



2017 ANNUAL REPORT



True Human Connection

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Website: The Blessing Health System website on the Internet offers information, news and facts about the organization, its philosophy, market and services. Visit blessinghealth.org.

Social media: 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, Twitter, Instagram, YouTube, and LinkedIn.

Blessing Health System is a proud member of the



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HEALTH SYSTEM

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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 leader.

BLESSING CORPORATE SERVICES

Mission-driven team delivers results



Maureen Kahn
President/CEO

Six simple words come together to create the Blessing Health System Mission: Improving the health of our communities.

Living the Mission is not as simple. It requires the dedication of thousands of employees, volunteers and students, addressing it from every conceivable angle.

During Fiscal Year 2017, Blessing experienced success in meeting its Mission on two fronts

in particular; access and quality.

In February 2017, Blessing Health System and Hannibal Clinic announced an affiliation agreement, allowing the two healthcare leaders to work more closely together to enhance clinical programs and services, improve access to quality healthcare, and lower healthcare costs. This affiliation is in the early stages of delivering results to the region.

Other ways in which Blessing Health System

addressed enhanced access to services included:

Wellness Express:

Blessing collaborated with five organizations to design and fund the Wellness Express. It is a custom-built Winnebago

featuring two examination rooms, laboratory space, a waiting area and wheelchair-accessible entrance.

The product of three years of work, Wellness Express arrived in June 2017, to hit the road when the school year began to provide medical,

behavioral and oral health services to students in need in the Liberty, Payson, Mendon, Camp Point and Mount Sterling, Illinois, school districts.

Opening of the Blessing Wellness Center:

In October 2016, the Blessing Wellness Center opened.



It's a state-of-the-art facility designed to provide space for community wellness programming and exercise opportunities for those involved in select Blessing wellness programs. When the Center opened it offered 18 classes per week. A year later, members could choose from 28 classes a week.

Quality of care enhancement took a new approach with the formation of Crossriver Quality Health Partners (CQHP). CQHP is a clinically integrated network consisting of physicians from throughout the region, dedicated to working together to improve quality and reduce the total cost of care. Blessing led the formation of CQHP, which began its work in the summer of 2017, with more than 240 physician members representing west central Illinois and northeast Missouri communities.

On the following pages please read more about Blessing's Fiscal Year 2017 accomplishments, including the recruitment of dozens of new providers - among them Blessing's first medical oncologist - and about the power of True Human Connection.

I am proud of the accomplishments made this year and excited for the future as providers on both sides of the river work together to enhance healthcare access and quality.

2018 GOALS

Goals are measured on a 1-5 scale to determine level of success. Health System goals include:

Quality: Reduce Hospital Acquired Infections and Mortality.

Service: Increase Consumer Assessment of Healthcare Providers and Systems (CAHPS) satisfaction survey scores.

People: Increase Employee Engagement survey score.

THE POWER OF TRUE HUMAN CONNECTION

During 2017, a new phrase entered the vocabulary of the Blessing Health System family – True Human Connection.

It was born from the Health System’s rebranding effort during 2016. It’s how third-party experts helping the health system with rebranding explained the difference the public described, during focus groups and telephone surveys, regarding their experiences with Blessing compared with other health care providers they had used.

What is True Human Connection? It is an attitude and an approach to relationships that leads to special moments in time between people.

This is how one patient described their True Human Connection experience in a letter to Blessing Health System/Blessing Hospital President and Chief Executive Officer Maureen Kahn:

“An electric robot can provide technology, but only a nurse, doctor, or janitor with empathy can convey a sense of well-being and care. Many hospitals have superb technology. Your hospital has a targeted empathy for the patient, plus technology. You are on a mission.”

True Human Connection touches staff, too. It is a driving force behind why they work in healthcare. The following is from a Blessing Intensive Care Unit nurse who found herself helping the husband of a newly-paralyzed woman adjust to his new responsibilities:

“During the months that she was a patient, I sat with her husband and taught him to pay bills and balance a checkbook...we made him a cook book with easy-to-follow recipes for meals that he could make on his own. This experience taught me that your patient is not just the person who is lying in the hospital bed, but it is every person who loves and cares for them.”

And the Denman Medical Equipment & Supply employee who was helping a husband get the supplies he needed to care for his dying wife:

“One of my co-workers had given me a Christmas wreath decoration, which I had hanging in my cubical. As I worked with this customer, fulfilling his wife’s medical supply needs, I realized she was not expected to live through Christmas. The man asked where he could buy a wreath, stating his wife would love it. I immediately gave it to him. His smile and appreciation was so fulfilling.”

And the Blessing administrator who said hello to a visitor:

“I greeted a visitor and asked her how she was. She started to cry and told me her mom was dying. I asked if there was anything I could do and she said pray for her. We prayed in the hallway and then went to her mom’s room and prayed with her as well. It taught me you never know what is happening in someone’s life and sometimes you just need to be available and willing to help.”

True Human Connection is not new to the way Blessing employees deliver care. In 2017, the experience finally received a name.

BLESSING HOSPITAL

Imagine an accident or illness brings you to the hospital on a Friday evening. Because weekend staffing is generally reduced from weekday levels and your situation is not a life-threatening emergency - the test you need to determine the next step in your care is not available until Monday. Your condition is stabilized and closely monitored as you lay in a hospital bed for more than 50 hours waiting for a test.

Can this happen?

It has. But Blessing Hospital is committed to it not happening ever again and took action in 2017 to make that commitment a reality.

Blessing CareVision

After 18-months of planning, workflow redesign and education, Blessing Hospital launched one of the largest initiatives in hospital history - Blessing CareVision. Blessing CareVision is a transformation of the way staff delivers inpatient care. It marries new processes with new technology to allow every person involved in a patient's care to track patient needs from admission to expected discharge, ensuring the patient receives the care they need when they need it. The name "CareVision" reflects the patient-centric focus on what a patient needs next and ensures timely delivery of that care, as does the System Aim developed by the CareVision implementation team, "Patients First because I CARE."



Welcome to the Hub: The Hub is the nerve center of Blessing CareVision, tracking all inpatient care progression activity within the hospital to improve the patient experience and throughput. Some computer screens in the photo above have been altered intentionally to protect patient information.



Maureen Kahn
President/CEO



Elliot Kuida
Executive Vice President, Chief Operating Officer

New ORs in demand

Patients and the Blessing surgical team began using two new operating rooms in 2017, part of an \$8.5 million investment in the future of care quality.

One of the rooms is a hybrid operating room, combining the features of a traditional surgical suite with built-in advanced imaging capabilities needed to perform the latest minimally invasive surgical procedures. The other suite is the multipurpose operating room. It accommodates the growing number of trauma and orthopedic procedures done at Blessing Hospital.

In their first 10 months of use, 433 procedures were performed in the hybrid operating room and 428 were performed in the multipurpose operating room.



Blessing Hospital's new hybrid operating room.

Accreditation and awards

After many years of partnering with The Joint Commission for national accreditation, Blessing Hospital developed a new partnership with DNV GL Healthcare. The services offered by DNV GL better suit Blessing's commitment to continuous quality improvement: DNV GL does annual on-site accreditation surveys as opposed to one survey every three years and its accreditation program is the only one in the nation to integrate the Medicare Conditions of Participation with the ISO 9001 Quality Management System, the world's most trusted quality management system used by performance-driven organizations around the world to advance their quality and sustainability objectives.



In spring 2017, for the second consecutive survey period, Blessing Hospital was recognized by the Leapfrog Group with a Grade A for patient safety. Blessing was one of only 823 hospitals nationwide and 38 in Illinois named among the safest providers. The Leapfrog Group, a nonprofit organization committed to driving quality, safety, and transparency in the U.S. health care system assigns A, B, C, D and F letter grades to hospitals nationwide. Developed under the guidance of an expert panel, the Leapfrog Hospital Safety Grade uses 30 measures of publicly available hospital safety data to assign grades to more than 2,600 U.S. hospitals twice per year. It is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public.

Patient satisfaction

Blessing Hospital staff joined with their health system teammates during 2017 to research the best way to capture the "voice of the customer" in a patient satisfaction survey, including how patients and family members want to provide information about their Blessing care experiences. The decision was made to switch from the mail survey used for the past nine years to a telephone-based survey. The telephone survey will provide more timely information and increase the opportunities for service recovery. The new process began with the 2018 Fiscal Year.

People

The nursing shortage national experts have talked about for years is intensifying as Baby Boomers retire. Blessing Hospital has implemented more than a dozen tactics to boost nurse recruitment and retention, including placing new nurses in a Nurse Residency program (NRP). National statistics show that as many as 43 percent of newly licensed hospital-based nurses leave their first jobs within three years of employment, mostly because they feel overwhelmed and unsupported in their new role. The NRP is an evidence-based, 12-month program providing new nurses with activities and interactions to help develop feelings of security and confidence in their positions and provide continuing education to further develop critical-thinking skills.

In 2017, four Blessing Hospital NRP participants were selected to present the evidence-based research project they did as part of their program participation, "Efficacy of exercise for patients with mental illness," at the national Vizient NRP Annual Convention in San Diego, CA. The Blessing team earned third place among more than 40 other NRP evidenced-based research projects presented from around the country.



Winning smiles and research: Jim Aschemann (back) and Michael Claus, Jill Koch and Amber Curry (front, left to right) at the national nurse residency convention where their research earned third place honors.

Educational Provider of Choice

Blessing-Rieman College of Nursing & Health Sciences helps provide nurses and respiratory therapists for the future. The college went into the 2017-2018 academic year with a 6.67 percent enrollment increase. Total enrollment, including online nursing degree courses, the basic track traditional nursing course and respiratory care provider program

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stood at 288 students, up from 270 from the 2016-2017 academic year.

A new home for its state-of-the-art Simulation Center promises to keep Blessing-Rieman high on the list of potential students. The Center moved from Blessing at 14th Street to the new Blessing Educational Center at 5009 Oak Street. The new location offers a fresh and exciting learning environment, with rooms modeled after Blessing Hospital inpatient rooms. The Center also includes an operating room. College officials say in addition to getting rave reviews from current students, potential students and their parents say the Simulation Center puts Blessing-Rieman at the top of the list of the other colleges they visited.



Rooms in Blessing-Rieman's new Simulation Center (in photo above) look exactly like patient rooms in Moorman Pavilion.

In 2017, Blessing Hospital said good-bye and thank you to Young Yu, MD, after 40 years of service to cancer patients. He brought the specialty of radiation oncology to Blessing Hospital in 1981. Dr. Mark Khil, who worked alongside Dr. Yu for 15 years, accepted the position of Medical Director and Dr. Robert Johnson joined the Blessing Hospital Radiation Oncology department.

Bricks and mortar

Kitchen remodeling is never an easy job. When the kitchen in question is a hospital kitchen, the job is even more complex. Blessing Hospital remodeled its 40-year old kitchen during Fiscal Year 2017 to enhance the quality of nutritional services it offers patients, staff and other customers every day of the year. Food & Nutrition staff prepared meals from a temporary kitchen for nine months and looked forward to returning to their updated, permanent facilities in early 2018.

The Hospital main entrance, lobby and a portion of the first floor were also remodeled during 2017.

Blessing was the first hospital in the State of Illinois to offer an on-site child care center in 1974 to help with the recruitment and retention of nurses. Since then the program has grown and become a key element of Blessing's employee benefits. In 2017, ground was broken to build five additional classrooms at the Blessing Early Learning Center to accommodate the need of employee families.

Twenty-four years after purchasing the property from St. Mary Hospital, Blessing moved the last of its services from the building that was known as Blessing Hospital at 14th Street. It had become too expensive to repair the aging building. It will be demolished and the property retained by Blessing for future use. The last departments that were headquartered in the building moved to renovated space at 5009 Oak Street, named the Blessing Education Center. In addition to the Blessing-Rieman Simulation Center, the Blessing Education Center is home to the Educational Services Department, responsible for the orientation and continuing education of Blessing staff; the Emergency Medical Services department and its Paramedic and Emergency Medical Technician training programs; the Blessing Hospital School of Radiologic Technology and Blessing Home Care.

2018 GOALS

Goals are measured on a 1-5 scale to determine level of success. Blessing Hospital goals include:

- **Quality:** Reducing incidence of mortality, heart attack and heart failure, pneumonia, sepsis and hospital-acquired infection and increase compliance with hand hygiene.
- **Service:** Improve Emergency Department patient satisfaction and improve inpatient satisfaction scores on the national Hospital Consumer Assessment of Healthcare Providers and Systems survey.
- **People:** Improve provider and employee engagement survey scores.

BLESSING HOSPITAL MEDICAL/DENTAL STAFF

Active Staff

Alexandre, Jean, MD
 Ali, Muhammad, MD
 Allen, Tawny, DO
 Anderson, Halley, DO
 Arguelles, Cesar, MD
 Arnold, John, MD
 Baig, Sara, MD
 Barbagiovanni, John, DO
 Barteau, Catherine, DO
 Barthel, Mary, MD
 Batra, Divya, MD
 Baustian, Loretta, DO
 Bessay, Emmanuel, MD
 Bozdech, John, MD
 Brink, Lindsay, DO
 Bruney, Russell, MD
 Castro, Sharon, DDS
 Chandou, Melaina, DO
 Charles, Pierre, MD
 Chbeir, Elie, MD
 Child, Daniel, DO
 Cliatt, Thomas, DO
 Collins, Katherine, MD
 Connolly, Michael, MD
 Contreras, Liz, MD
 Cook, Jeffrey, MD
 Crickard, George, MD
 Cummings, Schvon, MD
 Curry, Jessica, MD
 Daniels, James, MD
 DeGuzman, John, MD
 Derhake, Adam, MD
 Derian, Wissam, MD
 DeRosa, Austin, MD
 Dieckhoff, Jay, MD
 Dietrich, Gina, DO
 Disseler, Jean, MD
 Dixon, William, MD
 Djuric, Milena, MD
 Dooley, Randall, MD
 Dunn, Andrew, DO
 Dureska, Peter, MD
 Dwyer, Megan, DDS
 Eckersley, David, MD
 Efstratiadis, Stilianos, MD
 El-Khoury, Christian, MD
 Espejo, Maria, MD
 Evans, Dan, MD
 Felker, John, MD
 Findlater, Malcolm, MD
 Freel, Douglas, DPM
 Friye, Pamela, DO
 Fynn-Thompson, Eric, MD

Geisendorfer, Abram, MD
 Ghanekar, Hrishikesh, MD
 Gillette, Nickolas, DO
 Ginos, Steven, MD
 Glasgow, David, MD
 Go, Dennis, MD
 Gold, Mark, MD
 Grgurich, Erin, DO
 Gutekunst, Robert, MD
 Hagan, Warren, MD
 Hake, Austin, MD
 Hammock, John, MD
 Hanzel, Duane, DPM
 Harmer, Luke, MD
 Harris, Sharon, MD
 Higgins, Dustin, DO
 Hilger, Aleena, DDS
 Hough, Scott, MD
 Iqbal, Robina, MD
 Jallad, Bassel, MD
 John, Bejoy, MD
 Johnson, Robert, MD
 Kagumba, Ada, MD
 Khan, Javeed, MD
 Khil, Mark, MD
 Kim, Louis, MD
 Kimber, Scott, MD
 Kimple, Daniel, MD
 King, Adam, MD
 Kirkpatrick, Michael, MD
 Koduru, Karthik, MD
 Konrad, Aaron, MD
 Krause, Steven, DO
 Kuhlman, Joseph, MD
 Kussman, Mary, MD
 Lane, Joseph, MD
 Leifheit, Ryan, MD
 Leimbach, Kurt, MD
 Lockhart, David, MD
 Mackrides, Paula, DO
 Maduakor, Obioma, MD
 Marchiando, Albert, MD
 Martin, Ashley, MD
 Matrisch, Melissa, MD
 Melby, Spencer, MD
 Mero, Tanya, MD
 Meyer, Joseph, MD
 Miller, Thomas, MD
 Miller, Roger, MD
 Minnick, Larry, MD
 Moore, Daniel, MD
 Moore, Taylor, DO
 Moore, Christopher, MD
 Morris, Reuben, MD

Morton, Steven, DO
 Mushtaq, Adnan, MD
 Nguyen, Linh, MD
 Nissenbaum, Eliot, DO
 Noble, Richard, MD
 Ott, Timothy, DO
 Ouwenga, Michael, MD
 Ozment, Dennis, MD
 Pastorini, Cristhine, MD
 Pastorini Filho, Vitor, MD
 Patel, Pravinchandra, MD
 Patel, Shwetal, DPM
 Patel, Sheena, MD
 Perry, Crystal, MD
 Petty, Todd, MD
 Phillips, David, MD
 Polavarapu, Harsha, MD
 Pyatt, Stuart, DO
 Raad, Pierre, MD
 Rafiq, Asad, MD
 Rajuri, Shashi, MD
 Real, Lance, DO
 Reddy, Venu, MD
 Reyburn, Adam, MD
 Reyburn, Stephanie, MD
 Reynolds, Arden, MD
 Rieke, Joshua, MD
 Riggs, Daniel, DDS
 Riley, Gerald, MD
 Ruth, Harry, MD
 Safar, Elyas, MD
 Sanchez-Zuniga, Salvador, MD
 Sandhu, Gurdarshan, MD
 Schlepphorst, Richard, MD
 Schlepphorst, John, DO
 Schneider, Daniel, MD
 Schulz, Rex, MD
 Schwartz, Irving, MD
 Seaman, Nathan, DO
 Sethi, Gulshan, DO
 Shah, Parvish, DO
 Shaik, Mohammed, MD
 Shaughnessy, Meghan, DO
 Shen, Jason, 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
 Stoops, Bruce, DO

Sullivant, Douglas, MD
 Swanson, Brock, DPM
 Tallerico, Brian, DO
 Tanius, Roula, MD
 Terstriep, Christina, DMD
 Thibodeau, Seth, DO
 Tolbert, Charone, MD
 Torre-Hilotin, Temotea, MD
 Vardaros, Isidoros, MD
 Weller, Robert, MD
 Wensing, Thomas, DPM
 Wensing, Linda, DPM
 White, Donna, MD
 Wilford, Jonathan, DO
 Wilkins, Harry, MD
 Wollaston, Antony, MD
 Woodard, Deborah, MD
 Yendluri, Prasoon, MD
 Zayas-Rodriguez, Luis, MD
 Zwick, Christian, DO

Ambulatory Care Staff

Altman, Dana, DO
 Arndt, David, DO
 Biggs, Anthony, DO
 Childress, Herbert, DO
 Cormier, Matthew, DO
 Dean, Amelia, MD
 Dedes, Howard, MD
 Dykstra, Arthur, DO
 Edmonds, André, MD
 Eling, Michael, MD
 Frazier, Eldon, MD
 Hafez, Walid, MD
 Jacobs, Timothy, DO
 Johnson, Lent, MD
 Johnson, Lee Roy, MD
 Johnson, Ronald, MD
 Kruse, Jerry, MD
 McIntee, Rae, MD
 Memken, John, MD
 Moore, Travis, DO
 Newton, Joseph, DO
 Newton, Theresa, DO
 Odumosu, Ochuele, MD
 O'Halloran, Richard, MD
 Raif, Korhan, MD
 Reich, Abby, MD
 Reynolds, Kyle, DO
 Richardson, Alan, MD
 Saeed, Musab, MD
 Schroeder, Jennifer, MD
 Scott, John, MD
 Sharp, Jason, MD
 Shore, Sheldon, MD

Smith, Lionel, MD
 Stiles, Lanny, DO
 Waheed, Khalid, MD
 Wallace, Ernest, MD

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Andrews, Gregory, MD
 Asbury, Kathy, MD
 Basho, Rahul, MD
 Baumann, Richard, MD
 Beth, Timothy, DO
 Bieniek, Christopher, MD
 Biermann, Robin, MD
 Bukstein, Michael, MD
 Burton, Curtis, MD
 Chapa, Naveen, MD
 Fauble, Curtis, DDS
 Hauk, Lacey, DMD
 Henderson, Aphrodite, MD
 Hirmer, Patricia, MD
 Knudson, Robert, MD
 Lee, Raymond, MD
 Lucas Stoner, Tina, DMD
 Metlis, Schuyler, MD
 Muehle, Casey, MD
 Odumosu, Oluwaseun, MD
 Reed, Brennan, DPM
 Sherrick, Andrew, MD
 Souki, Ramzi, MD
 Sowles, Richard, DPM
 Stoll, Alan, DDS
 Taves, Adam, MD
 Wagner, Dennis, DMD
 Wright, David, DDS
 Wright, Richard, DDS

Residents

Arguelles, Cesar, MD
 Bell, Aurora, DO
 Cheung, Winnie, DO
 Davis-Humes, Kelsey, DO
 Havermale, Gregory, DO
 Javaid, Areej, MD
 King, S. Trevor, MD
 Nadarajah, Sangeetha, MD
 Nakken, G. Nathan, DO
 North (Shoemyer), Amy, DO
 Panbehi, Benham (Ben), MD
 Pokharel, Tilak, MD
 Sharma, Mayank, MD
 Shaw, Jennifer, MD
 Skaggs, Katherine (Katie), DO
 Sowards, Clint, DO
 Sturdivant, Seth, MD
 Thomas, R. Darin, DO

ILLINI COMMUNITY HOSPITAL

The foundation of healthcare is primary care. Illini took important steps during Fiscal Year 2017 to make its foundation stronger.

The Rural Health Clinic adopted the International Council for Quality Care (ICQC) model to improve access to and quality of care. The ICQC teaches best practice work flows for physician practices. The core of this model is “team based care” that focuses on the patient experience and lean process improvement principles. The model pairs a provider with a specific nurse and Patient Access staff member, resulting in a team with a deeper understanding and appreciation of its members and of its patients, improving satisfaction for both.

Patients appear to have loved the improvement. In October 2016, the Rural Health Clinic experienced 527 patient visits and met its patient satisfaction goal in only one of six domains. ICQC best practices were adopted in December 2016. By February, visits reached 760 – a 44 percent increase - and patient satisfaction goals were reached in 5 of 6 domains. That patient satisfaction success was maintained in four following months as visits exceeded 800 in both March and June and reached 900 in September. For all of Fiscal Year 2017, visits to the Rural Health Clinic/ Illini Xpress increased by nearly 2,300.

It is exciting to see demand for care and satisfaction with that care rise simultaneously. Often, as demand increases, satisfaction can slip.

More about quality

Illini joined Blessing Hospital in partnering with DNV GL Healthcare as its accrediting body. DNV GL has a sharp focus on continuous quality improvement – performing annual on-site accreditation surveys - and its accreditation program is the only one in the nation to integrate the Medicare Conditions of Participation with the ISO 9001 Quality Management System, the world’s most trusted quality management system used by performance-driven organizations around the world to advance their quality and sustainability objectives.

Creating easier access

In addition to pork and deer hunting, Pike County is a center for the area’s trucking industry. Truck drivers often need occupational medicine care and to make that care more convenient, Illini moved those services from the Rural Health Clinic to Illini Xpress in 2017. Illini Xpress is open 7 am to 7 pm, Monday–Saturday, a schedule more convenient for truck drivers than the Rural Health Clinic could offer.

Occupational medicine is focused on the treatment of work-related injuries and illnesses. Occupational medicine providers are up-to-date on federal and state regulations for workforce health and safety, including Occupational Safety and Health Administration (OSHA) and the Department of Transportation (DOT) so they can make the best treatment plans and perform regulatory examinations. Occupational medicine providers often work directly with employers to keep businesses running and employees safe and healthy on the job.

Three Blessing Physician Services providers began holding regular clinics at Illini during 2017. They are Javed Khan, MD, general surgeon; Jeffrey Cook, MD, cardiologist and Elyas Safer, MD, nephrologist.



Kathy Hull
President/CEO

Award winners

Illini’s staff may be small, but it is mighty.

Chris Wagoner, MD, medical director, Rural Health Clinic, received the Rural Physician of Excellence Award in October 2016 from the Illinois Rural Health Association. The nomination of Dr. Wagoner highlighted his willingness to provide patient care outside of regular service hours – including making house calls - and devotion of his free time to serving on the Board of Directors of the Pike County Health Department.



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Another award winner on the Illini staff is Holly Jones, Administrative Director, Nursing. She received the Studer Group 2017 Quint Studer Difference Maker Award. More than 250 nominations for the award were submitted. Holly was one of two award recipients.

The nomination submitted by her peers said, “Holly is an innovator, seeing a vision, researching the need and finding a fit for the health system. As a transformational leader, leading with determination and passion, she has been instrumental in the development of the Walk-In Clinic, the Xpress Clinic, geriatric inpatient and outpatient psychiatric services as well as the occupational medicine program.”



2018 GOALS

Goals are measured on a 1-5 scale to determine level of success. Illini Community Hospital goals include:

- Improve the experience for patients of all Illini services.
- Improving ability of patients to remain at Illini or within the Blessing Health System for their care by assuring needed services are available.
- Fully implement inpatient hospitalist nurse practitioner services.
- Decrease first year staff turnover by focusing on selection and the employee experience in the first 90 days after hiring.
- Improve staff engagement by focusing on creating an environment that is physically and psychologically safe.

MEDICAL/DENTAL STAFF

Active Staff

Korhan Raif, MD
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Ronald Johnson, MD
Kendra Conkright, MD
Christopher Wagoner, MD

ED/Hospitalist Staff

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Almuhannad Alfrhan, MD
Asim Raja, MD
Bashar Alzein, MD
David Glasgow, MD
Mohamed Jabri, MD
Michael Raso, MD
Manoj Sreedharan, MD
Lawrence Semenza, DO
Christopher Solaro, MD
Ravinder Dhillon, MD
Ramana Kumar, MD

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Lauren Welch, AUD
Irving Schwartz, MD
Venu Reddy, MD
Richard O'Halloran, MD
Brock Swanson, DPM
Douglas Freel, DPM
Brett Schafer, DMD
Stilianos Efstratiadis, MD
Dan Evans, MD
Harsha Polavarapu, MD
Daniel Moore, MD
Mandy Brummel, NP
Steven Krause, DO
Elyas Safar, MD

Javeed Khan, MD
Todd Petty, MD
Donna White, MD
Muhammad Ali, MD
Christian El Khoury, MD
Raymond Smith, MD
Karthik Koduru, MD
Sherri White, AGNP-C
Jeffery Fleischli, DPM
Jason Guthrie, MD
Stephen Stone, MD
Amelia Dean, MD
Craig Davenport, MD
Senthil Krishnasamy, MD
Hrishikesh Ghanekar, MD
Jeffrey Cook, MD
Clinical Radiologists, S.C.
Prairie Cardiovascular Consultants
West Central Pathology Specialists, SC

Honorary Staff

Ansar Ansari, MD
Shehnaz Ansari, MD

BLESSING PHYSICIAN SERVICES

2017 was an exceptional year for Blessing Physician Services (BPS) - exceeding goals in quality, patient satisfaction and growth.

As part of the Health System's commitment to enhance access to care, BPS recruited 28 new providers during Fiscal Year 2017, including the System's first medical-oncologist.

Bassel Jallad, MD, joined Blessing from St. Louis University Cancer Center, Division of Hematology and Oncology where he was Assistant Professor of Medicine and Associate Director of the Hematology and Oncology Fellowship Program.

He completed a Hematology/Oncology Fellowship at Henry Ford Hospital/Wayne State University, Detroit, Michigan, an internationally recognized cancer care provider; and an internal medicine residency at St. Joseph Hospital/University of Illinois, Chicago.

Dr. Jallad is motivated by his mother. She is a pediatric hematologist. As a child, he saw her passion for treating patients with cancer and how much she made a difference. From a young age, Dr. Jallad knew that cancer care would be his life.



Scott Koelliker
Executive Vice President



Dr. Jallad and company: Working with Dr. Jallad are (left side of photo, front) **Ashley Janssen, BSN, RN, office nurse;** and (right side of photo, front) **Laurie Laaker, office coordinator.** (Back row left to right) **Margaret Hanzel, RPh, pharmacist;** **Leah Behymer, CNP, nurse practitioner;** **Schantelle Holt, BSN, RN, office nurse;** and **Shelbi Knoche, unit secretary.**

Joining Dr. Jallad at BPS in 2017 were 14 other physicians – including cardiologists Drs. Dana Valencia and Jeff Cook, and Blessing's first chiropractor – Dr. Wes Creech.

BPS strengthened the region's access to family medicine care by acquiring the Kahoka, Missouri, Medical Clinic. Dr. John Beckert established his practice in Kahoka in 1970. Drs. Matthew and Brigitte Cormier joined him in 2000. Brigitte is Dr. Becker's daughter. Becoming a part of Blessing allows the Kahoka Medical Clinic to make critical improvements that have been out of reach, such as changing from paper to an electronic medical record system.

Other family medicine specialists joining BPS in 2017 were Drs. James DiRenna and Megan Shaughnessy.

Nine nurse practitioners were also among the providers joining BPS during the fiscal year including Michael Behrens, Brittany Egley, Leah Behymer, Amber Lithila, Jeanne Mafokuh and Jessica Rankin.



Dr. Valencia



Dr. Cook



Dr. Creech



Dr. DiRenna



Dr. Shaughnessy



Dr. B. Cormier

New services

In addition to providers, BPS added specialties to its care. Dr. Michael Nellestine offers treatment of vein problems, including varicose and spider veins at the Vein Clinic. He is a board certified cardiovascular surgeon.

Dr. Warren Hagan provides plastic/reconstructive surgical care. He is board certified by both the American Board of Plastic and Reconstructive Surgery

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and the American Board of Otolaryngology, Head and Neck Surgery. Dr. Hagan completed residency in Plastic and Reconstructive Surgery at Washington University in St Louis.

As previously mentioned, BPS added chiropractic care as Dr. Creech and his practice, Performance Spine & Sports Center, joined the BPS family.

Demand and quality grow

BPS physicians and nurse practitioners set a record with over 180,000 patient visits. This is the second year BPS recorded an 11 percent increase or more in overall volume. Direct dial phone lines, extended hours and “same day, next day” appointments are all ways BPS providers worked to improve access for patients.

Patient Quality Indicators were strong. Improvements were made in a majority of indicators with three - influenza, breast cancer and colorectal cancer - scoring at or above the 70th percentile nationally. 2017 marked the third straight year BPS providers and staff exceeded the organizational goal for Patient Quality Indicators.

BPS providers and staff exceeded all patient satisfaction targets.

2018 GOALS

Goals are measured on a 1-5 scale to determine level of success. BPS goals include:

- Continue to improve the patient experience.
- Continue to improve access.
- Improve Preventive Health Quality Measures.
- Recruit key specialties needed in the community.



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B BLESSING
Physician Services

In 2017, a branding campaign launched featuring Blessing Physician Services providers and the relationships they build with patients, reinforcing Blessing's True Human Connection brand essence. In addition to the ad above, featured providers included Charone Tolbert, MD, pediatrics and Sara Baig, MD, Cardiology. The campaign also includes a year-long social media presence, featuring one provider a week in Facebook posts called, “My Story” that tell a personal story about the featured provider.

THE BLESSING FOUNDATION

When illness changes everything, Blessing Foundation donors help make life a little more normal. A cancer patient, who was not working and had no other income, received Foundation donor dollars in Fiscal Year 2017 to cover rent for their mobile home and the lot on which it sits, an electric bill and weekly gasoline costs to come back and forth to treatment. Total donor dollars shared was \$1,703. That's just one instance of Blessing Foundation donors helping make life a little more normal for a person fighting for their life.

The Blessing Foundation provided \$28,274 in gas/transportation assistance to 227 people. More than \$8,400 of this assistance was needed by 97 patients receiving assistance through the Merrick Family Medical Crisis Fund, for patients 17 and under and their families.

The Foundation has 53 active restricted funds for Blessing Hospital into which donations flow. Illini Community Hospital has eight active restricted funds.

The Foundation received total cash donations equaling \$1,763,894 from 31,343 gifts donated to 39 funds during Fiscal Year 2017. This total includes Blessing and Illini capital campaigns.

Other patient support

Caring Club donations are unrestricted and utilized for many Health System needs, including assisting patients to be discharged safely by meeting their medical necessities of durable medical equipment, medications, or gasoline money to return for further treatment. In 2017, Blessing Health System employees donated \$121,359 toward the \$125,000 goal. The community/business solicitation continued through December 31, 2017.

Supporting education

The Blessing Foundation and Blessing-Rieman College of Nursing & Health Sciences received a major gift from a long-time benefactor in 2017. 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.



Pat Gerveler
President/CEO

In addition to that gift, individual donors funded 36 active scholarships managed by The Blessing Foundation. During the 2016-17 academic year, Blessing-Rieman awarded \$1,079,745 in scholarships and grants to students. One new scholarship was received in FY17, the Lundberg Family Scholarship.

Following is a quote from a letter received by a student regarding the scholarship they were awarded:

"I want to express my most sincere appreciation for being chosen as a scholarship recipient. As a mother of two small children, funding my education has been difficult. With your generosity, my mind has been put at ease knowing I will be able to continue my education. Because of you, my dream is that much closer to reality."

Supporting the system

The Foundation provided \$1.65 million to Blessing Health System affiliates for programs and services vital to improving the health of our communities, but are unable to financially support themselves. These services include Blessing Hospital Hospice & Palliative Care operations, Hospice Education and Training, Blessing-Rieman College of Nursing & Health Sciences Faculty Development and Workshops, Student Worker Support, Blessing-Rieman College of Nursing & Health Sciences Student Scholarships, Blessing Child Care Scholarships, Physical Therapy, Speech Therapy, and Occupational Therapy Rehab Intern Program, Blessing Hospital Clinical Pastoral Education, Pharmacy Sentri 7 Surveillance System, Innovation Funds, Blessing Health Professions Library and the Caring Club-Patient Family Fund.

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

- Blessing Hospice & Palliative Care received a total of \$70,345 in donations.
- The Blessing Breast Center received \$61,307 in donations for patient financial assistance. These dollars came from individual donors, businesses,

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high school sport nights, bake sales, memorials, 5K Walk, pink merchandise sales - just to name a few. Over 47 community groups held fundraisers.



Central High School's volleyball team raised \$4,090 during its 2017 Pink Night by selling t-shirts, holding raffles and a bake sale, and selling in honor/memory of pink ribbons. Since 2009, the team and its supporters have raised nearly \$27,000 for Blessing Breast Center patients.

- The December 2016 Holiday Appeal added \$16,800 to the unrestricted fund.
- 14th Annual Illini Community Hospital golf tournament raised \$4,335 to benefit Illini's unrestricted purpose fund.
- Papa John's Pizza gifted The Blessing Foundation \$4,484. That money came from a program that donates 10 percent from online pizza purchases - and a 40 percent discount - when the purchaser uses a promotional code identifying Blessing. The Foundation deposits the quarterly gift into various Health System restricted funds.
- Honor Gift Program: 21 Honor Gifts totaled \$990.
- Who's Your Angel project is a program for patients and families to honor Health System staff who make a difference in caregiving and to grow new donors to the Health System as well. This project netted \$595 in 2017.

A Christmas tradition, The Foundation created 184 memorial ornaments, engraved with the names of patients who were remembered by friends and loved ones with gifts to The Foundation. The ornaments were sent to the homes of qualifying patient families involved with Blessing Hospital, Illini Community Hospital and Blessing Hospice & Palliative Care.

One capstone and 120 personalized bricks honoring donors were added to the Blessing Hospital Founders Garden. Ten bricks were added to the New Generation of Caring Garden at Illini Community Hospital in Pittsfield.

Where we stand

The Foundation's total asset at year's end is \$42,632,552. Investments under management had a market value of \$31,133,580, while cash and other assets amounted to \$1,017,377.

The Foundation's real estate portfolio value on September 30, 2017, stood at \$10,481,595. Current real estate assets include:

- 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
- East Building of the Blessing Health Center, 927 Broadway, Quincy
- QMG - Medical Office Building at 231 Cherry Street, Winchester, IL
- Blessing-Fort Madison, Keokuk Clinic, 1414 Main Street, Keokuk, IA

2018 GOALS

Goals are measured on a 1-5 scale to determine level of success. Foundation goals include:

- Growth
 - ▶ Achieve total donation income increase of \$520,000.
 - ▶ Achieve Consumer Assessment of Healthcare Providers and Systems (CAHPS) patient survey target.
- Finance
 - ▶ Achieve variance from budget for operating expenses target.
 - ▶ Achieve variance from budget for salary expenses target.
- Service - Achieve internal customer satisfaction target.
- People - Achieve employee engagement target.

DENMAN SERVICES, INC.

Denman Services is proud to be a member of the Blessing Health System and Hardwiring Excellence – Blessing 2020 (HEB 2020) is allowing Denman to play a growing role in the System’s success.

As part of HEB 2020’s \$40 million savings and growth goal by the year 2020, Denman Biomed has assumed responsibility for several service and parts agreements involving medical equipment throughout the Health System.

This allowed cancellation of the services and parts contracts with the original equipment manufacturer. Denman Biomed’s involvement reduces costs and keeps revenue within the Health System. In addition to Biomed’s regular responsibilities for preventive maintenance and repair of health system equipment, the department now also maintains several diagnostic ultrasound units, the Philips CT Scanner in Radiation Therapy and some of the Philips cath lab equipment.



Rick Kempe
President/CEO

Collaborative. For Biomed, this relationship provides access to training when needed. When training is not an option, other Collaborative members are available as outsourcing options to reduce dependence on costly original equipment manufacturer contracts.

Biomed also expanded its customer base with 11 new accounts, including providing management and support to the biomed departments of Hannibal Regional Hospital and McDonough District Hospital for the maintenance and repair of the equipment in those hospitals and their satellite clinics.

Growth of Biomed services is a key component of Denman’s long term success strategy to grow its cash business and reduce dependence on third party payers. Medicare’s move to “competitive bidding,” through which it reimburses all DMEs at the lowest rate bid in a region, necessitated the strategy. Competitive bidding reduced Denman’s reimbursement for 10 key products by 40 percent when it was instituted in July of 2016.

Growing pains

Growth of Denman Linen Service is also key to the success strategy. 2017 included some growing pains for Linen Service as it ramped up to meet the demand of its new contract with OSF Healthcare, finalized in January 2017. Denman now processes the linens of 16 OSF facilities across central and northern Illinois, the largest being St. Francis Medical Center in Peoria, a 609-licensed bed teaching center. The contract added 8.5 million pounds of linen a year to Denman’s output, bringing the total amount of linen processed annually to 21 million pounds, an increase of nearly 70 percent. Linen Service added 30 full-time equivalent positions to meet the new demand. Implementing such a large increase – in both linen and people – in a compressed time frame posed challenges. But as always, the Denman team stepped up and delivered.

A \$3.7 million investment in technology allowed Denman Linen to secure the OSF contact. During 2017, technological advances continued to deliver linen efficiency and growth. Last year, Linen Service began marketing reusable Medline isolation gowns that offer 360 degrees of protection and cost savings compared to disposable isolation gowns. Linen



In the photo above, Denman Biomed technician Perry Clifton works on an ultrasound unit for which Denman Biomed has assumed full responsibility for preventative maintenance and repair under Blessing’s Hardwiring Excellence-Blessing 2020 initiative.

All Denman entities, including Biomed, continue to work closely with other providers in the BJC

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Service has added a computer chip to each gown. The chip allows tracking of the number of times the garment has been laundered to prevent overuse and tracks inventory to reduce loss and associated costs.

Corporate accomplishments

Growing the Denman Linen team highlighted the need for enhanced employee education to improve orientation and reduce turnover throughout the corporation. A professional educator was hired to fill this critical role.

Other accomplishments included:

- More than 270 work days without a lost time accident.
- The reduction of Denman's MOD, the statistic on which Worker's compensation rates are based, from .91 to .71. A MOD under 1.00 is the industry benchmark.
- Employee engagement moved up to 4.90. The average for like companies is 4.86.
- Welcomed two new board members: Nanjappa Somanna, MD, pulmonologist/sleep medicine specialist, Blessing Physician Services; and Gary Gillespie, Vice President/General Manager, Industrials Group – Americas, Gardner Denver.

2018 GOALS

- Aggressively recruit additional linen customers.
- Grow Biomed's external customer base with an emphasis on imaging services.
- Develop innovative ways to manage the effects of federal competitive bidding, including the possibility of a centralized order processing structure to bolster the revenue cycle.

From the staff, from the heart

As mentioned earlier, Denman Services, Inc., employees are proud members of the Blessing Health System, working to help the System achieve its goals.

In October 2017, a book was compiled and presented at the Blessing Health System Employee Annual Meetings that contained stories of True Human Connection from throughout the health system.

Following is a section of the book submitted by Denman staff answering the question, "How do you live the True Human Connection?":

- I don't have interactions with patients, so when I review sales orders I give patients a face in my head so I can better process. If I picture a face, it helps me provide more compassion than just seeing a name.
- I always try to listen to my "people" and treat them like I would want my own mother treated.
- I work closely with the patients with their CPAP machine and mask issues. I talk to them about new supplies and work with them to ensure they get the maximum benefit from their therapy.
- I make sure I do whatever is needed to care for my customers. I try to look at things from the customer's view; how I can explain the situation so that they understand, not using "our lingo" but words they understand.
- Talk to customers because they may have suggestions or may just need someone to talk to.
- I live the true human connection as I take care of families through hospice in their time of need.
- I put myself in my customers' shoes - how would I want to be treated?
- I work at connecting with patients by seeing things from their perspective.
- I work on every order as if it was a family member. I work at trying to understand/be understanding of everyone's situation.
- Although I am not involved with patient care, I do deliver linens to the hospital. When seeing a patient, I speak and try to put a smile on their face.

QUALITY & SERVICE DATA

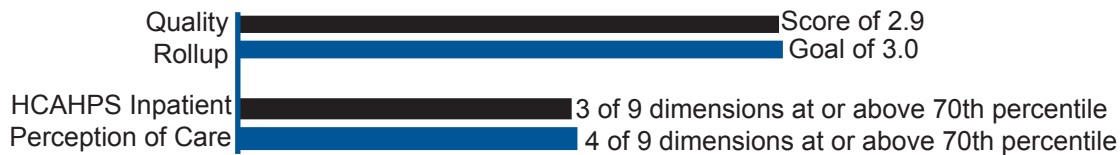
Blessing Health System is dedicated to providing high quality, accessible health care showing compassion and respect to those we serve.

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:

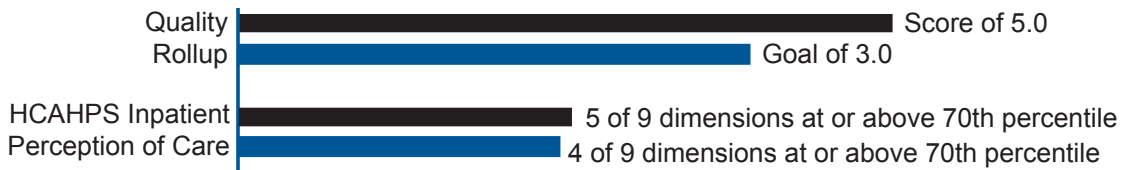
- Providing patients with good information to make informed decisions about their health and healthcare.
- Offering the public and patients accurate and honest data on the quality and prices of the services provided.
- Promoting the science of clinical practice and improve the quality care within the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

Blessing Hospital

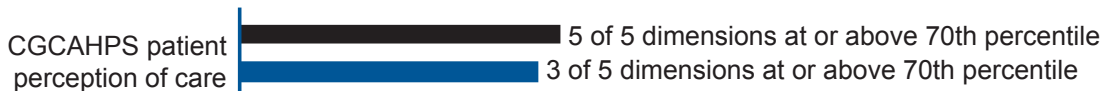
■ Result 2017 ■ Goal



Illini Community Hospital



Blessing Physician Services



Denman Services, Inc.

Overall Customer Satisfaction
Result **95.39%**
 The target was 90.1%

Quality metrics
Result **89%**
 The target was 77.6%

Quality Rollup measures include readmission to the hospital within 30 days of discharge for those with pneumonia, heart failure and chronic obstructive pulmonary disease; the expected versus actual mortality rate for those with heart failure and sepsis; and the rate of hospital acquired infections. Goals are determined based on comparison with national benchmarks.

OPERATING SUMMARY 2017

BLESSING HOSPITAL

Admissions.....	15,596
Babies	1,108
Outpatients.....	352,839
TOTAL PATIENT ENCOUNTERS	369,543

Average Length of Stay3.6

TOTAL SURGERIES 17,913

Including 150 open heart surgeries

Emergency Center Visits	43,151
Blessing FastCare Visits.....	5,905
Lab Tests	773,994
Cardiopulmonary Procedures.....	127,108
Cardiology Procedures	45,040
Radiology Procedures	119,709
Physical Therapy & Rehab	124,368

BH Employees	2,391
Active Volunteers.....	703
Volunteer Hours.....	61,232

Walk-In Clinic

Patient Visits	21,375
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ILLINI COMMUNITY HOSPITAL

Acute Admissions	258
Acute Average Length of Stay.....	3.6
Worthington Square admissions.....	233
Worthington Square Length of Stay.....	7.0

ILLINI COMMUNITY HOSPITAL (continued)

Outpatient visits.....	92,783
TOTAL SURGERIES	318
Emergency Visits	6,128
Lab Tests	60,786
Respiratory Treatments	6,236
Radiology Procedures	10,280
Rural Health Clinic & XPress visits....	12,539
Employees.....	181
Active Volunteers	42
Volunteer Hours	6,836

BLESSING PHYSICIAN SERVICES

Total Patient Visits	180,330
Gross Revenue.....	\$87,300,798
Blessing Hospital Production	\$245,197,240
Illini Hospital Production.....	\$2,364,014
Total number of employees.....	304

DENMAN SERVICES

Total Employment	234
Denman Medical (21); Adaptive Mobility (4);	
Denman Biomedical (9); Denman Corporate (9);	
Linen/Quincy (148); Linen/Decatur (4);	
Linen/Springfield (8); Linen/Cape Girardeau (4)	
Linen/Peoria (6) Macomb Medical (5);	
Illini Health Services (11); Hannibal Medical (5)	

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 the Annual Workplan/Risk Assessment for the organization.

- Complete a review of “Board Independence” for the System Boards.

During the year, the Board of Trustees formally changed the name of the committee to Audit and Compliance Committee.

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 2016 audit at the first meeting of the 2017 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 Committee members met alone with the External Auditors to discuss any business.

Internal Audit

Committee members approved the 2017 work plan for the Audit/Compliance department. Each quarter the staff presented audits, findings, and plans of correction for discussion.

Education Services

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

1. New FASB Accounting Standards, presented by Gray Hunter Stenn
2. Enterprise Risk Management, presented by Carolyn Bailey, Administrative Director Risk Management
3. The Value of Captive Consideration in Risks, presented by Pat Gerveler and Betty Kasparie
4. Information Security – NIST Cyber Security Framework, presented by Todd Haverstock, Information Security Officer

Assessment of the Committee Charter

Committee members 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

Committee members continued to receive updates from the Compliance Officer on the Compliance Effectiveness Assessment work plan provided by Boerner Consulting.

Independence

In 2012, Committee members 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 2017.

General

The Audit and Compliance 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 and Compliance 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 and Compliance Committee Members were:

Phil Conover, Chair

John Obert

Vicky Eidson, D.Mgt.

Chris Niemann

Mary Oakley

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 and Compliance 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

Sara Earnst, Internal Auditor

Thanks to Lou Ann Weills and Richene Stotts, who recently retired, for their years of service to the organization and the Audit and Compliance Committee. Their knowledge and integrity were valued by all. Linda England and Danielle Schaller have joined the team.



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