaric Oxygen Chamber treatment.

of its Open MRI and Diagnostic Center. The Open MRI allows patients to have top-quality MRI scans without being enclosed into a traditional MRI tunnel, especially helpful for children and people who are claustrophobic. Residents of the area also have access to convenient diagnostic testing with the Diagnostic Center located in the new Open MRI facility.

Sara Hayes, RN, Surgical Services, and Ryan Jennings, MD, were named 2010 Colleague and Physician Values Award recipients, respectfully, for best representing the hospital's Core Values of Respect, Care, Competence and Joy. According to one of Sara's nomination letters, "She not only has a wonderful bedside manner with her patients, but exhibits this demeanor at all times...Because of her naturally easy and calm manner, she is quick to make patients and coworkers alike feel comfortable and at ease around her."



C O M M U N I T Y B E N E F I T

As part of St. Anthony's ministry of healing, we provide programs and screenings to educate the communities we serve and encourage healthy habits for exceptional quality of life.



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CARING FOR OUR COMMUNITY

The Women’s Wellness event helps women to learn about “Being a Woman...Being Aware...Being Well.” This past year’s topic highlighted information that every woman needs to know about heart disease. According to Terriann Tharp, Community Relations and Marketing manager, “This provides women of this area with a chance to have an evening out with friends and enjoy some pampering, as well as learn about heart disease so they can live better, healthier lives.”

Being prepared for a potential disaster is another way we care for the community. This past year, St. Anthony’s partnered with the City of Effingham to conduct a hazardous materials disaster drill to be prepared in case of a disaster. Hospital colleagues also participated in the Great Central U.S. ShakeOut in April 2010 to practice what to do to protect themselves and their patients in the case of an earthquake.

By participating in Effingham Senior Center’s Dine with a Doc® program, area senior citizens are educated about the most recent developments in health care and given valuable resources and information. During one of this past year’s programs, Kris Keplar, PharmD, RPh, St. Anthony’s Clinical Pharmacist, presented “Taking Medications Properly.” Keplar shared information with seniors on how to take their medications, precautions to consider, and some common interactions that can happen when taking medications and herbal remedies.

MAKING A DIFFERENCE FOR THE FUTURE

Children are the future of each community. Keeping this in mind, St. Anthony’s continues to offer programs that promote healthy lifestyles and teach useful skills for the future. CANDY Camp (Camping Activities for Normal

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Diabetic Youth), encourages children ages 5 to 12 with diabetes to meet other children with diabetes and gain independence in their self-management skills while taking part in fun-filled activities together.

The annual Children’s Health Fair is attended by over 500 students from kindergarten through second grade from 14 area schools. By following “Ted Bear,” who had fallen and injured his arm, through kid-size versions of the hospital’s ER, Diagnostic Services and Surgical Services departments, the children learn safety, what to expect during a visit to a hospital, and how to make healthy choices.

One of the most popular jobs for adolescents is to babysit for family members and friends. It is also a job that few receive real training in before they start babysitting. Safe Sitter teaches 11- to 13-year-old babysitters how to handle crises, how to keep their charges secure, and how to nurture and guide a young child. St. Anthony’s offers this community program to area adolescents so that they can be just what the name implies: a Safe Sitter.

EDUCATING THE COMMUNITY

Above, (top) Bobby Kinkelaar, RN, Women’s Wellness Nurse Navigator shows a digital mammogram at the Women’s Wellness event, (center) Kris Keplar, PharmD, RPh, discusses prescription medication at a Dine with a Doc event at the Effingham Senior Center, and (bottom) Sue Schuler, RN, demonstrates the Heimlich maneuver at Safe Sitter class.

For the past 19 years, area high school students have had the opportunity to advance their dreams by taking part in the Health Occupations Class which was developed through St. Anthony's partnership with the Eastern Illinois Education for Employment System (EIEFES) and Lake Land College. The program allows area high school seniors to gain broad exposure and experience to many health care careers throughout the county. The program assists each student in gaining valuable insight in order to determine a future career path. Recently, Jenny Dust, MD, obstetrician, returned to Effingham to begin practicing medicine, after having been a Health Occupations student in 1998.



Lisa Hoelscher, Community Relations Associate, hands out bike helmets at the Effingham School District Unit 40 Bike Rodeo.

Results of the Community Health Assessment in 2005 revealed that over 20% of children age 6-17 in Effingham County were overweight. To help address childhood obesity, St. Anthony's partnered this past year with the Effingham CEO (Creating Entrepreneurial Opportunities) Class and Effingham Surgical Associates on "FIT" Fam Jam (Facing It Together), a Community Wellness Day and Fat Boy Chronicles movie premiere on January 22 at the Effingham Performance Center. The event included family fun activities to promote a healthy lifestyle for young people.

COLLABORATING WITH OUR PARTNERS

For the past decade, the hospital has assisted Effingham Catholic Charities by co-sponsoring their Prescription Assistance Program.

As the leader of the Alliance for a Healthier Effingham County, St. Anthony's recently collaborated with Unit 40 and Catholic Charities to provide support for their Summer Lunch Program. In its 5th year the program is offered in June and July, and provides free lunch and educational programs each weekday to children up to age 18, regardless of income level. To assist the Summer Lunch Program in its goals to improve the nutrition of area children, St. Anthony's colleagues and interns frequently volunteer their time to educate the kids on healthy food and exercise.



Sara Knoll, undergraduate Dietetic student from Eastern Illinois University leads kids through a game of "Nutrition and Fitness BINGO" at the summer lunch program.

COMPETENCE • JOY

Catholic Charities' staff members work with clients who need prescription medication but may not be able to afford them because they are uninsured or underinsured. The hospital provides assistance to Catholic Charities to help pay for the costs incurred by the program. Rather than establishing their own prescription assistance program and duplicating efforts, St. Anthony's partners with Catholic Charities who has an excellent program in place to assist those in need of prescription medication.

In spring 2011, St. Anthony's sponsored the Effingham School District Unit 40 Bike Rodeo. Organized by Unit 40 volunteers, the Bike Rodeo teaches children grades 1 to 3 bicycle safety and riding skills. The hospital donated bike helmets to all the kids in attendance to give them the tools they need to have a fun and safe summer.

After learning about bike safety, participating children may take their families and bikes to the Effingham County TREC (Trail Recreation Effingham County) where St. Anthony's has been a proud partner in developing a countywide, multi-use trail system to provide area families a place to exercise and improve their health and fitness. In June 2011,



OUT IN THE COMMUNITY

St. Anthony's is proud to be able to offer several health fairs and screenings throughout the year. In 2010, St. Anthony's offered 102 health screening opportunities, serving 2,671 people.

Above (top), St. Anthony's participates in the Farm Bureau Health Fair offering blood pressure and cholesterol screenings and (bottom) hospital colleagues work alongside other trail enthusiasts to tidy up the TREC trail in Effingham.

St. Anthony's sponsored a TREC Trail Clean-Up Day, in honor of National Trail Day. Hospital colleagues joined other community members at the TREC Trail to clear debris and trim branches.

For a number of years, St. Anthony's has partnered with Hospital Sisters Mission Outreach to recycle medical supplies for redistribution to third world countries to improve their health care. This past year, the Effingham community joined hospital colleagues in donating gently used medical equipment to Hospital Sisters Mission Outreach such as walkers, wheelchairs, and crutches to help less fortunate countries while being good stewards of the earth by recycling.

Suffering from grief can be as devastating as suffering from an illness. St. Anthony's takes a holistic approach to healing, which means that we focus on healing not only the body, but the mind and spirit as well. By offering the "Healing the Grieving Heart" program for adults trying to cope with the loss of a loved one, we assist people in helping them understand their grief so they can begin to reconstruct their lives.



Terriann Tharp, Community Relations and Marketing manager assists with collecting items for Mission Outreach.

R E S P E C T • C A R E •

COMMUNITY SUPPORT

	Persons Served	Net Community Benefit Expense
Charity Care & Government Programs		
Charity Care	3,119	2,179,414
Unreimbursed Medicaid	16,438	6,260,417
Other Unreimbursed Costs	9,400	325,374
Total Charity Care	28,957	8,765,205
Other Benefits		
Community Health Improvements Svc & Community Benefit	7,863	342,846
Health Professions Education	141	145,537
Cash & In-Kind Contributions to Community Groups	3,752	36,569
Community Building Activities	418	64,084
Total Other Benefits	12,174	589,036
Total	41,131	9,354,241

Dear Friends,

It has been my honor to have served as Medical Staff President for the last two years. Last year's message was one of hope for our future. Our only certainty was that we would have to do more with less. With the advent of health care reform, we must continue to work together to provide compassionate care in an efficient manner. This year, St. Anthony's and many physicians' offices cooperated to develop interfaces between their medical offices' and the hospital's electronic medical records to improve lines of communication. Through collaboration, we are certain to succeed.

As members of the community, our Medical Staff recognize the need for continued expansion of our services and physician access. We also know that Effingham is a great place to live and raise a family. While most communities have seen their Medical Staff shrink, we welcomed five new physicians to our Staff. Tragically, we said goodbye to Dr. Rebecca Hewitt. Whether providing care to the impoverished locally, vaccinating children half a world away, giving advice to a colleague, teaching Sunday school, or sharing a laugh with friends, Dr. Becky was a healer. Always humble, she healed the body, mind, and spirit.

Last year I promised that the Medical Staff and St. Anthony's would remain committed to exemplifying the very best in the region. That promise remains unchanged. We have been fortunate to continue to expand our services and staff in spite of a shifting environment. I am confident that through collaboration and stewardship of our resources, St. Anthony's and our Medical Staff will continue to shine.

Ryan Jennings, MD
Medical Staff President



(left) Dr. Ryan Jennings, Medical Staff President, receives the Physician Values Award from Dr. Steven Jones, last year's recipient.

St. Anthony's has been blessed recently with the successful recruitment of five new physicians to Effingham, three of which are natives returning to the area. Amanda Bierman, MD, pediatrician; Jennifer Dust, MD, obstetrician; and Todd Wentz, MD, orthopedic surgeon, all recently completed their medical training and chose to return to their hometown area. We also recently welcomed John Scally, MD, MHS, cardiologist and Lisa Sasso, MD, hand surgeon to the area.



Amanda Bierman, MD



Jennifer Dust, MD



John Scally, MD



Lisa Sasso, MD



Todd Wentz, MD

WORKING TOGETHER

St. Anthony's partnership with physicians is a valuable asset in ensuring quality care to area residents. The use of electronic medical records (EMR) by both the hospital and physicians' offices is a main rung in the ladder of successful collaboration. Over the past year, the hospital has worked with various medical practices whose medical records were still on paper to adopt EMRs in their offices. For those offices that have EMRs, St. Anthony's is working on determining software to help the medical practices' EMR interface with the hospital's EMR (MEDITECH). These steps help to improve communication, efficiency, and patient safety.

St. Anthony's values the input and opinions provided by our physician partners. This past year as the hospital began its Strategic Planning Process for the next five years, fifteen Medical Staff members supported the development of this Strategic Plan by serving on a Board appointed Strategic Planning Advisory Group to provide input. Their valuable time and unique perspective helped the hospital formulate a Strategic Plan which will help guide St. Anthony's and the Medical Staff into the future.

Annette Schnabel,
Director of
Business Planning &
Development; Ruben
Boyajian, MD, Dan
Woods, President
and CEO; and Sandra
Hecht, MD, at a
Strategic Planning
meeting.



PATIENT CARE INFORMATION

FY 2011

Patients Admitted.....	7,042
Adult & Children Patient Days.....	26,775
Babies Delivered.....	774
Emergency Visits.....	25,619
Home Care Visits.....	9,206
Other Outpatient Visits.....	203,378
Surgical Procedures.....	8,557
Clinic Visits.....	12,546
Pain Management.....	1,703
Prairie Heart at St. Anthony's.....	6,788
Wound Healing Center.....	4,055

OTHER FACTS OF INTEREST

Volunteer Service Hours.....	13,727
Total Number of Colleagues.....	905
Meals Served.....	191,359
Laundry Pounds.....	870,220
Recycling Pounds.....	274,247
Home Care Miles Driven.....	197,898
University/College Program Affiliations.....	42
University/College Students Trained.....	344
Scholarships Awarded.....	18

COMMUNITY SUPPORT THROUGH STEWARDSHIP

St. Anthony's Earned

Earned from Services to Patients.....	\$251,023,981
Full Payments Not Received.....	<\$135,504,793>
Total Amount Received.....	<u>\$115,519,188</u>

St. Anthony's Spent

Salaries & Colleague Benefits.....	\$45,994,661
Medical, Surgical and Nutritional Supplies.....	\$21,336,952
Purchased Services.....	\$14,799,897
Professional Fees & Other Expenses.....	\$13,136,604
Insurance & Depreciation.....	\$6,659,449
Utilities.....	\$1,742,378
Interest on Long-Term Debt.....	\$370,148
Capital Equipment & Construction.....	\$8,916,853
Restricted for Future Patient Services & Capital Needs.....	<u>\$2,562,246</u>

Total Cost of Patient Treatment & Service Development.....

\$115,519,188

St. Anthony's has also committed significant resources in serving the Medicare population. The cost (determined using a cost charge ratio) of providing services to primarily elderly beneficiaries of the Medicare program, in excess of governmental and managed care contract payments was \$9,179,093 for year ended June 30, 2011.

Please refer to additional community support totaling over \$9 million dollars on page 8.

Statue of St. Francis of Assisi in the Healing Garden.



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St. Anthony's Board of Directors, (seated) Sister Ritamary Brown, OSF, and Sister Marybeth Culnan, OSF, (standing l-r) Dr. Timothy Gray, Dr. Jeffrey Whightsel, Tom Henderson, Tom Wegman, John Kingery, Rick Chambers and Dan Woods.

St. Anthony's Memorial Hospital
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