

"From the time we walked in the door until the time we left, everything and everyone was great!"

Blessing Health patient comment



Featured in this photo is Blessing Health Hannibal pediatrician, Dr. Dana Frazine

B *BLESSING*
Health System

2023 Annual Report
(Oct. 1, 2022 through Sept. 30, 2023)

The Blessing Difference

Surprise guest at a very special performance

On May 3, a year after Ted Dede suffered a terrible hip and elbow fracture in a fall, and his wife Doris fractured her knee cap, the couple were back in the spotlight entertaining area nursing home residents with their musical skills.

The audience featured a special guest – Blessing Health orthopedic surgeon Bryan Pimlott - the doctor who repaired the Dede's injuries. He wanted to be in the audience for their triumphant return performance.

Here is what Doris had to say – on behalf of her husband – about Dr. Pimlott and the care he provided them:

“Last spring, my husband, aged 83 at the time, took a nasty fall on concrete which resulted in a broken leg and a shattered elbow. Being in our 80’s, this is the first time that we have needed an orthopedic surgeon, so we had no idea just who to call. I doubt that I need to tell you that I was quite emotional when Dr Pimlott joined us.

The first thing that he did that impressed me was to offer his credentials! Never before has a doctor offered that to me and at this point and time I needed all the reassurances I could get. That’s my husband of 65 years lying there and how can I get the best when I have no clue? Not only did Dr Pimlott get that shattered elbow back together, but it is in working order. I might add that Dr Pimlott said Ted’s break was the worst that he had ever seen. Ted has played the keyboard since his teens and we have entertained nursing homes for the past 15 years or so. Thanks to Dr Pimlott’s care, Ted is back to work. I have also been under Dr Pimlott’s care, as I fell and broke my kneecap.

In summary, Blessing Hospital has been blessed to have this doctor on its team. Don’t ever let him leave! Not only does he have an infectious smile - I’ve never seen him without it - rating his bedside manner on a score of 1 to 10..... he gets a 15! Thank you, Dr Pimlott!”

“I loved it,” Dr. Pimlott said of the Dede's first performance in a year. “It’s one of the blessings of being a doctor, to see your patient up there having fun. I am glad I was there.”



Doris and Ted Dede and Blessing Health orthopedic surgeon Dr. Bryan Pimlott helping to celebrate his patients' success.

Mission Statement

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

The Vision Statement

Blessing Health System will be exceptional

- in providing a safe, high-quality healthcare experience;
- in being the best place for providers to practice;
- in being a place where employees want to work and students want to learn; and
- in partnering with our communities.



Every day, night, weekend and holiday, every Blessing Health team member delivers for their patients and communities

Brian T. Canfield, president/chief executive officer, Blessing Health



While Blessing Health providers and staff were proudly delivering the highest quality care and customer service to our patients during Fiscal Year 2023 - they were also busy working to ensure that care remains available to all in need by successfully meeting and exceeding operational and strategic goals.

Bulls-eye and beyond

The Blessing Health team did an exceptional job in goal achievement as evidenced by reaching 103.5% of the targets in all six organizational goals, including the top tier target in four goal categories.

Among the notable accomplishments were quality and reduction in first year turnover:

- Infection Prevention (IP) has taken an active role in clinical audits and providing real time feedback to staff. IP has also collaborated with unit based educators, departments, and teams working to reduce hospital acquired infections to identify any gaps or improvement in practice. Through the collaborative work of these teams new/improved processes have been put in place that aid in the reduction of infections and make work flow easier for the bedside. IP meets with individual leaders on each event to discuss opportunities, barriers, and corrective actions. Quality goals were met in outpatient care, too.
- First year turnover decreased by 35% thanks to a number of initiatives including a new onboarding platform that allowed us to personalize how and when we communicate with candidates; a new employee engagement platform that increased significantly the number of opportunities for employees to share feedback, and for leaders to respond quickly to staff comments, while allowing staff members to remain anonymous; reformatting of new employee orientation to sharpen our focus on organizational culture; and enhanced leadership development including coaching to hire based on the quality of each applicant, not the number of open positions to be filled.



Featured in the photo above is the most recent graduating class of Blessing's nationally accredited Nurse Residency Program. The program helps reduce staff turnover by providing support and continuing education to assist new registered nurses in the transition from college into their first professional caregiver role.

Blessing Health staff met patient satisfaction goals, based on results from every patient survey for the entire health system.

Accomplishments all around

Blessing Health recruited 14 physicians and 13 advanced practice providers in specialties including cardiology, general surgery and neurosurgery, family medicine, emergency medicine, nephrology, psychiatry, sports medicine, occupational medicine and hospital medicine.

Blessing Hospital, Illini Community Hospital, and all affiliated departments were awarded full certification in the ISO 9001 Quality Management System. ISO 9001 is the most widely-accepted quality management system in use around the world, and is quickly gaining acceptance among US healthcare providers as a foundation for quality and patient safety programs.



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Blessing Hospital, Illini Community Hospital, and all affiliated departments also retained DNV accreditation. DNV is a global, independent certification provider.

Complimenting success in exceeding quality goals for the year, Blessing Hospital earned a grade “A” in patient safety from the Leapfrog Group for both survey periods in FY 2023.

Illini Community Hospital added a full-time speech therapist and received the Illinois Critical Access Hospital Network IMPACT award for its Readmission Reduction Program. Through the program Illini reduced the number of patients readmitted to their emergency department within 72 hours of their last visit by locating a full-time care manager in the emergency department and conducting readmission interviews with all patients returning to the emergency department within 72 hours.

The cardiac electrophysiology program celebrated its 10th anniversary during 2023, in addition to being selected as one of the first programs in the country to use a new ablation catheter that cuts procedure time. During 2024, we will celebrate the 20th anniversary of the open heart surgery program.



Demand for care increased by 11% at the Blessing Walk-In Clinic and 7% at the Hannibal Clinic (*now Blessing Health Hannibal*) Walk-In Clinic. In total, Blessing Health primary care providers saw 750 patients a day in 2023.



Blessing Health Hannibal's oncology team (*formerly Hannibal Clinic*) began providing patient care from newly renovated space on campus - after having provided exceptional care from leased space in an off-campus location - increasing comfort and convenience for its patients.

Denman Services, Inc., celebrated 40 years in business during 2023 with a customer satisfaction score of 96.8% and a physician/referral satisfaction score of 89%.

Blessing-Rieman College of Nursing & Health Sciences experienced a 15% enrollment increase across its program offerings.

The Blessing Foundation granted more than \$1.86 million to Blessing Health programs and services vital to improving the health of our communities, but unable to support themselves.

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OPERATING SUMMARY

Blessing Health employment: 3,778

Blessing Health volunteers: 411 volunteers gave more than 46,670 hours of service

BLESSING HOSPITAL

Admissions.....	14,858
Babies.....	1,164
Outpatients.....	457,960
Total patient encounters	473,982
Average Length of Stay	5 days
Total surgeries	14,536
Including 180 open heart surgeries	
Lab tests	1,295,149
Cardiopulmonary procedures.....	42,023
Cardiology procedures.....	52,975
Radiology procedures.....	95,174
Physical Therapy & Rehab.....	136,849
Emergency Center visits.....	39,575

ILLINI COMMUNITY HOSPITAL

Acute admissions	380
Acute Average Length of Stay ...	4 days
Swing bed admissions.....	82
Swing bed length of stay.....	8.9 days
Observation patients.....	242
Outpatient visits.....	106,183
Total surgeries.....	359
Emergency visits	6,423
Lab tests	76,578
Respiratory treatments	1,406
Radiology procedures.....	10,557
Rural Health Clinic & XPress visits....	19,747

BLESSING PHYSICIAN SERVICES

Total patient visits	229,408
- Blessing Express Clinic visits.....	13,673
- Walk-In Clinic visits.....	26,550
- All other departments.....	189,185
Total diagnostic tests	609,707
- Lab tests.....	576,480
- Radiology tests.....	33,227

HANNIBAL CLINIC

Total patient visits	72,348
- Walk-In Clinic.....	16,114
Total diagnostic tests	182,150
- Lab tests.....	154,126
- Radiology tests.....	28,024

DENMAN SERVICES

Employees.....	173
Medical equipment divisions	
New patient orders.....	34,903
Recurring rentals.....	49,277
Linen division	
Pounds of linen processed.....	14,702,000
Biomedical division	
Pieces of Blessing equipment serviced.....	10,746

Accomplishments continued

Eye on FY 2024

We are changing the way success in care quality is determined in 2024; transitioning from comparative information – how our outcomes match up against other hospitals, to how we performed for our patients. We will measure **our** quality outcomes from the current year and compare them to **our** quality outcomes from last year with the target being "zero harm." That's patient-focused care.

Additionally, instead of having five targets within each organizational goal, there will be only two – met or not met. And to meet a goal in 2024 will take a significantly better outcome.

In addition to our people and their commitment to their patients and the communities we serve, these goal enhancements will propel us into the future as we continue to focus on our Vision to "be exceptional."