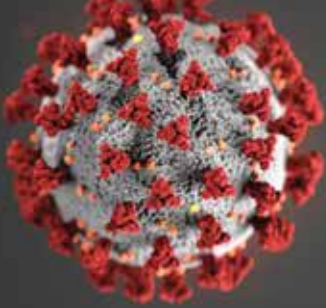




# 2020 Annual Report

(Oct. 1, 2019 through Sept. 30, 2020)



### **Mission Statement**

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

### **Vision Statement**

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

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

**Social media** The Blessing Health System keeps people updated daily on Blessing-related events and provides tips to improve their health and quality of life through Facebook, Twitter, Instagram, YouTube, and LinkedIn.



P.O. Box 7005 • Quincy, IL 62305-7005  
(217) 223-1200  
[blessinghealth.org](http://blessinghealth.org)

# BLESSING CORPORATE SERVICES

## 2020 demanded success, Blessing delivered

During any other year, the following accomplishments of 2020 would have provided the foundation for a very successful year for Blessing Health System:

- Secured a state Certificate of Need to relocate the outpatient surgery center to the 11<sup>th</sup> Street campus, and construction began.
- Recruited 53 providers, 41 of whom began their practices in 2020.
- Introduced the Transcatheter Aortic Valve Replacement (TAVR) procedure, providing a minimally invasive option for replacement of faulty heart valves.
- Opened the Blessing Health Center 4800 Maine.
- Established an outpatient pricing structure, lowering patient costs for laboratory and radiology procedures at 4800 Maine.
- Created a consolidated Blessing Health System patient bill.
- The Hardwiring Excellence-Blessing revenue program continued to deliver benefits. To date the program has identified \$46 million in either efficiencies or new sources of revenue.
- Signed a management agreement with Scotland County Hospital, Memphis, MO; and an affiliation agreement with McDonough County Hospital, Macomb, IL; strengthening the local healthcare provider network.

But 2020 came with additional measures for success, more demanding than most of us have ever faced - the ability to address patient needs in the face of a worldwide pandemic.

Blessing Health System's response was also a success.

As Illinois Governor J.B. Pritzker declared the entire state a "disaster area" due to COVID-19 on



**Maureen  
Kahn**  
President/CEO

March 9, 2020, our response was ready. In short order, Blessing Health System accomplished the following:

1. Initiated the Hospital Incident Command System on March 10, which continues to regularly monitor patient and community COVID-19 related needs and the hospital's capacity to meet those needs.
2. Established telephone hotlines staffed by registered nurses for the public to call with questions regarding COVID-19.
3. Established off-campus testing centers, called Flu-Like Illness Screening Centers, to assess, test and/or treat ambulatory individuals with respiratory issues, away from the other Blessing Health System care sites to increase safety for all patients.
4. Set up a tent in Blessing Hospital's Emergency Center parking lot to screen patients with flu-like symptoms without the need to enter the Emergency Center, where social distancing is not always possible.
5. Purchased and installed two new testing systems to administer and processes rapid COVID-19 tests to decrease result turn-around times for inpatients.
6. Created a Negative Pressure Unit for the care of COVID-19 positive patients. Negative pressure rooms have been added throughout the response, to meet demand for care.
7. Maintained personal protective equipment (PPE) supplies needed to keep staff safe.
8. Established public and employee COVID-19 educational websites.
9. Expanded virtual office visits.
10. Blessing-Rieman College of Nursing & Health Sciences implemented remote learning, with the Class of 2020 graduating on time and nursing graduates delivering an NCLEX pass rate above the national average.

(continued on next page)



On the next page, please see *“Blessing’s COVID-19 Response: By the numbers,”* highlighting demand for care. The page following features *“Blessing’s COVID-19 Response: In their words,”* with comments from those who experienced the pandemic first-hand.

A commitment that provided the foundation for all other aspects of our COVID-19 response belonged to the Blessing Corporate Services Board of Trustees. Members were committed to keeping every employee on the job who wished to work during the pandemic. Blessing avoided the “furloughs” that affected so many other healthcare workers around the region and the country.

That commitment, and the dedication of Blessing Health System employees, allowed us to have the staff needed to mount a pandemic-level response. Several hundred employees whose job duties were put on hold at the beginning of the pandemic, due to postponed care, volunteered to be cross-trained to do whatever was necessary to meet pandemic-related patient care needs. Cross-training was completed in five weeks.

Equally as amazing was the response of cross-trained employees, represented by the observation below:

*“As an off campus Blessing Physician Services worker, I am rarely at the hospital and never get to spend time with patients there. I was able to see a variety of Blessing employees and how they interact with patients. While I don’t wish to ever have a pandemic hit again, it was an enlightening experience to be able to see how we can all come together and get out of our comfort zones to bring comfort to our patients during a time of need. I was grateful to be a part of it.”*



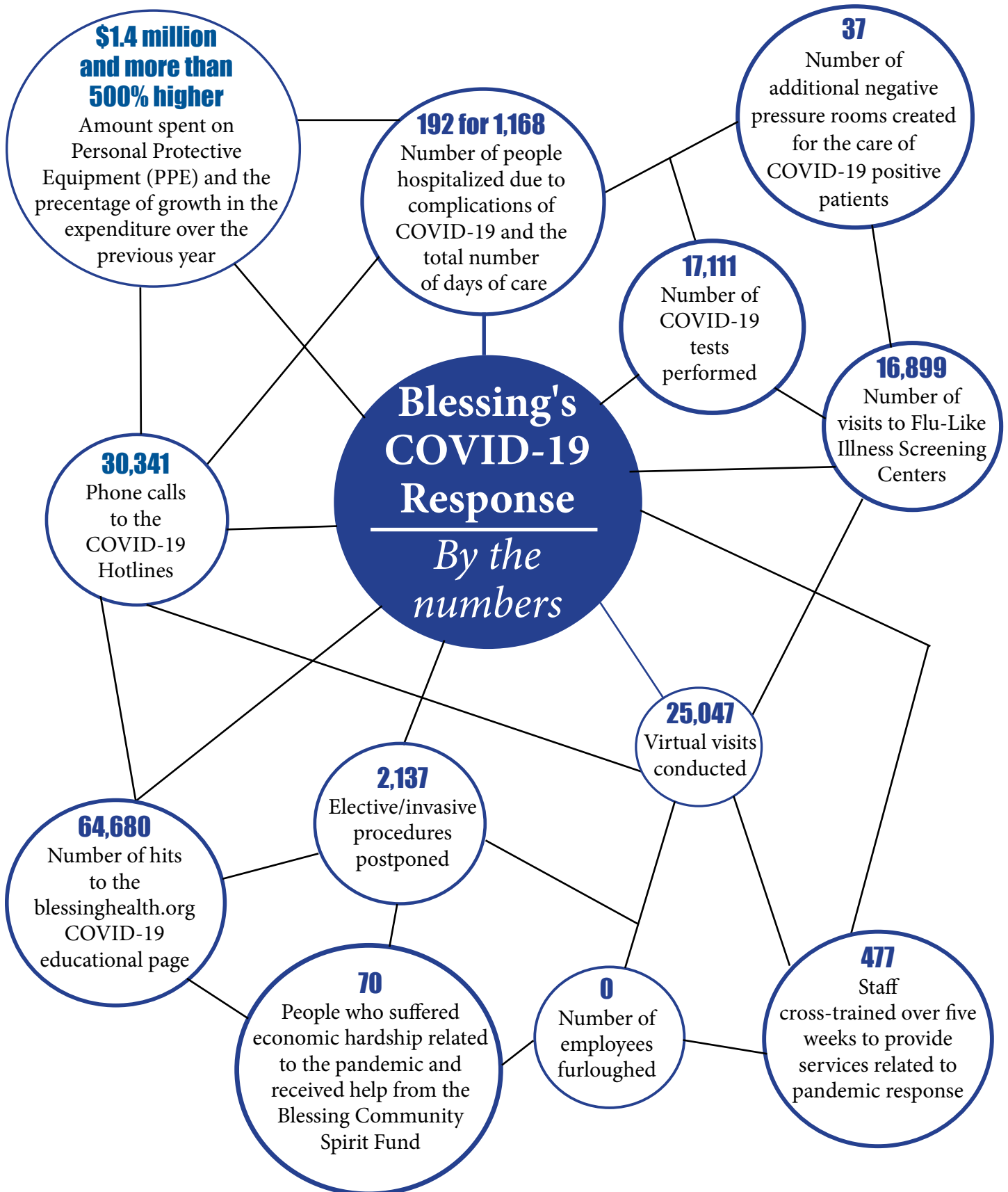
That attitude fueled all the aspects of success realized by Blessing Health System during 2020.

#### Areas of focus for FY 2021

- Opening of relocated outpatient surgery center
- Accreditation of Blessing Bariatric Center
- Conduct Due Diligence process regarding Keokuk Area Hospital

# 2020 Annual Report

Following are selected statistics reflecting Blessing Health System's Fiscal Year 2020 COVID-19 response, from March 30 through September 30, 2020:



## Blessing's COVID-19 Response: In their words

With no “cure” for COVID-19 in 2020, the ability of Blessing Health System caregivers to establish a true human connection with each patient hospitalized by COVID-19, and their loved ones, was welcomed because of virus-related visiting restrictions.

Bob Otten was hospitalized at Blessing Hospital for 33 days. He has been married to Belinda for 40 years:

*“We put out faith in God and our trust in Blessing Hospital, and he came home,” Belinda said. “In the worst situation Bob received the best care.”*



Nurse Alison Cantrell was at the bedside when a patient passed. The patient’s family was unable to be present due to virus-related visiting restrictions:

*“Alison held the phone so everyone could have a moment to talk to mom, share memories and say their final goodbyes. Without Alison, we would have had no way to say goodbye, to have had any type of closure, and our mother would not have had someone’s hand to hold onto in her final moments. What Alison has done is nothing short of amazing.”*

*“A patient’s husband is impressed that Blessing has the opportunity for him to FaceTime his wife throughout the day and evening. He was so appreciative stating, ‘I think without us being able to talk and see each other, she may have given up. I was able to sleep easier after our evening FaceTime knowing she was okay and that she knew I loved her.’”*



At least two Blessing Physician Services Family Medicine doctors, Tim Beth and Andrew Dunn, conducted house call visits on patients who could not leave their homes due to the risk of contracting the virus, yet needed a more extensive examination than a virtual visit could deliver:

*“As providers, we signed up to take care of people, no matter if it’s in the hospital, in the office or at home. A home visit may very well be the right thing to do for the patient and what we have to do at this time,” Dr. Dunn said.*

# NEW PROVIDERS

The following providers were recruited during Fiscal Year 2020 and began practice:

## *Blessing Physician Services/Blessing Hospital physicians*



Terin Blanchard, MD  
Family Medicine



Fernando Bonanni, MD  
Bariatric Surgery



Vincent Boston, MD  
Emergency Medicine



Benjamin Bukey, DO  
Family Medicine



Alvin Dandan, MD  
Intensivist



Rajesh Ethiraj, MD  
Occupational  
Medicine



Farooq Junaid, MD  
Cardiology



David Levinsohn, MD  
Orthopedic  
Surgery



Idol Mitchell, DPM  
Podiatry



Quazi Mostufa, MD  
Hospitalist



Mark Mount, MD  
ENT



Adnan Mushtaq, MD  
Infectious Disease



Bryan Pimlott, MD  
Orthopedic  
Surgery



Joel Primus, MD  
Hospitalist



Osama Qubaiah, MD  
Medical Oncology



Jose Santiago, MD  
Sports Medicine



Kweon Stambaugh, MD  
ENT



John Vu, MD  
Hospitalist



Barry Werries, MD  
Orthopedic  
Surgery



Neill Wright, MD  
Neurosurgery



Scott Wright, MD  
Behavioral Health

(continued on next page)



# 2020 Annual Report

## *Hannibal Clinic*



Larry Ciesemier  
Allergy



Iqbal Khan, MD  
Neurology



Brian McGinn, MD  
Pediatrics



Nicolai Zhidkov, MD  
Hospitalist

## *Blessing Physician Services/Blessing Hospital advanced practice providers (nurse practitioners and therapists):*



Bill Andel  
Orthopedic  
Surgery



Jaryn Black  
Emergency Medicine



Katie Douglas  
Behavioral Health



Susan Haerr  
Behavioral Health



Holly Henderson  
Family Medicine



Dana Knox  
Behavioral Health



Andrea Leezer  
Behavioral Health



Mandy Law  
Urology



Michael Marshall  
Invensivist



Candice  
Murrel-Cannon  
Behavioral Health



Lisa Orton  
Emergency Medicine



Angie Rose  
Family Medicine

## *Hannibal Clinic*



Katherine "Katy"  
Saunders  
Behavioral Health



Alexis Schantz  
Physical Medicine  
Rehabilitation



Laura Starman  
Family Medicine



Kim Peters  
Internal Medicine

Twelve more providers signed employment contracts during Fiscal Year 2020 and will begin their practices in 2021 or 2022.  
The total number of providers recruited during 2020 is 53.



# OPERATING SUMMARY 2020

## BLESSING HOSPITAL

Admissions..... 14,113  
 Babies ..... 1,030  
 Outpatients ..... 279,687  
**TOTAL PATIENT ENCOUNTERS** ..... 294,830  
 Average Length of Stay ..... 4.0

**TOTAL SURGERIES** ..... 16,277  
 Including 140 open heart surgeries

Lab tests ..... 833,854  
 Cardiopulmonary procedures..... 52,926  
 Cardiology procedures ..... 41,662  
 Radiology procedures..... 106,312  
 Physical Therapy & Rehab ..... 136,214

### Emergency Center visits

Patient visits..... 34,308

### Walk-In Clinic

Patient visits..... 18,559

### Convenient Care clinics

Patient visits..... 4,577  
 Employees..... 2,676  
 Active volunteers..... 519  
     Volunteer hours..... 43,900  
 Value of volunteer hours..... \$1,194,080

## ILLINI COMMUNITY HOSPITAL

Acute admissions ..... 254  
     Acute Average Length of Stay ..... 2.6  
 Worthington Square admissions..... 217  
     Worthington Square Length of Stay.. 7.7  
 Swing bed admissions..... 44  
     Swing bed length of stay..... 8.2  
 Observations patients..... 216  
 Outpatient visits ..... 73,009  
 Total surgeries ..... 212  
 Emergency visits ..... 4,871  
 Lab tests ..... 65,002  
 Respiratory treatments ..... 1,843  
 Radiology procedures..... 9,302  
 Rural Health Clinic & XPress visits.... 13,828  
 Employees..... 202  
 Active volunteers ..... 36  
     Volunteer hours...activity suspended due  
         to pandemic

## BLESSING PHYSICIAN SERVICES

Total patient visits ..... 232,040  
 Radiology procedures (June-Sept)..... 6,981  
 Employees..... 561

## HANNIBAL CLINIC

Total patient visits ..... 129,980  
 Diagnostic tests..... 85,507  
 Employees..... 346

## DENMAN SERVICES

Employees..... 228  
 Denman Medical (29); Denman Direct (2);  
 Adaptive Mobility (4); Denman Biomedical (10);  
 Denman Corporate (13); Linen/Quincy (116);  
 Linen/Decatur (3); Linen/Springfield (17);  
 Linen/Cape Girardeau (6) Linen/Peoria (10);  
 Macomb Medical (5); Illini Health Services (9);  
 Hannibal Medical (4)



# 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:

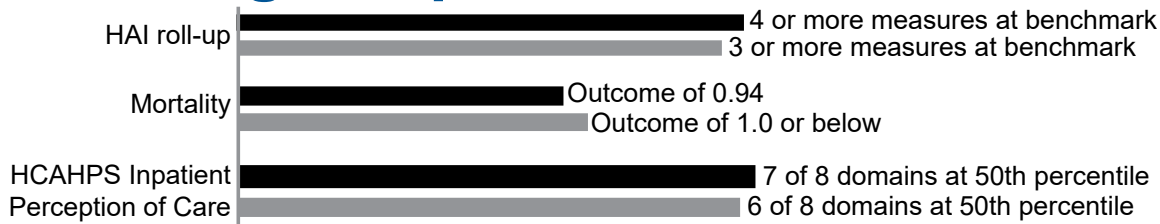
- Providing patients with good information to make informed decisions about their health and healthcare.
- Offering the public and patients accurate and honest data on the quality and prices of the services provided.
- Promoting the science of clinical practice and improvement of care quality within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

In addition to listening to the voices of its customers, Blessing Health System regularly collects and reviews data, comparing it against national benchmarks, to achieve continuous quality improvement.

As opportunities are identified, teams of employees involved in the process or processes in question work with the Performance Excellence department to make improvements, using methodologies including Lean and Six Sigma.

## Blessing Hospital

■ Result 2020 ■ Goal



## Illini Community Hospital



## Blessing Physician Services



HAI (Hospital Acquired Infections) include catheter-associated urinary tract infections; central line associated blood stream infections, C. difficile, Methicillin-resistant Staphylococcus aureus, and hand hygiene.

Mortality is the expected versus actual rate of death in cases of heart failure, pneumonia and for those who suffer heart attacks.

Goals are determined based on comparison with national benchmarks.

## Denman Services, Inc.

Overall Customer Satisfaction

**Result 93.69%**  
The target was 90.10%

Quality metrics

**Result 87.50**  
The target was 77.60%

# BLESSING HOSPITAL

## Progress continued during pandemic

While the care of COVID-19 patients demanded the most attention during 2020, most patients who came to Blessing Hospital needed care for other conditions. The Blessing Hospital team worked to meet or exceed the needs of these patients, too.

## Quality kudos

Blessing Hospital was recognized for a commitment to quality by five national organizations:

For the second consecutive year, Blessing Hospital’s was recognized in the Best Hospital rankings of *U.S. News & World Report*.

For 2020-21, Blessing Hospital earned a “High Performing” rating for treatment of chronic obstructive pulmonary disease (COPD) and heart failure, and in colon cancer surgery. High Performing status is awarded in recognition of care that is significantly better than the national average, as measured by factors such as patient outcomes.

*U.S. News & World Report* evaluated more than 4,500 medical centers nationwide in 10 procedures and conditions, to provide information to patients and their providers about the quality of care available. Fewer than a third of all hospitals received any high-performing rating.

By virtue of earning high-performing ratings in multiple areas of care, Blessing received a state ranking of number 23 among the more than 180 hospitals in Illinois, placing it in the top 13% in the state.



**Maureen Kahn**  
President/CEO

For the second consecutive year, Blessing Hospital earned an annual overall rating of four out of five stars among the 4,000 Medicare-certified hospitals in the country. The federal Centers for Medicare and Medicaid Services (CMS) released the rating through its “Hospital Compare” program.

The annual overall rating is based on more than 100 measures divided into seven groups or categories: Mortality, Safety of Care, Readmission, Patient Experience, Effectiveness of Care, Timeliness of Care, and Efficient Use of Medical Imaging.

Of 158 Illinois providers participating in Hospital Compare only about 1 out of 3, including Blessing Hospital, earned an overall rating of four stars.



Blessing Hospital caregivers earned a grade of “A” in the Leapfrog Group’s Fall 2020 Patient Safety Report. The grade reflects outcomes in 27 safety measures. Among the 2,600 general hospitals included in the report, 34% earned an A.

The Leapfrog Group is an independent national watchdog organization committed to health care quality and safety.



Blessing Hospital received the American Heart Association/American Stroke Association’s Get With The Guidelines® Target: Stroke Honor Roll Silver Plus Quality Achievement Award. It recognizes commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.



Blessing also met quality measures to reduce the time between a patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved to treat strokes caused by blood clots, the most common type of stroke.

Blessing earned ISO 9001 Quality Management System certification from DNV-GL Healthcare, a world-leading certification body. ISO 9001 is the world's most trusted quality management system used by performance-driven organizations around the world. DNV-GL's accreditation program is the only one to integrate the ISO 9001 quality management system standards with the Medicare Conditions of Participation.

The ultimate impact of ISO within hospitals is the reduction or elimination of variation, so that critical work processes are done consistently and the best practices are ingrained throughout the organization.

## Enhancing ICU care

A second intensivist and a nurse practitioner were hired and joined the Intensive Care Unit provider team. Alvin Dandan, MD, and Michael Marshall, AGAC-NP, joined Dr. John Rickleman. Last year Blessing chose to begin employing intensivists. Evidence indicates intensivist care can help improve patient outcomes, including increased survival rates, reduced complications, shortened lengths of stay and enhanced medication safety.

## Nursing excellence

Blessing Hospital's nursing team is working to regain international "Magnet" accreditation of nursing and organizational excellence. In September 2019, Blessing submitted its initial accreditation application to the American Nurses Credentialing Center.

Since then, the nursing team has carefully documented accomplishments, including decreases in falls, C. diff and catheter-acquired infections; and increases in registered nurse satisfaction rates, Bachelor of Science in Nursing and professional certification rates.

Blessing's nursing team is working to meet or exceed 67 Magnet standards before submitting the final accreditation application in August 2021.

## Technology is part of teamwork

Three new technologic innovations are helping Blessing Hospital providers deliver outstanding patient care. Inside the Intensive Care Unit, two point-of-care systems help caregivers treat life-threatening conditions.

The Starling SV Hemodynamic Monitor tracks a patient's fluid level in real time and the impact of the level on the heart's ability to pump blood throughout the body. The monitor plays a key role in the treatment of patients with the body-wide infection known as sepsis.

The Ceribell Rapid Response EEG System monitors critically ill patients for non-convulsive seizures. As many as 90 percent of seizures suffered by ICU patients are non-convulsive, with no physical signs, increasing the chance for complications.

Throughout the hospital, caregivers now have the ability to constantly monitor the condition of each inpatient on a single computer screen, courtesy of a system called PeraWatch.

Adding PeraWatch to the Rothman Index technology already in use at Blessing triggers alerts when a decrease in a patient's condition by a certain percentage is detected.

## Facility update

The addition of floors 4-6 to Moorman Pavilion (*pictured below*) was completed in Fiscal Year 2020. Patients were moved into the new areas as Fiscal Year 2021 began.



### Areas of focus for 2021

- Address communities' COVID-19 care needs
- Establish obstetrics/gynecology intensivist program
- Submit final Magnet application



# ILLINI COMMUNITY HOSPITAL

## Delivering a three-peat

For the third year in a row, Illini's HCAHPS (patient engagement) scores were in the top decile. Seven of eight domains of care were above the 90<sup>th</sup> percentile. To achieve and to continue to achieve at this level takes teamwork; commitment and contribution from every person in every department.

### The results

The lab team stepped up its performance in a very big way, improving the 2019 score that put it in the 47<sup>th</sup> percentile nationally and turned it into a 91<sup>st</sup> percentile score a year later. That score put the Illini Lab team in the top nine percent in the nation. In fact, in quarter three of the year, that lab score reached the 99<sup>th</sup> percentile.

The dietary team changed its food ordering process to an on-demand room service. Providing patients with the ability to order their own meals gives them some control back in their lives. The dietary team put in months of work - in conjunction with the dietician staff - to assure the diets and offerings were appropriate.

Environmental Services focused on the use of key words when in patient rooms, and the nursing team consolidated supplies to make processes leaner. Both of these efforts make for a more consistent patient experience.

### How providers impacted outcomes

Drs. Tom Cliatt and Stu Pyatt joined Dr. Darin Thomas as full time providers in the Illini Emergency Room. Working side-by-side with the rest of the ER team, this provider team helped deliver substantial increases in Illini's quality scores as well as patient engagement outcomes.

The Illini Rural Health Clinic (RHC) team set goals to improve overall quality scores and to improve the numbers of Medicare Annual Wellness visits conducted. The team saved a life in the process.

The Medicare Annual Wellness visit program is a Medicare benefit. It is a no-cost yearly wellness visit to develop or update a personalized plan to help



**Kathy Hull**  
Administrator

prevent disease and disability. The visit includes health screenings that are based on a person's age and medical history. The visit and selected tests are covered by Medicare.

One of Dr. Chris Wagoner's patients, Steve Goodman, was diagnosed with a life-threatening aneurysm as a result of his Wellness visit. The aneurysm was repaired and Steve is back to doing the things he enjoys, as you can see in the photo below.

The RHC team was recognized by the regional provider organization, Cross River Quality Health Partners (CQHP), for achievement of the goal to increase annual wellness visits completed, and Dr. Wagoner was recognized for his achievement of overall outstanding quality outcomes.



### On the pandemic front line

As did the entire health system, Illini responded to the COVID-19 needs of the communities we serve, exhibiting extreme flexibility in the process. The response included staff cross-training and a centralized staffing process to best meet patient needs. A drive-through service for laboratory testing and virus screening were also established as part of the response.

2020 wasn't what most people think of as a "normal" year. But, in a year with a lot of abnormal, a lot of normal hard work was done and we are proud of all that the Illini team achieved.

### Areas of focus for 2021

To meet or exceed targets in the following areas:

- Patient and employee safety
- Patient experience in all service areas
- The ability of patients to remain at Illini or within the Blessing Health System for care by assuring high quality services are available
- Staff engagement by enhancing the physical and psychological safety of the work environment

# BLESSING PHYSICIAN SERVICES

## New building, new providers highlight 2020

The pinnacle of the year was the opening of the Blessing Health Center 4800 Maine in Quincy on June 1, 2020. This building is a state-of-the-art ambulatory care facility. It is 82,000 square feet - that is two football fields in length - and is two stories tall. It houses BPS' neuro-musculoskeletal center, among other specialties, and cutting-edge technology (*see photo below*).



**Scott Koelliker**  
Executive Vice President

Virtual visits continue to be a mainstay of our services, with over three full time physicians providing their services in primary care, psychiatry and infectious disease.

### Quality

Thanks to the hard work of providers and staff, goals were met or exceeded for the following preventive measures:

- Pneumococcal vaccination
- Controlling high blood pressure
- Depression screening
- Closing the referral loop for patients

## Provider recruitment and patient care during the pandemic

More than 50 new physicians and advanced practitioners were hired during Fiscal Year 2020. The new physicians, nurse practitioners and therapists who began their practices during the year are featured on pages 5-6 of this report.

Some of these providers offer specialties new to BPS - orthopedics and sports medicine, bariatric surgery and infectious disease, to name a few.

Despite the worldwide pandemic, Blessing Health System kept virtually all providers and staff at a full time work schedule. Other organizations, nationally and locally, have not been as fortunate. Volumes remain strong and BPS is running at full capacity.

During the pandemic, we rapidly adopted telemedicine and virtual visits to replace face-to-face visits, when needed. Prior to the pandemic, these types of visits were in the single digits per day. Since March 2020, we have done over 16,800 virtual visits.

### Patient satisfaction

The fiscal year ended with patient satisfaction rates at 61.9% for providers, 74.2% for access, 64.6% for communication, 76.9% for staff and 68.5% for coordination. The majority of the key drivers increased over the year. Focus on satisfaction has sharpened as face-to-face visits have resumed.

### Areas of focus for 2021

- Expansion of drive-through clinic concept created for pandemic response
- Create same day or next day access for new patients requesting primary care services and one week access to specialty providers and services



**Blessing Health Center 4800 Maine**

# HANNIBAL CLINIC

## Leading the pandemic response west of the river

As did the rest of our Blessing Health System teammates, Hannibal Clinic staff mounted a COVID-19 response featuring a sharp focus on reducing the risk of patients with respiratory concerns coming into contact with those who require care for other conditions, including primary, specialty and surgical services.

That focus featured an amazing use of virtual visits by our providers. We went from two providers regularly conducting virtual visits as the pandemic broke to more than 50 offering these visits within one week's time. A total of 3,600 such visits occurred between mid-March and the end of September 2020. In addition, nearly 4,000 exams were conducted through our respiratory clinic.

### The team grows

During Fiscal Year 2020, five new employed providers began their practices. They are featured on pages 5-6. Six others providers were signed and will begin their practices in 2021.

In addition to Clinic-employed providers, Blessing Physician Services orthopedic surgeons Josue Acevedo and Barry Werries began seeing patients regularly at Hannibal Clinic, as did Drs. Jason Kvitler and Kristie Chevalier of the Quincy-based Family EyeCare optometric practice.

Speaking of providers, the work of Dr. Humam Farah, Pulmonary/Critical Care specialist and director, Hannibal Clinic Research Center, draws national and international attention to Hannibal Clinic. Dr. Humam's search for a cure to Alpha-1 Antitrypsin (AAT) Deficiency has made Hannibal Clinic one of the largest AAT research sites in the country. AAT Deficiency is a condition in which the body does not make enough AAT, a protein that protects the lungs and liver from damage. The condition can lead to Chronic Obstructive Pulmonary Disease (COPD), liver disease and death. Under Dr. Farah's leadership, Hannibal Clinic has participated in multiple Alpha-1



**Randy Jobe**  
Practice  
Administrator

research trials, with the first patient enrolled in 2013. A thought leader in Alpha 1 research, Dr. Farah has lectured in 42 states, Israel and Jordan.

During fiscal year 2021, Dr. Farah will serve as primary investigator into another research project, a trial of COVID-19 outpatient medications at Hannibal Clinic on behalf of the federal program Operation Warp Speed and the National Institutes of Health.

Dr. Farah works with Kimber Steinbeck, BSN, RN, Ancillary Services Manager, Clinical Research Coordinator, Hannibal Clinic.

### Staff engagement grows

The percentage of staff who would recommend Hannibal Clinic as a place to work soared by 23 points in our annual survey. Overall employee engagement has also shown a steady year-over-year increase from 4.8 in the base year (2018) to 4.87 in 2019 and to 4.96 in 2020, measured on a scale of 1-6.

### We've got the look

Hannibal Clinic's assimilation into Blessing Health System grew in a number of ways during 2020. Most were computer-related integrations. However, one "sign" is very visible – the exterior signage on the main clinic at 100 Medical Drive in Hannibal now proudly states we are a member of Blessing Health System.



### Areas of focus for 2021

- Successful onboarding of new providers
- Continued integration into the Blessing Health System



# THE BLESSING FOUNDATION

## Generosity survives pandemic

2020 brought shortages to our communities, from toilet paper to disinfecting spray and wipes. There was, however, no shortage of generosity as the COVID-19 pandemic raged.

The Blessing Foundation received total cash donations of \$1,313,208 from 22,159 gifts donated to 45 funds. This total includes Blessing and Illini capital campaigns. While the number of donations was fewer than during 2019, it includes 991 donors who contributed nearly \$133,000 to support various funds of the health system for the first time.

## Putting generosity to the best uses

The Foundation provided \$1.7 million to Blessing Health System affiliates for programs and services vital to improving the health of our communities, but that are unable to financially support themselves.

Additionally, patients with unmet medical and financial issues are a top priority of the health system and the Foundation. Last year nearly 1,300 requests for patient assistance were received and nearly \$750,000 was provided to meet those needs.

The pandemic led to new economic needs in the community. In response, the health system created the Community Spirit Fund. With a \$10,000 grant from the Community Foundation through the Illinois COVID-19 Response Fund, and individual donors adding another \$12,500, the fund helped 70 residents of surrounding communities who faced financial difficulties to secure the necessities of daily living, and nonprofit organizations with pandemic-related safety needs and operational assistance.

The health system also received assistance in the form of more than \$40,000 worth of personal protective equipment from businesses, and countless donations of food from local restaurants and community members for staff working the front lines of the COVID-19 response. The photo at right features a donation of cookies from the Girl Scouts of Central Illinois.



**Pat Gerveler**  
President

## More pandemic-proof support

Caring Club donations are unrestricted and available for many Health System needs, including assisting patients to be discharged safely by meeting their medical necessities for durable medical equipment, medications or gasoline money to return for further treatment. In 2020, Blessing Health System employees donated an amazing \$131,000 to the Caring Club, the fund's largest source of support. The community Caring Club Campaign raised an additional \$21,345.

To read more about Blessing Foundation donors and the lives they change, go to [www.blessingfoundationconnects.com](http://www.blessingfoundationconnects.com).

## At year end

The Foundation's assets at year end totaled \$52,111,788. Investments under management had a market value of \$35,322,645. Cash and other assets totaled \$1,063,020.



## Area of focus for 2021

- Continue to meet the needs of the health system and its patients by building donor relationships



# DENMAN SERVICES, INC.

## Denman enhances customer connections in 2020

The Denman team found opportunities to participate in the pandemic response, as well as bring new options to durable medical equipment customers in 2020.

Denman Direct is a hybrid version of the new options – featuring a digital and brick-and-mortar experience – each offering convenient access to durable medical equipment at competitive pricing.

Whether shopping online at [denmandirect.com](http://denmandirect.com), or at the new Denman Direct retail outlet at the Blessing Health Center 4800 Maine in Quincy (featured in the image below), all items are “direct purchase.” Because insurance is not accepted, a lower pricing structure is available.



Denmandirect.com is unique in its selection of goods, which includes used medical equipment as well as new equipment, accessories and supplies.

Other improvements within our durable medical equipment stores included:

- Remodeling of Denman Medical in Quincy to enhance the shopping experience.
- Full implementation of Referral Management, enabling referrals to be handled by specialists to significantly reduce overall order processing time and give customers more immediate coverage/copy information.
- Launching a patient portal, allowing customers to conveniently view invoices, pay balances and set up auto-payment.



**Susan Long**  
Chief Operating Officer

- Beginning a drop ship program for select respiratory supplies. Customers are now able to have their CPAP/ BiPAP supplies delivered directly to their home, reducing inventory needed at Denman stores and increasing customer satisfaction.

## Denman Biomed team responds to COVID-19 patient needs

Biomed technicians found themselves unable to work in client locations due to pandemic-related access restrictions at healthcare facilities. The team remained busy, however, maintaining the technology Blessing Hospital needed to meet the needs of its patients.

## When COVID quieted washing machines; Linen Service helps in other ways

While the pandemic reduced the amount of linen coming into the plant by 40%, clients turned to Linen Service for help with other needs.

Many providers could not find certain products due to COVID-related supply shortages, including isolation gowns. Denman Linen Services had access to some of these products and connected its customers with the supplies needed for their COVID-19 response.

Linen Service used the pause in demand to focus on productivity, resulting in a 12% improvement.

## Areas of focus in 2021:

- Retail stores will focus on greater collaboration with Blessing Health System entities and other system affiliates to become top of mind when services are needed
- Durable medical equipment stores will further implement consumer-focused processes, including increasing the scope of products drop-shipped directly to customers
- The Biomed team will continue to seek out new clients in the region
- Linen Service will implement a new software system to improve billing and provide additional real-time data regarding daily production demands

# BLESSING-RIEMAN COLLEGE OF NURSING & HEALTH SCIENCES

## Educating in the midst of a pandemic

Blessing-Rieman College of Nursing & Health Sciences teaches critical thinking. During 2020, we also demonstrated the value of critical thinking as a result of the pandemic.

In March, with COVID-19 spreading nationwide, we made plans to safely keep moving forward. Spring break was extended by one week to enable administration, faculty and staff to make plans for transitioning the college to 100% online classes and clinical experiences. Students successfully finished their courses and graduated without any delays. The commencement ceremony was conducted virtually.

The College received funds from the federal CARES Act to help support the transition to online learning and provide supplies needed to keep the College community safe.

Faculty and staff did a phenomenal job ensuring students could transition seamlessly from a face-to-face learning environment to a virtual, online experience.

## Success is revealed in the numbers

The May 2020 nursing graduates posted a 97% passage rate on the National Council of Licensure Examination (NCLEX). Sixty-five out of 67 graduates passed the examination on their first attempt, delivering a first time pass rate nearly nine percentage points higher than the national average at the time the test was administered. The test is a 250 question, six-hour examination. Passage of the examination is required to become a licensed, registered nurse. Our students continue to put Blessing-Rieman among the nation's best.

One-hundred nursing and health sciences students graduated during the 2019-2020 school year. Seventy-five were pre-licensure nursing graduates, and 65.3% of these graduates stayed to work in our region. Many of these graduates would not have been able to



**Brenda Beshears**  
President/CEO

fulfill their dream of becoming a health care professional without the support of the Blessing Foundation and the generous donors to the health system. The Blessing Foundation awarded \$1,286,205 in scholarships and grants to students during the past academic year.

## Loss of a nurse leader

Fomer Blessing Hospital nurse, and Blessing-Rieman College of Nursing instructor and board member Norma McNay passed away on January 11, 2020. We were fortunate to be able to present her with an honorary Master of Science in Nursing degree at graduation in December 2019 recognizing her nearly 60 years of service to and support of the college (*see photo below*).



## Areas of focus in 2021

- Welcoming the first classes to the Bachelor of Science in Respiratory Care, Bachelor of Science in Radiologic Science and Associate of Science in Medical Laboratory programs
- Expanding use of technology to support virtual processes, including online bill pay, BRCN intranet, and student services

# AUDIT AND COMPLIANCE COMMITTEE REPORT

The role of the Audit and Compliance 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; and
- 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

## Financial Statements/Bond Covenants

The Committee reviewed reports from the Chief Financial Officer 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 2019 audit at the first meeting of the 2020 calendar year. In addition to the Audit Committee, all BCS Presidents and Board Presidents/Chairs were 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 2020 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. Contractual Allowances vs. Actual Payments – Justin Hale
2. Information Security action plan update – Todd Haverstock

3. Enterprise Risk Management update – Carolyn Bailey

## 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/Effectiveness Assessment

The Audit and Compliance Committee continued to receive updates from the Compliance Officer on the Compliance Effectiveness Assessment work plan.

## Independence

The Audit Committee has 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 2020.

## 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.

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 were:

Mary Oakley Winters, Chair; John Obert; Vicky Eidson, D.Mgt.; Chris Niemann; Lynn House; 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 assisted the Audit Committee in fulfilling its duties:

Pamela L. Stuart, BCS Compliance Officer; Patrick M. Gerveler, Chief Financial Officer; Danielle Schaller, Internal Auditor; Linda England, Internal Auditor; Nancy Barry, Internal Auditor; Krystina Logsdon, Internal Auditor; Tim Moore, Chief Accounting Officer, Blessing Hospital; Paulette Lane, Compliance Officer, Hannibal Clinic; Sarah Taylor, Administrative Coordinator, BCS.

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