

# **B** *BLESSING* Health System

## 2015 ANNUAL REPORT



# BOARDS OF TRUSTEE/DIRECTORS

## **Blessing Corporate Services, Inc.**

Timothy D. Koontz, Chair  
Michael D. Klingner, Vice Chair  
David Boster  
Helen W. Cornell  
Robert J. Hofmeister  
Jerry D. Kennett, MD  
Christopher J. Niemann  
Timothy J. O'Connor  
Jack R. Sharkey  
Bryan K. Stokes  
Mary Oakley Winters  
Maureen A. Kahn (President/CEO)

## **Blessing Corporate Services, Inc., d/b/a Blessing Physician Services**

Jack R. Sharkey, Chair  
Michael J. Foster, Vice Chair  
David Hetzler, Jr.  
Maureen A. Kahn  
Daniel L. Moore, MD  
Alan D. Richardson, MD  
Jerry R. Jackson (President/CEO)

## **Blessing Hospital**

David Boster, Chair  
Christopher J. Niemann, Vice Chair  
Phillip Conover  
Hrishikesh Ghanekar, MD  
Dennis E. Go, MD  
David Hetzler, Jr.  
Michael R. Hulsen  
Michael D. Klingner  
Timothy D. Koontz  
Thomas H. Miller, MD  
Abby M. Reich, MD  
Harry R. Ruth, MD, MHA  
Maureen A. Kahn (President/CEO)

## **BlessingCare Corporation d/b/a Illini Community Hospital**

Roberta Simpson-Dolbeare, Chair  
Jan M. Bleich, Vice Chair  
Bashar Alzein, MD  
James C. Gay  
Patrick M. Gerveler  
K. Jeanne Goodman  
Maureen A. Kahn  
Eric Miller  
Jane Ann Petty  
Kathy Hull (President/CEO)

## **The Blessing Foundation, Inc.**

Phyllis J. Hofmeister, Chair  
John J. Flynn, Jr., Vice Chair  
Harry C. Eaton  
Laura Gerdes Ehrhart  
Maureen A. Kahn  
Harold W. Knapheide, IV  
Cynthia A. Meyer  
Harold B. Oakley  
James A. Rinella  
Scott T. Ruff  
Susan T. Stamerjohn  
Jason R. Stratton  
Patrick M. Gerveler (President/CEO)

## **Denman Services, Inc., Board of Directors**

Jack R. Sharkey, Chair  
Todd J. Moore, Vice Chair  
John Duryea  
Maureen A. Kahn  
Steven W. Krause, DO  
William M. McCleery, Jr.  
Dennis Shull  
Richard E. Kempe (President/CEO)

**Website:** The Blessing Health System website on the Internet offers information, news and facts about the organization, its philosophy, market and services. Visit the site at [www.blessinghealthsystem.org](http://www.blessinghealthsystem.org).

**Facebook and Twitter:** The Blessing Health System keeps thousands of people updated daily on Blessing-related events and provides tips to improve their health and quality of life through Facebook and Twitter.

**Blessing Health System is a proud member of the**



**BJC** HealthCare



**Memorial**  
HEALTH SYSTEM

 Saint Luke's  
Health System

## **Mission Statement**

The Blessing Health System's mission is to improve the health of our community.

## **Vision Statement**

Blessing Health System will be the region's health care leader.

## **Cover photos**

Top: Blessing Hospital's new Moorman Pavilion patient care facility.

Middle: Ribbon-cutting for the Casteel Center at Illini Community Hospital.

Bottom: Blessing Physician Services pediatrician Loretta Baustian, D.O.

# BLESSING CORPORATE SERVICES

## Responding to consumer demand for improved access

The famous retailer Marshall Field is among those credited for the phrase, “The customer is always right,” showing commitment to putting the customer first.

In healthcare, the patient has always been first, but it has been the provider who made the rules regarding care access.

That’s changing. Today’s consumer knows what they want and will take their business to where their needs are met.

During 2015 Blessing addressed consumer-focused care access in the following ways:

- Opened the Walk-In Clinic, a new service of Blessing Corporate Services. It improves access with no triage required, offers 16-hour-a-day, seven day a week service and a lower cost for patients with non-life threatening illnesses and injuries.
- Created Be Well at Work, a new program employers can purchase to improve access to health and wellness services for their employees and dependents.
- Worked with Fort Madison (IA) Community Hospital to address primary care needs in the southeast Iowa market.

We expect to be more involved in creating new ideas with an enhanced position within the BJC Collaborative. We are now a voting member with a stronger voice regarding strategies and the opportunity to share ownership of new strategies.



**Maureen Kahn**  
President/CEO

Other ways we are improving the health of our community include:

► The 2015 Community Health Assessment for Adams County documented that Blessing provided education to nearly 11,000 people on heart attack and stroke warning signs and the importance of calling 911 in a heart/stroke emergency. Heart disease is the leading cause of death in Adams County.

► To help meet the needs of young people, Blessing donated \$35,000 for projects within the Quincy Public Schools, Quincy Notre Dame High School, Quincy University and John Wood Community College.

► To deliver efficiencies, several Blessing departments began serving the needs of the entire Health System as departments of Blessing Corporate Services. They include Patient Financial Services, Patient Access and Health Information Management. These departments, along with several others, relocated to the “Blessing Business Center” at 54<sup>th</sup> and Oak Street in Quincy. The move provides more space for these departments and allows us to look at new ways to use the Blessing at 14<sup>th</sup> Street campus, where a number of the employees were located.

Already developing for 2016 are projects that will expand Blessing’s surgical capabilities and use of telemedicine.

Please read about the achievements of the other Blessing affiliates on the following pages of this report.

## 2016 GOALS

### Quality

Reach or exceed targets in Value Based Purchasing/National Hospital Quality Measures.

### Growth

Increase net revenue in Orthopedics, Cardiology and General Surgery.

Reach or exceed Strategic Action Plan targets.

### Service

Reach or exceed HCAHPS national patient perception of care survey targets.

### People

Reach or exceed Provider Engagement Survey score targets.

### Finance

Reach or exceed Operating Income and Cash Position targets.

# BLESSING HOSPITAL

It's customary to give a gift to someone celebrating an anniversary. However, to mark Blessing Hospital's 140<sup>th</sup> anniversary during 2015, the Hospital and the people it serves exchanged gifts.



The public supported the "Building for the Future" campaign to build Moorman Pavilion, the largest fundraising effort in Blessing history, and on April 12, 2015, Blessing returned the courtesy by cutting the ribbon on Moorman Pavilion, a state-of-the-art patient care facility that:

- Expanded access to single bed rooms, increasing patient privacy and safety.
- Consolidated inpatient care to the 11<sup>th</sup> Street campus by accommodating the three Blessing Behavioral Center units.
- Allowed for expansion of the Observation Decision Unit.
- Created a new Infusion Center.

Patient care began in Moorman Pavilion on June 7, 2015.



**Donald Dean Flesner was the first patient of Moorman Pavilion.**



**Maureen Kahn**  
President/CEO



**Elliot Kuida**  
Executive Vice President, Chief Operating Officer

## Other service accomplishments

Red cellphones became nearly as common as stethoscopes at Blessing Hospital during 2015 as nurses, physicians and other select caregivers throughout the hospital began using Voalte phone software. The technology allows providers immediate contact with each other through text or voice, speeding care delivery. Voalte software also links selected patient monitors through the cellphone to alert caregivers to a specific need immediately, no matter where they are on campus.



The Blessing Heart & Vascular Center welcomed a new doctor and a new association. John Arnold, MD, cardiothoracic surgeon, joined the Center. His career includes time in private practice and as a member of the Cleveland Clinic. The Center also signed an association agreement with the



Division of Cardiothoracic Surgery at Washington University School of Medicine in St. Louis. The arrangement gives Blessing's cardiothoracic caregivers special access to the best practices, care innovations, research, and continuing education of one of the best programs in the nation.

In response to the forecast that hip fractures will skyrocket as much as 12 percent by 2030 due to an aging population, Orthopedic Services leadership and Medical Staff created the Break



Free program. Break Free streamlines the care of osteoporosis-related fractures by all Medical Staff and Blessing caregivers using the same current, evidence based care to get the patient to surgery as quickly as possible, back on their feet and under treatment for osteoporosis.

The Blessing Breast Center brought a new dimension to breast health with the introduction of 3D mammography. 3D technology captures images of breast tissue in layers instead a single image. This allows radiologists to review breast tissue layer by layer, making it easier to detect problem areas within the tissue. Studies show a 41 percent increase in the invasive cancer detection rate using 3D technology.

The expansion of Care Coordination into Blessing Physician Services' primary care offices continues to pay dividends for the Health System and its patients. Care Coordination estimates it helped save nearly \$2.7 million during Fiscal Year 2015 by guiding patients to the right level of care for their symptoms and helping the patient to learn self-management skills.

Blessing Hospital retained several accreditations and earned new ones during the year. Accreditations retained included Joint Commission Primary Stroke Center, State of Illinois-designated Emergency Department Approved for Pediatrics, Commission on Accreditation of Rehabilitation Facilities for Inpatient Rehabilitation, and College of American Pathologists accreditation for the Laboratory. The Pharmacy earned a six-year accreditation from the American Society of Health-System Pharmacists for its Postgraduate Year One Pharmacy Residency Program, and the Early Learning Center received the Gold Circle of Quality designation from ExceleRate Illinois, the state's quality rating and improvement program for early learning and development providers.

2015 was a year of preparation and response. Staff from a number of departments developed and spent hours practicing a response plan to the Ebola virus outbreak.

Later in the year, Blessing caregivers worked with staff of the Illinois Veterans Home, Adams County Health



**Ebola response training**

Department and Illinois Departments of Public Health and Veterans Affairs to treat victims of a Legionnaires' disease outbreak. Significant preparation was required for the change in the nationwide medical coding system used to document care for reimbursement. The new ICD-10 code system uses 68,000 codes, nearly five times as many codes as the previous system.

### Quality

For the third consecutive year, Blessing Hospital was recognized by The Joint Commission as a *Top Performer on Key Quality Measures*<sup>®</sup>. Key quality measures are evidence-based interventions that increase the chances of healthy outcomes for patients with certain conditions. Blessing was recognized for meeting or exceeding goals in the Key Quality Measures of heart attack, heart failure, pneumonia, surgical care, stroke and perinatal care.

For the first time since the federal government began its Hospital Value-Based Purchasing program, Blessing Hospital earned an incentive in its government reimbursement for service to Medicare patients by meeting or exceeding goals in the use of selected Clinical Processes of Care, Outcomes, Patient Experience scores, and Efficiency/Medicare Spending per Beneficiary.

As part of Blessing's commitment to the delivery of the highest quality and safest care, the Hospital participates in a national program called "Partnership for Patients". The program's goals include decreasing patient adverse events and unplanned hospital admissions. Participating hospitals across the country work in groups called Hospital Engagement Networks (HENs). There are more than 40 hospitals in the HEN to which Blessing belongs. During 2015, Blessing was recognized as the leading hospital in its HEN for progress made toward the program's goals.

Also on the national front, The Leapfrog Group recognized Blessed Beginnings: The Birth Center of Blessing Hospital, for fully meeting national standards for the reduction of Early Elective Deliveries (EED). EEDs are inductions or C-Sections performed before 39 weeks gestation without medical necessity. These deliveries have a high complication rate. The national goal for EEDs is five percent. During 2015, Blessing was recognized for an EED rate of 2.1 percent.

Consumer Reports magazine ranked Blessing Hospital on its 2015 list of safest hospitals in Illinois.

The magazine used data from various state and federal sources to rate patient safety at 176 hospitals in the state. Blessing was tied with three other hospitals for 9th on the list.

Mary Frances Barthel, MD, joined Blessing as Chief Quality & Safety Officer. Dr. Barthel was Medical Director of the Hospitalist Program at Blessing before accepting her new position.



## Information Systems

Blessing's Information Systems department helped the Hospital meet federal and state "Meaningful Use" standards for the use of computer technology to improve the quality, safety and efficiency of care. For meeting those standards, the Hospital received an incentive payment of more than \$944,000.

The department was also a key player in many service accomplishments already mentioned, including the Voalte cellphone program involving 220 phones and the implementation of ICD-10 for coding and billing.

## People

With Maureen Kahn holding the President/Chief Executive Officer titles of both Blessing Hospital and Blessing Corporate Services, the Blessing Hospital Board of Trustees hired Elliot Kuida as Executive Vice President/Chief Operating Officer of Blessing Hospital. Prior to joining Blessing, Kuida held executive positions at Sentara Martha Jefferson Health Services in Charlottesville, Virginia. He has more than 28 years of healthcare leadership experience.

Management of Blessing's nursing care was reorganized to better reflect the standards of the

national Magnet program for nursing excellence. The hospital is working to regain Magnet status.

Blessing nurses are being recognized in a new way for excellent nursing care delivered with extraordinary compassion. The Hospital joined with more than 1,900 other healthcare providers around the world using the Daisy Award program. Nurses may be nominated for recognition by patients, patient family members, visitors, medical staff, hospital staff and volunteers. A nominated nurse is honored each month.

Blessing began the transition to the "Just Culture" approach to adverse events. The program creates an atmosphere of trust related to providing essential safety-related information.

## Education



**Brown**

Longtime Blessing-Rieman College of Nursing President and Chief Executive Officer Pam Brown retired from the position after 18 years and returned to the classroom as professor. Brenda Beshears, academic dean and professor since 2007, accepted the College's top leadership position. The College also began offering a new degree program, Associate of Science in Respiratory Care.



**Beshears**

The Blessing Hospital School of Medical Laboratory Technicians retained accreditation from the National Accrediting Agency for Clinical Laboratory Sciences.

The Blessing Hospital School of Radiologic Technology also retained accreditation from the Joint Review Committee on Education in Radiologic Technology.

## 2016 GOALS

### Quality

Reduce readmissions for Pneumonia, Heart Failure and Chronic Obstructive Pulmonary Disease. Reduce mortality in cases of Heart Failure and Sepsis.

Reduce Hospital Acquired Infections.

### Growth

Improve revenue for Cardiology, Orthopedics and General Surgery.

### People

Improve Provider Engagement (Medical Staff satisfaction) scores.

### Finance

Improve Operating Margin.

### Service

Improve Emergency Center patient satisfaction scores.

Improve performance in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient perception of care survey.

# MEDICAL/DENTAL STAFF

## ACTIVE STATUS

Alexandre, Jean, MD  
 Ali, Muhammad, MD  
 Allen, Tawny, DO  
 Arnold, John, MD  
 Arrambide, Kathryn, MD  
 Balsara, Keki, MD  
 Barbagiovanni, John, DO  
 Barteau, Catherine, DO  
 Barthel, Mary, MD  
 Batra, Divya, MD  
 Baustian, Loretta, DO  
 Bingham, David, DO  
 Birsic, William, MD  
 Bogachenchu, Sreenivasulu, MD  
 Bozdech, John, MD  
 Bruney, Russell, MD  
 Cahill, Anne, MD  
 Carpenter, Gary, MD  
 Chbeir, Elie, MD  
 Cliatt, Thomas, DO  
 Collins, Katherine, MD  
 Contreras, Liz, MD  
 Crickard, George, MD  
 Cummings, Schvon, MD  
 Curry, Jessica, MD  
 Daniels, James, MD  
 DeGuzman, John, MD  
 Del Rosario, Jose, MD  
 Denton, Janise, DO  
 Derhake, Adam, MD  
 Derian, Wissam, MD  
 Dieckhoff, Jay, MD  
 Dietrich, Gina, DO  
 Disseler, Jean, MD  
 Dixon, William, MD  
 Dooley, Randall, MD  
 Dougherty, William, MD  
 Ductan, Kerline, MD  
 Dunn, Andrew, DO  
 Dureska, Peter, MD  
 Eckersley, David, MD  
 Efstratiadis, Stilianos, MD  
 El Khoury, Christian, MD  
 Espejo, Maria, MD  
 Evans, Dan, MD  
 Felker, John, MD  
 Figueres, Eileen, MD  
 Findlater, Malcolm, MD  
 Fowler, Martin, DO  
 Freel, Douglas, DPM  
 Friye, Pamela, DO  
 Ganapathy, Venkat, MD  
 Garcia, Carlos, MD  
 Geisendorfer, Abram, MD  
 Ghanekar, Hrishikesh, MD  
 Ginos, Steven, MD  
 Glasgow, David, MD  
 Go, Dennis, MD  
 Gold, Mark, MD  
 Greenspan, Aaron, MD  
 Gudmundsson, Gudmundur, MD  
 Gutekunst, Robert, MD  
 Habib, Omar, MD  
 Hafez, Walid, MD  
 Hake, Austin, MD  
 Hammer, Max, MD  
 Hammock, John, MD  
 Hanzel, Duane, DPM  
 Harmer, Luke, MD  
 Harris, Sharon, MD  
 Hensley, Mark, MD  
 Hough, Scott, MD  
 Humphrey, Erin, DO  
 Huston, Craig, MD

Icaza, Orlando, MD  
 Ifft, Keith, MD  
 Iqbal, Owais, MD  
 Iqbal, Robina, MD  
 Islam, Sumaiya, MD  
 Jameson, Travis, MD  
 John, Bejoy, MD  
 Johnson, Lee Roy, MD  
 Jones, Bruce, MD  
 Khil, Mark, MD  
 Kim, Louis, MD  
 Kimber, Scott, MD  
 Kirkpatrick, Michael, MD  
 Knuffman, Jason, MD  
 Koduru, Karthik, MD  
 Konrad, Aaron, MD  
 Krause, Steven, DO  
 Kuhlman, Joseph, MD  
 Kukkar, Nitin, MD  
 Kussman, Mary, MD  
 Lane, Joseph, MD  
 Lattin, Joel, DO  
 Leifheit, Ryan, MD  
 Leimbach, Kurt, MD  
 Lockhart, David, MD  
 Luchetta, Donna, MD  
 Mackrides, Paula, DO  
 Maduakor, Obioma, MD  
 Majumdar, Uddalak, MD  
 Malostovker, Inna, MD  
 Marchiando, Albert, MD  
 Mendizabal, Jorge, MD  
 Mero, Tanya, MD  
 Meyer, Joseph, MD  
 Miller, Clair, MD  
 Miller, Thomas, MD  
 Minnick, Larry, MD  
 Mohiuddin, Shahab, MD  
 Moore, Daniel, MD  
 Moore, Christopher, MD  
 Moore, Travis, DO  
 Moore, Taylor, DO  
 Morris, Reuben, MD  
 Morton, Steven, DO  
 Muller, Merle, MD  
 Munfakh, Nabil, MD  
 Mushtaq, Adnan, MD  
 Naaz-Ikramuddin, Parveen, MD  
 Nassery, Manoocher, MD  
 Ng, Michael, MD  
 Nguyen, Linh, MD  
 Nissenbaum, Eliot, DO  
 Novak, Holly, MD  
 Oatey, Mary, DO  
 Odumosu, Ochuele, MD  
 Odumosu, Oluwaseun, MD  
 O'Halloran, Richard, MD  
 Ott, Timothy, DO  
 Ouwenga, Michael, MD  
 Ozment, Dennis, MD  
 Palmer, Lowell, MD  
 Patel, Sheena, MD  
 Patel, Niraj, MD  
 Patel, Shwetal, DPM  
 Patel, Pravinchandra, MD  
 Patel, Nitin, MD  
 Peasley, Daniel, DO  
 Perry, Crystal, MD  
 Petty, Todd, MD  
 Phan, Douglas, MD  
 Phillips, Debra, MD  
 Podaralla, Prashanth, MD  
 Polavarapu, Harsha, MD  
 Potter, Gregory, MD  
 Pyatt, Stuart, DO

Pylawka, Tamara, MD  
 Raad, Pierre, MD  
 Rahman, Ra'Kerry, MD  
 Rajuri, Shashi, MD  
 Real, Lance, DO  
 Reddy, Venu, MD  
 Reyburn, Stephanie, MD  
 Reyburn, Adam, MD  
 Reynolds, Arden, MD  
 Richardson, Alan, MD  
 Rieke, Joshua, MD  
 Riggs, Daniel, DDS  
 Ruth, Harry, MD  
 Saalborn, Richard, DO  
 Sachez-Zuniga, Salvador, MD  
 Saldin, Kamaldeen, MD  
 Samee, Syed, MD  
 Schleppehorst, Richard, MD  
 Schleppehorst, John, DO  
 Schulz, Rex, MD  
 Schwartz, Irving, MD  
 Seaman, Nathan, DO  
 Shah, Parvish, DO  
 Shaikh, Daanish, MD  
 Shen, Jason, MD  
 Shuhaiber, Jeffrey, MD  
 Sieck, Eric, MD  
 Sklar, Eric, MD  
 Smith, Timothy, DO  
 Smith, Raymond, MD  
 Snyder, Brian, DO  
 Solaro, Christopher, MD  
 Somanna, Nanjappa, MD  
 St. Hill, Ronald, MD  
 Stewart, Rena, MD  
 Stiles, Lanny, DO  
 Stoops, Bruce, DO  
 Sullivant, Douglas, MD  
 Swanson, Brock, DPM  
 Tanios, Roula, MD  
 Tansy, Aaron, MD  
 Tirado, Joseph, MD  
 Tolbert, Charone, MD  
 Torre Hilotin, Temotea, MD  
 Valluri, Ashok, MD  
 Vardaros, Isidoros, MD  
 Vrtkapa, Valentina, MD  
 Warner, Elizabeth, MD  
 Weller, Robert, MD  
 Wensing, Linda, DPM  
 Wensing, Thomas, DPM  
 Wheeler, Ronald, MD  
 White, Donna, MD  
 Wilford, Jonathan, DO  
 Wilkins, Harry, MD  
 Wollaston, Antony, MD  
 Woodard, Deborah, MD  
 Yendluri, Prason, MD  
 Yu, Young, MD  
 Yu, Edward, MD  
 Zayas-Rodriguez, Luis, MD  
 Zwick, Christian, DO

Johnson, Lent, MD  
 Kruse, Jerry, MD  
 Lollar, Kevin, MD  
 Love, Kreg, DO  
 McIntee, Rae, MD, DDS  
 Memken, John, MD  
 Merrick, Robert, MD  
 Newton, Joseph, DO  
 Newton, Theresa, DO  
 Raif, Korhan, MD  
 Reich, Abby, MD  
 Reynolds, Kyle, DO  
 Saeed, Musab, MD  
 Sharp, Jason, MD  
 Trusewycz, Zorian, DO  
 Wallace, Ernest, MD

## COURTESY STATUS

Altman, Dana, DO  
 Andrews, Gregory, MD  
 Asbury, Kathy, MD  
 Beth, Timothy, DO  
 Biermann, Robin, MD  
 Burton, Curtis, MD  
 Chapa, Naveen, MD  
 Davis, Larry, MD  
 Eling, Michael, MD  
 Fauble, Curtis, DDS  
 Frazier, Eldon, MD  
 Freitag, Per, MD  
 Gupta, Kanchan, MD  
 Hauk, Lacey, DMD  
 Jennewein, Michael, MD  
 Knudson, Robert, MD  
 Lee, Raymond, MD  
 Lucas Stoner, Tina, DMD  
 Metlis, Schuyler, MD  
 Muehle, Casey, MD  
 Noble, Richard, MD  
 Reed, Brennan, DPM  
 Schroeder, Jennifer, MD  
 Scott, John, MD  
 Sherrick, Andrew, MD  
 Shore, Sheldon, MD  
 Smith, Lionel, MD  
 Souki, Ramzi, MD  
 Sowlles, Richard, DPM  
 Stoll, Alan, DDS  
 Taves, Adam, MD  
 Wagner, Dennis, DMD  
 Waheed, Khalid, MD  
 Wells, Jeffrey, DO  
 Wright, David, DDS  
 Wright, Richard, DDS

## RESIDENTS

Athiraman, Hemanthkumar, MD  
 Balagangatharan, Arppana, MD  
 DeGreve, Anne, DO  
 Heimer, Seth, DO  
 Nguyen, Daniel, MD  
 Weis, Ashley, DO  
 Jeong, David, MD  
 Anderson, Halley, DO  
 Child, Daniel, DO  
 Costa, Priyanka, MD  
 Danowski, Dustin, DO  
 Jacob, Deena, MD  
 Mehta, Ravi, MD  
 Diebold, Todd, DO  
 Nadarajah, Sangeetha, MD  
 Nakken, G. Nathan, DO  
 Shaw, Jennifer, MD  
 North (Shoemyer), Amy, DO  
 Sowards, Clint, DO

# ILLINI COMMUNITY HOSPITAL

By “harvesting” the support of the public, employees and other friends of Illini Community Hospital, the two phase Growing Our Care project reached completion and occupancy.



**Ribbon cutting for the new Casteel Center.**

Growing Our Care Phase One created the Casteel Center. The Center opened in February housing the Consulting Physician’s Clinic, Outpatient Infusion, Oncology and Surgical Services waiting areas. Space for Outpatient Infusion and Oncology more than doubled, now in excess of 2,000 square feet. The space provides patients of these services added privacy. The Consulting Physician’s clinic features rooms specifically designed for the specialties it serves including podiatry, wound, cardiology and obstetrics. The Clinic houses 15 specialties in all and 20 providers.



**The Illini Rural Health Clinic is now part of the hospital campus.**

The second phase of the project – the new Illini Rural Health Clinic - renovated the existing Strauss Wing and added 2,720 square feet of new space. This Clinic has grown from 2,700 square feet with six exam rooms to 6,250 square feet with 11 exam rooms plus



**Kathy Hull**  
President/CEO

a consult room. Three providers, including a physician and two family nurse practitioners, currently provide patient care at the Clinic.

The Growing Our Care capital campaign concluded with \$372,454 pledged or gifted.

In March, the State of Illinois granted Illini approval to build a 10 bed geriatric psychiatric unit. These 10 beds are in addition to the 25 beds allowed for critical access hospitals. This unit was constructed in a 6,800 square foot area that was previously used for Intensive Care Unit patients. From state approval to renovation completion was

less than six months. Called Worthington Square, the adult behavioral medicine unit opened October 1, 2015. The goal of Worthington Square staff is to serve the specialized needs of the older adult patient with behavioral needs. The area served includes Pike, Adams, Calhoun, Greene, Brown, Hancock, and Schuyler counties in Illinois and Pike, Marion, Ralls and Lincoln counties in Missouri.



*Worthington Square*  
at Illini Community Hospital

In August, renovation of a space at 101 E. Washington was completed and Illini Xpress, a walk in primary care clinic for patients with non-urgent medical needs, opened. In the first three weeks of operation, Xpress treated 228 patients. The average wait time for patients to be seen was approximately five minutes. The clinic cost is fixed for the visit and tests completed. Patients seem to like the idea of knowing what their visit cost will be. The goal is to provide a high quality service that is quick and economical.

Illini continued to expand telemedicine capabilities which now include teleneurology in the Emergency Department, gastrointestinal (GI) and cardiac consults for inpatients and GI consults for outpatients.





## Other achievements

Illini was honored with two awards from Studer Group. In March, the hospital was the Studer Group Rural Healthcare Organization of the month. This honor included a month-long highlight on the Studer Group webpage as well as a trophy that was presented to Illini by Studer Group CEO, BG Porter.

The hospital was also honored to present at Studer Group's annual conference, *What's Right in Healthcare*, on Linking LEAN Daily Management to Evidenced Based Leadership. The presentation was in August of 2015. At this conference we were also awarded an Excellence in Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey award for Pain Management outcomes.

The clinical laboratory also received its first College of American Pathologists (CAP) accreditation. Previously accredited by a different agency, CAP accredits the entire spectrum of laboratory test disciplines with a scientifically rigorous customized checklist of requirements. The CAP's peer-based inspector model provides a unique balance of regulatory and educational coaching supported by the most respected worldwide pathology organization.

## 2016 GOALS

- Improve staff efficiencies and satisfaction.
- Improve the patient experience in the categories of inpatient, outpatient, Emergency Department and Rural Health Clinic.
- Open Worthington Square Adult Behavioral Medicine Unit (*occurred on 10/1/15*).
- Expand access to outpatient mental health services through telemedicine.

# MEDICAL/DENTAL STAFF

### ACTIVE STAFF

Paul Hibbert, MD  
Ronald Johnson, MD  
Ayca Raif, MD  
Korhan Raif, MD  
Christopher Wagoner, MD

### ED/HOSPITALIST STAFF

Bashar Alzein, MD  
Ravinder Dhillon, MD  
David Glasgow, MD  
Michael Holden, MD  
Sachi Kuhananthan, MD  
Christopher Solaro, MD  
Michael Raso, MD  
Lawrence Semenza, DO  
Srinu Takkallappalli, MD

### COURTESY STAFF

Muhammad Ali, MD  
Kathryn Arrambide, MD  
Sebastian Baginski, MD  
John Barbagiovanni, DO  
Manjula Burri, MD  
Amelia Dean, MD  
Stilianos Efstratiadis, MD  
Christian El Khoury, MD  
Dan Evans, MD  
Jeffery Fleischli, DPM  
Douglas Freel, DPM  
Matthew Gardner, MD  
Hrshikesh Ghanekar, MD  
Jason Guthrie, MD  
Duane Hanzel, DPM  
Richard Holloway, MD  
Steven Krause, DO  
Michael Kelley, MD  
Karthik Koduru, MD

Senthil Krishnasamy, MD  
Matthew Liesen, DMD  
Stephen Liesen, DMD  
Gabor Matos, MD  
Elana Oatey, DO  
Richard O'Halloran, MD  
Todd Petty, MD  
Harsha Polavarapu, MD  
Venu Reddy, MD  
Brett Schafer, DMD  
Raymond Smith, MD  
Valentina Vrtikapa, MD  
Donna White, MD  
Clinical Radiologists, S.C.  
Prairie Cardiovascular Consultants  
West Central Pathology Specialists, SC  
Specialist on Call

### HONORARY STAFF

Ansar Asari, MD  
Shehnaz Ansari, MD  
Carlos Lara, MD

# BLESSING PHYSICIAN SERVICES

**B**lessing Physician Services (BPS) reached an operational milestone in 2015 celebrating its 10<sup>th</sup> year of providing patient care. During the past 10 years BPS has continued its commitment to improve the health of the community by providing access to high quality coordinated care throughout the tri-state region.



BPS introduced a new approach to primary care, intending to better meet the needs of a growing patient population. Several BPS practices/clinics, and two Blessing clinics not affiliated with BPS, earned National Committee for Quality Assurance Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long term, participative relationships. The accredited BPS practices/clinics include Family Medicine, Community Outreach Clinic, Hamilton-Warsaw Clinic and the Palmyra Clinic. Two non-BPS affiliated clinics also earned the accreditation: East Adams County Rural Health Clinic and the Illini Rural Health Clinic. All six practices/clinics received Level 3 recognition, NCQA's highest level of distinction for emphasizing the use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement. To earn recognition, which is valid for three years, the family medicine practices demonstrated the ability to meet the program's key elements, embodying characteristics of the medical home.

In the past 10 years, the BPS provider team has grown from five physicians to 57 employed and



**Jerry Jackson**  
President/CEO

contracted physicians and 12 mid-level providers delivering care. In 2015 the provider team welcomed Jessica Curry, MD, Obstetrics & Gynecology; Andrew Dunn, DO, Family Medicine; Pam Phillips Friye, DO, Obstetrics & Gynecology; Donna Luchetta, MD, Behavioral Health; Brock Swanson, DPM, Podiatry; Becky Reed, NP, Family Medicine and Nicki Stewart, PA-C, Employer Services.

BPS continued to focus on delivering care regionally by providing physician outreach services. Outpatient visits steadily increased throughout the year to a total of 3,124 patients. In addition, an Audiology clinic at the Illini Community Hospital Consulting Physicians Clinic with Dr. Lauren Welch was added.



BPS is spearheading the Blessing Telemedicine program. Telemedicine is a secure video conferencing system that allows patients to have their appointment at a remote location while their provider is physically located in Quincy. The "robot" (seen at left) looks similar to a hospital cart with a screen and other features that allow patient and provider to hear and see each other during the

visit. Cardiology Services are offered in both the inpatient and outpatient setting via telemedicine at Illini Community Hospital with Drs. Steven Krause and Irving Schwartz, as well as colorectal surgery appointments with Dr. Harsha Polavarapu. In addition, BPS Outpatient Behavioral Health providers deliver services via telemedicine in the new Worthington Square adult behavioral medicine unit at Illini Community Hospital. This is a major benefit for patients in the Pittsfield and surrounding area.

# 2015 Annual Report

In January, BPS began a new way of measuring the patient experience by administering the Clinician and Group Consumer Assessment of Healthcare Providers and Systems (CGCAHPS) survey. It asks patients to report on and rate their recent experiences with clinicians and their staff. CGCAHPS Survey results are used to identify opportunities for improvement and track progress towards goals. BPS finished the fiscal year with a 66<sup>th</sup> percentile ranking for the question, Rate Your Doctor on a 0-10 scale. That was just shy of the goal of the 70<sup>th</sup> percentile.

BPS reached 41 gross days in accounts receivable (AR) for Fiscal Year 2015. This refers to the length of time it takes to collect what is owed from patients, insurance companies and other payers. As accounts age they become increasingly difficult to collect. The percent of AR over 90 days has decreased to 11.7 percent.

BPS continues to partner with the eCARE team to provide support for the Allscripts electronic medical record during upgrades and to provide training. The BPS quality team works closely with them to meet goals and, for fiscal year 2015, BPS attested on all eligible providers for the federal government's Meaningful Use standards (53/54) and also completed group reporting for The Center for Medicare and Medicaid Services Physician Quality Reporting System.

Growth is a result of the commitment and compassion that BPS providers and staff demonstrate each and every day to patients. BPS is committed to building relationships amongst providers and patients, while striving to be the provider of choice for patients, the partner of choice for providers and the employer of choice for staff.

## NEW PROVIDERS IN 2015



Jessica Curry, MD  
Obstetrics/Gynecology



Andrew Dunn, DO  
Family Medicine



Pam Phillips Friye, DO  
Obstetrics/Gynecology



Donna Luchetta, MD  
Behavioral Health



Brock Swanson, DPM  
Podiatry



Becky Reed, NP  
Family Medicine



Nicki Stewart, PA-C  
Employer Services

## 2016 GOALS

### Quality

BPS Providers meet Meaningful Use Data for Stage 1 Year 2 standards.

### Growth

Increase patient visits.

### Service

Meet CGCAHPS dimensions goals.

### People

Meet BPS Physician Satisfaction Survey goal.

### Finance

Meet Operating Margin variance targets.

# COMMUNITY OUTREACH CLINIC

In its 21<sup>st</sup> year of operation, the Community Outreach Clinic (COC) treated 1,132 patients, including 61 new patients.

The COC moved to a new home in 2015, vacating its original location on the Blessing Hospital at 14<sup>th</sup> Street campus and taking occupancy in the Blessing Health Center West, Suite 330. COC patients receive the same high quality care in a new location that provides better amenities and easier access to the Blessing Diagnostic Center, on the first floor of the same building.

The COC is a department of Blessing Hospital and is managed by Blessing Physician Services. It provides non-emergency primary care for adults in Quincy and the surrounding area. If more specialized care is needed, the COC provider makes a referral to a specialist provider. When appropriate, COC staff also will assist individuals by referring them to available social service resources.

“The team of care providers in our office strives to use all available community resources to help patients meet their wholistic health care needs within their available personal resources,” says Julie Barry, APN.

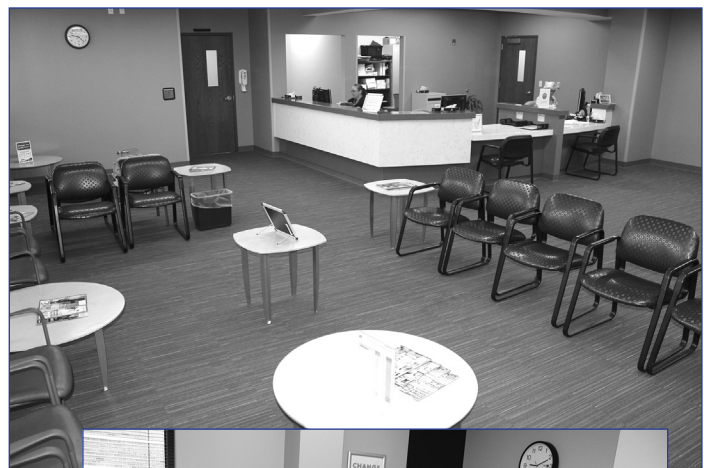
In addition to Barry, patients are seen by Nurse Practitioner Kelly Rife for a variety of acute and chronic conditions including diabetes, high blood pressure, arthritis, heart disease, acute and chronic respiratory conditions and digestive problems.

Eligible recipients of care from the COC are adults, 18 and over, with or without insurance coverage (or regardless of insurance coverage status). Eligible care recipients must complete an uncompensated care application provided by the COC.

The cost of services provided by Blessing for COC patients with no other coverage for Fiscal Year 2015 was \$224,897. The cost for services provided to COC patients who also had other coverage was \$155,750, for which Blessing may have received some payment from external sources.

Blessing Hospital Pharmacy provided \$12,639.59 in prescriptions at no cost for patients with no payer. Medications are also provided through Quincy Catholic Charities’ Med-Assist Program. The COC completed approximately 167 Med-Assist applications.

Dr. Tim Beth is the COC Medical Director. The clinic is open Monday – Friday.



**The Community Outreach Clinic moved from the Blessing at 14th Street campus to Suite 330 in the Blessing Health Center West building, in the photo above. The move updates the care environment for patients and staff, as seen in the waiting room and exam room photos at right, and puts patients closer to the services of the Blessing Diagnostic Center on the first floor of the Blessing Health Center West building.**

# THE BLESSING FOUNDATION

## Providing a foundation for care:

In Fiscal Year 2015 a Blessing Cancer Center patient received \$1,665 in medical necessity and financial disability funding from The Blessing Foundation Cancer Center Radiation Services restricted fund over a six month period. The 70 year old patient received cash for gasoline to get back and forth to medical appointments at the Cancer Center, funding for medications, and assistance with their monthly car payment and maintenance to ensure the vehicle was safe and reliable to operate.

Donors made this story, and many others like it, possible during the year. The Blessing Foundation provided more than \$23,000 in gas/transportation assistance to 325 people. The majority of the assistance - \$9,475 - was needed by 146 patients receiving cancer care.

The Foundation manages 61 active restricted funds for Blessing Hospital into which donations flow. Illini Community Hospital has eight active restricted funds. The funds help patients in financial need during stressful medical crises – with needs including gas, food, shelter, medication and medical equipment. The process begins when The Foundation is contacted by Blessing Health System social workers and care coordinators requesting assistance for patients in medical necessity and financial disability, after all other available resources have been exhausted.

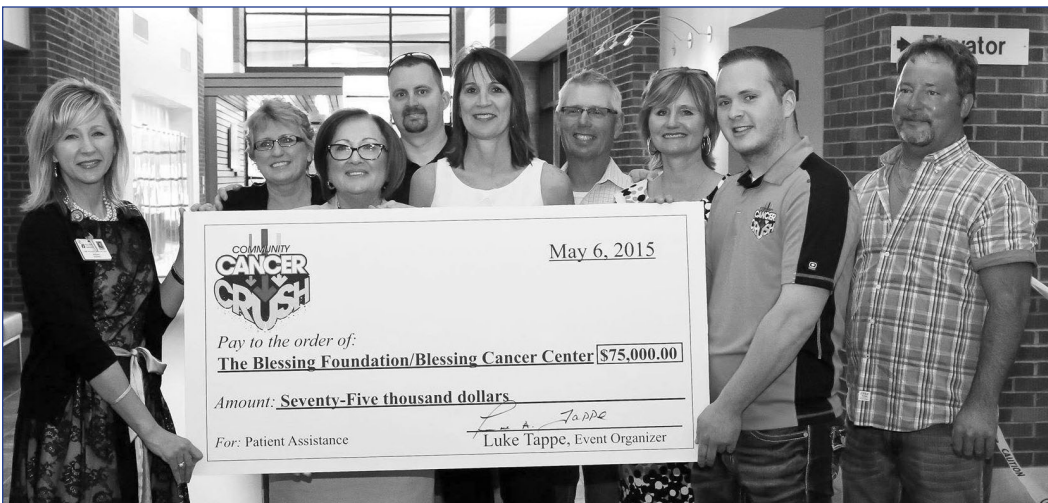


**Pat Gerveler**  
President/CEO

The Foundation received total cash donations (including capital campaigns) equaling \$3,650,574 from 36,637 gifts donated to 43 funds during the year. The goal for the year was to increase donation income by \$235,000. Donors helped exceed the goal by more than \$800,000.

## Helping improve the health of our community

In addition to meeting patient needs directly, The Foundation provided \$1,451,090 to Blessing Health System affiliates for programs and services vital to improving the health of the community, but are unable to financially support themselves. These services include Blessing Hospital Hospice & Palliative Care operations, Education and Training, and Music Therapy; Blessing-Rieman College of Nursing Research, Faculty Development, and Student Scholarships; Blessing Hospital Smart Board/Camera for Lab School/Department; Child Care Scholarships; Physical Therapy, Speech Therapy, and Occupational Therapy Rehab Intern Program; Music Therapy for Blessing Hospital patients; Blessing Hospital Care Coordination; Blessing Hospital DaVinci Robot Simulation Training; Community Outreach Clinic; Illini Community Hospital Defibrillators; Illini Holter Monitor System; Illini Bladder Scanner and Blessing Hospital Clinical Pastoral Education.



**The Community Cancer Crush, organized by Luke Tappe (holding right side of ceremonial check) in memory of his father, Ted M. Tappe, is the single largest third-party fundraiser for the benefit of Blessing patients. In its first two years the event raised \$125,986.84 to provide for the unmet needs of Blessing Cancer Center patients. Tappe is joined in the photo by members of the Community Cancer Crush Committee and Blessing Hospital representatives.**

## Funding the future

The majority of Blessing-Rieman College of Nursing (BRCN) students receive some form of financial aid and The Blessing Foundation and its donors play a key role in meeting that need.

During 2015, The Foundation and College received a major gift from a long-time benefactor. The anonymous donor responded to Blessing's request for a gift to the College with a donation of \$500,000 to fund scholarships and assist with the College's operating expenses.

In addition to that gift, individual donors funded 34 active scholarships managed by The Blessing Foundation. During the 2014-15 academic year, BRCN awarded \$354,239 in scholarships and grants to students.

## Connecting donors with needs

Caring Club donations are unrestricted and used for patient needs, like those experienced by the patient in the story that opened this report. Blessing Health System employees donated \$119,435 in 2015. This generosity exceeded the employee Caring Club campaign goal of \$85,000.

The following events/programs generated additional support for the services of Blessing Health System affiliates:

- 12th Annual Illini Community Hospital golf tournament raised \$5,819 to benefit Illini's unrestricted purpose fund.
- Online gifts: 166 donations totaling \$35,009.
- The Blessing Breast Center received \$98,775 in donations for breast care patients in need of financial assistance. More than 40 community groups held fundraising events.
- Honor Gift Program: 29 Honor Gifts totaled \$3,087.

- Blessing Hospice & Palliative Care received \$85,210 in donations.
- The December Holiday Appeal added \$14,231 to the unrestricted fund.
- The Illini Community Hospital Growing Our Care Capital Campaign was supported by 199 donors. Those donors gave \$372,454 in cash and pledges.

The Foundation continued a Christmas tradition with the creation of 221 memorial ornaments engraved with the names of Blessing Health System patients who were remembered by friends and loved ones with gifts to The Foundation. Loved ones of the patients received the ornaments.

Three capstones and 176 personalized bricks honoring donors were added to the Blessing Hospital Founders Garden. Thirteen bricks were added to the New Generation of Caring Garden at Illini Community Hospital in Pittsfield.

## Our bottom line

The Foundation's total assets at year's end stood at \$41,633,884. Investments under management had a market value of \$26,878,910. Cash and other assets amounted to \$3,242,120.

The Foundation's real estate portfolio value on September 30, 2015 stood at \$11,512,854. Current real estate assets include the East Adams County Rural Health Clinic, Golden, IL; Hamilton Warsaw Clinic, Warsaw, IL; DaVita Dialysis Center of Hannibal, MO; QMG - Mt. Sterling Branch Clinic, IL; Palmyra Clinic, MO; Medical Office Building at 1107 College, Quincy; Former Illini Clinic, 321 West Washington Street, Pittsfield; the East Building of the Blessing Health Center, 927 Broadway, Quincy; QMG - Medical Office Building at 231 Cherry Street, Winchester, IL, and BFM Keokuk Clinic, 1414 Main Street, Keokuk, IA.

## 2016 GOALS

### Growth

Increase total donation income by at least \$520,000.

### Service

Achieve a 100 percent Internal Customer Satisfaction rating. Support Blessing Hospital in its work to achieve its goal for the HCAHPS survey question, "would you recommend the hospital to your family and friends."

### Finance

Achieve total operating and salary expenses as approved in the Fiscal Year 2016 budget.

# DENMAN SERVICES, INC.

**Y**ears of hard work have paid off for Denman Services, its customers, employees and their families. Eight years after 80 employees experienced job-related injuries requiring just over \$1 million in Worker's Compensation coverage, Denman staff experienced six on-the-job injuries at a Worker's Compensation cost of \$317 during Fiscal Year 2015.

This is an example of what happens when processes are standardized and hardwired. You achieve success. Denman implemented more than a dozen safety process improvements over the past eight years, including creating a higher level of supervisor accountability for staff safety education and instituting quarterly safety audits at each Denman facility. These are conducted by someone from outside the Denman organization, looking for unsafe conditions and testing staff safety knowledge.

The "win" in this effort is that staff go home to their family at night and come back to serve Denman's customers in the morning feeling healthy and ready to work.

On the financial side of the effort, in addition to claims cost savings Denman's Worker's Compensation insurance premiums have fallen. National statistics show that Denman used to pay 70 percent more than all others in its industry. Today, those same statistics show Denman pays less than the average for all companies in the industry.

Denman has another number of which it is very proud – a record 280 days in Fiscal Year 2015 without a lost time accident.

In addition to lower Worker's Compensation and health insurance costs and reduced insurance premiums, the cost of goods sold continued to decline thanks to participation in the BJC Collaborative and revenue was exceeded at all locations except one, contributing to a very positive financial year for Denman Services.

Customer satisfaction and Employee Engagement were also up for the year.



**Rick Kempe**  
President/CEO

## Durable Medical Equipment (DME) and Adaptive Mobility Systems (AMS)

The DME team prepared for the use of hand-held Point of Delivery (POD) devices. Use of these scanners reduces paperwork and errors and improves revenue/cash flow.

Denman Medical Equipment & Supply in Quincy launched a new cash business. The store performs fingerprinting required for federal and state programs, including Transportation Security Administration pre-checks for airline flights to increase convenience for travelers upon arrival at

the airport, for handgun conceal carry permits and for truck drivers involved in the transportation of hazardous materials.

## FINGERPRINTING SERVICES

*Now available at*

**1020 Broadway, Quincy\***



**Wanting a Federal TSA Pre-check, HAZMAT, or TWIC card?**  
Enroll online at  
[UNIVERSALENROLL.DHS.GOV](http://UNIVERSALENROLL.DHS.GOV)

**Make an appointment for state fingerprinting services at**  
[IDENTOGO.com](http://IDENTOGO.com)

*Denman is a LiveScan approved vendor.*

*Denman provides both IL Department of Public Health printing and UCIA fingerprinting.*



\* Identogo provides fingerprinting services at Denman Medical, 1020 Broadway, Quincy.

## Linen Services

New healthcare customers for Denman Linen Service in 2015 included McDonough District Hospital, Macomb, IL; a new physical therapy provider in Decatur, IL; and Memorial Physician Services in Lincoln, IL. New non-healthcare customers included the LaQuinta Hotel in Springfield, IL; Eagles Nest Hotel and Riverside Smokehouse restaurant, Quincy; and Western Illinois University Student Union in Macomb.

During 2015, Linen Services received approval to proceed with the purchase and installation of a new tunnel and sort-on-rail system. This one machine can process the same amount of laundry in eight hours that it currently takes three machines and 10 hours to complete. The system's automation promises to increase efficiency, reduce sorting errors and rework, and decrease water and energy usage.

## Biomed

Biomed helped Blessing Hospital prepare Moorman Pavilion for patient care and Blessing Corporate Services open the Walk-In Clinic by testing new equipment. Also a new monitoring system was installed by Biomed technicians on Blessed Beginnings: The Birth Center of Blessing Hospital to monitor babies while they are in the mother's room. As hospital stays grow shorter, newborns spend more time in their mother's room to facilitate bonding.



A Prism patient lift system was installed at Memorial Hospital, Carthage, IL. Advance Physical Therapy, Carthage, purchased two ultrasound stimulation units; and Scotland County Hospital, Memphis, MO, purchased a C-Arm mobile radiology unit and a video recording system for the documentation of video swallow testing done with the C-Arm.

New Biomed customers included the Quincy Medical Group dermatology practice in Hannibal; SIU Orthopedics; Hospital Sisters Health System Medical Group in Jacksonville, IL; Schafer Chiropractic in Quincy; DOT Foods in Mt. Sterling, IL; and the Shelby County, MO, R4 school district, and the cities of Clarence, Shelbyville and Shelbina, MO, for Automated External Defibrillator maintenance.

**Prism patient lift system**

## 2016 GOALS

### CORPORATE

Experience 365 consecutive days without a lost time work accident.

Relocate corporate offices from the Blessing at 14<sup>th</sup> Street campus.

Embrace innovation and develop new revenue streams.

Increase percentage collected of net revenue.

### LINEN SERVICES

Install new capital equipment to increase efficiency and capacity and become more competitive.

### DME/AMS

Continue focus on reducing the cost of goods sold.

Adjust to Medicare's competitive bidding reimbursement rates, Phase 1 effective 01/01/16 and Phase 2 effective 07/01/16.

Explore e-commerce opportunities and entry into the home monitoring device market.

### BIOMED

Continue focus on sales of medical equipment in addition to service and warranty work.



# QUALITY & SERVICE DATA

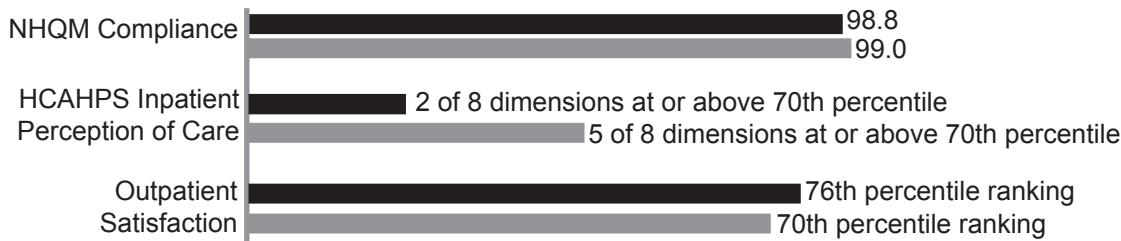
Blessing Health System is dedicated to providing high quality, accessible health care showing compassion and respect to those we serve.

As part of that service, we offer data about the quality of the services we provide to patients and customers. Our goals in providing this information include:

- Providing patients with good information to make informed decisions about their health and healthcare.
- Offering the public and patients accurate and honest data on the quality and prices of the services provided.
- Promoting the science of clinical practice and improve the quality care within the Blessing Health System.

## Blessing Hospital

■ Result 2015 ■ Goal



National Hospital Quality Measures (NHQM) require meeting nationwide standards in the care of heart attack; Congestive Heart Failure; pneumonia; stroke, surgical and prenatal patients; immunization and blood clots.

## Illini Community Hospital



## Blessing Physician Services

Patient Perception of Care (CGCAHPS)

Rate your doctor on a 0-10 scale

**Result 66th** percentile ranking

The target was *the 70th percentile*

## Denman Services, Inc.

Overall Customer Satisfaction

**Result 93.3%**

The target was *89.4%*

# AUDIT COMMITTEE REPORT

The role of the Audit Committee is to assist the Blessing Corporate Services (BCS) Board of Trustees in fulfilling its oversight responsibilities regarding the integrity of financial statements, internal control, and compliance with legal and regulatory requirements, the external audit performance and risk management. Among the Committee's responsibilities are:

- Review of all financial statements.
- Insure integrity of the Internal Audit Department.
- Recommend the appointment and provide oversight of the work of registered public accounting firms employed by the system.
- Resolve disagreements between management and auditors regarding financial reporting.
- Seek information whenever needed from employees and/or external parties.
- Retain independent counsel, accountants or others to advise the Committee or assist in the conduct of an investigation, with Board approval.
- Review the Annual Workplan/Risk Assessment for the organization.
- Complete a review of "Board Independence" for the System Boards.

The Audit committee met four times during the year.

## Financial Statements/Bond Covenants

The Committee reviewed reports from the Chief Financial Officer (CFO) each quarter and year-end financials. In addition to the financials, the CFO presented the compliance report bond covenant requirements for Blessing Hospital.

## Audit of Accounts

Gray Hunter Stenn presented the 2014 audit at the first meeting of the 2015 calendar year. In addition to the Audit Committee, all BCS Presidents and Board Presidents/Chairs are invited to hear the report. Following the report, the Audit Committee met alone with the External Auditors to discuss any business.

## Internal Audit

The Audit Committee approved the 2015 work plan for the Audit/Compliance department. Each quarter the staff presented audits, findings, and plans of correction for discussion.

## Education Services

The Audit Committee members received three education presentations for discussion during the year:

1. Cyber Event Preparedness and Effective Response by Marsh Risk Consulting.
2. United States Insurance Market Report 2015 and the Blessing Health System Insurance program by Marsh Risk Management Research.
3. Cybersecurity and Information Security Program by Todd Haverstock, Information Security Officer.

## Assessment of the Committee Charter

The Audit Committee reviewed and assessed the adequacy of the Committee Charter as well as confirmed that all responsibilities outlined in the Charter had been completed.

## Compliance

The Compliance Officer provided a quarterly report of Compliance audits both externally and internally. Risk areas were discussed by the Committee.

## Independence

In 2012, the Audit Committee assumed the responsibility for assessing the independence of all BHS boards and reporting to the BCS Board their findings. All Boards were determined to have a majority of independent members for 2015.

## General

The Audit Committee meets as often as needed, at least four times a year. Five members make up the Committee. Three are BCS Board members, and two are non-Board members. Committee members must be independent, meaning they have not been employed by the Blessing Health System in an executive capacity within the last five years and are not affiliated with a company that advises or consults Blessing.

## 2015 Annual Report

Audit Committee members must also be “financially literate,” meaning having past employment experience in accounting or finance, professional certification in accounting or comparable experience or background, including having been a chief executive officer, chief financial officer or other senior officer with financial oversight.

BCS Audit Committee Members are:

Helen Cornell, Chair                      John Obert                      Vicki Eidson, D.Mgt.                      Chris Niemann  
Bryan Stokes                      Maureen Kahn, President/Chief Executive Officer, Blessing Corporate Services and Blessing Hospital, is an ex-officio member of the Audit Committee

The following BCS staff assists the Audit Committee in fulfilling its duties:

Betty J. Kasparie, BCS Compliance Officer                      Patrick M. Gerveler, Chief Financial Officer  
Lou Ann Weills, Internal Auditor                      Richene Stotts, Internal Auditor  
Sandy Schulte, Internal Auditor

# OPERATING SUMMARY 2015

### BLESSING HOSPITAL

Admissions ..... 13,736  
Babies..... 1,129  
Outpatients..... 362,356  
**TOTAL PATIENT ENCOUNTERS ... 377,221**

Average Length of Stay..... 3.6 days

**TOTAL SURGERIES ..... 15,949**

Including 140 open heart surgeries

Emergency Center Visits ..... 54,411  
Blessing FastCare Visits ..... 10,787  
Lab Tests..... 713,228  
Cardiopulmonary Procedures..... 141,284  
Cardiology Procedures ..... 39,935  
Radiology Procedures..... 115,460  
Physical Therapy & Rehab ..... 124,765

BH Employees..... 2,122  
Active Volunteers..... 704  
Volunteer Hours.....61,306

### COMMUNITY OUTREACH CLINIC

Patient Visits..... 1,132  
Cost of care provided ..... \$380,647  
(Blessing may have received reimbursement for some of the cost of care from COC patients who had third party coverage)

### ILLINI COMMUNITY HOSPITAL

Acute Admissions ..... 321  
Acute Average Length of Stay ..... 3.1 days  
Outpatients..... 95,270

**TOTAL SURGERIES ..... 419**

Emergency Visits ..... 7,210  
Lab Tests..... 61,827  
Respiratory Treatments ..... 6,907  
Radiology Procedures..... 10,742  
Rural Health Clinic Visits..... 8,868  
Employees ..... 200  
Active Volunteers..... 33  
Volunteer Hours..... 2,364

### BLESSING PHYSICIAN SERVICES

Total Patient Visits..... 144,160  
Gross Revenue ..... \$62,966,000  
Blessing Hospital Production \$172,370,000  
Illini Hospital Production..... \$1,623,000  
Total number of employees..... 239

### DENMAN SERVICES

Total Employment..... 152  
Denman Medical (25); Adaptive Mobility (4);  
Denman Biomedical (8); Denman Corporate (10);  
Linen/Quincy (69); Linen/Decatur (5);  
Linen/Springfield (5); Linen/Cape Girardeau (4)  
Macomb Medical (7); Illini Health Services (10);  
Hannibal Medical (5)