



Commitment to excellence

Intelligent planning



Focused effort

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.

Website The Blessing Health System website offers information, news and facts about the organization, its philosophy, market and services. Visit 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
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BLESSING CORPORATE SERVICES

The plan comes to life



**Maureen
Kahn**
President/CEO

“Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort.” The late American businessman and author Paul J. Meyer made that observation. It describes vividly the past year at Blessing Health System and the many years leading up to it.

To survive and thrive in the ever-changing world of healthcare, Blessing’s Board of Trustees decided some 18 years ago that the hospital would build on its local experience and success to become a regional healthcare provider. With each decision from that day forward, board members strategically positioned Blessing for a new level of success through developments including creation of the Blessing Cancer Center and Blessing Heart & Vascular Center; establishment of Blessing Physician Services; construction of Moorman Pavilion; and the most recent decision to purchase Hannibal Clinic. Supporting those monumental decisions was a workforce willing to give its all to improve the health of our communities.

Fast-forward to Fiscal Year 2018: Blessing experienced patient demand that exceeded expectations. Forty-six days during the year every bed in Blessing Hospital was full and Blessing Physician Services providers and staff experienced nearly 11,400 more patient visits in 2018 than during 2017, a six percent increase. On the other side of the coin, hundreds of hospitals across the country stood on the brink of failure or were forced to close. Intelligent planning, focused effort, and a commitment to excellence fueled our success.



Artist’s rendition of the Blessing medical office building under construction at 48th and Maine in Quincy.

At the same time, we continued to sharpen our focus on customer service through a commitment to make a true human connection with every life we touch. Too often in business and industry growth comes at the expense of customer service.

In addition to Hannibal Clinic, accomplishments of 2018 included:

- Opening three Blessing Convenient Care clinics, expanding care access;
- Approval for construction of an 80,000 square foot medical office building at 48th and Maine in Quincy and a three-floor expansion of Moorman Pavilion, both slated for completion in 2020;
- Creation of Crossriver Quality Health Partners, a clinically integrated network of regional physicians dedicated to enhancing care quality;
- Growth of the Be Well at Work program and relocation of the Blessing Employer Clinic to 24th and Broadway to make access more convenient; and
- Creation of a secondary data center, eliminating the possibility of a single point of failure within the health system’s technology structure.

I am proud and humbled by the extraordinary success experienced in 2018. I thank Boards of Trustee members, employees and volunteers whose vision and hard work delivered these outstanding results. On behalf of all of us at Blessing Health System, I thank the people of the region for relying upon us to improve the health of our communities.

2019 GOALS

Meet or exceed targets in the following areas:

- Patient satisfaction as measured by the Consumer Assessment of Healthcare Providers and Systems survey.
- Hospital Acquired Clostridium difficile (C diff).
- Employee engagement.
- Finances as measured by operating income, net revenue and cash position.
- Execution of strategic action plans.

NEW PROVIDERS

The following providers were recruited and/or began practice in Fiscal Year 2018:

Blessing Physician Services/Blessing Hospital physicians



Imtiaz Alam, MD
Gastroenterology



Shanawar Alam, MD
Psychiatry



Malcom Findlater, MD
Hospitalist



Kristie Gillette, DO
Hospitalist



Jeffrey Larson, MD
Urology



Angelo Llana, MD
Hospitalist



Mohammed Memon, MD
Hematology/ Medical Oncology



Taofik Nasrat, MD
Neurologist



Annette Oetken, DO
Family Medicine



Benham Panbehi, MD
Hospitalist



Vinay Patel, MD
Endocrinologist



Vinay Pypur, MD
Hospitalist



Tina Schuster, DO
Urologist



Elise Scoggin, DO
Dermatology



Ana Subbian, MD
Hospitalist

Hannibal Clinic



James Uhles, MD
Pediatrics



Barbara Tuley, MD
Internal Medicine



Dana Frazine, MD
Pediatrics

Illini Community Hospital



Darin Thomas, DO
Emergency Medicine

NEW PROVIDERS

The following providers were recruited and/or began practice in Fiscal Year 2018:

Blessing Physician Services/Blessing Hospital advance practice providers (unless indicated, the individuals pictured are nurse practitioners):



Amy Bates
Hospitalist



Joy Campbell
Family Medicine



Mary Cook
Family Medicine



Alyssa Crowe
Hospitalist



Lori George
Family Medicine



Kelsey Gray
Hospitalist



Lowell "LJ" Helmke
Hospitalist



Jason Little
Hospitalist



Dawn McKenzie
Urology



Diane Nutter
Family Medicine



Katherine Phillips
Family Medicine



Kenton Snyder
Emergency Medicine



Jolinn Tripp
Family Medicine



Taylor Vahle
Hospitalist



Erin Lewellen
Emergency Medicine

Hannibal Clinic



Lexi Kirner, AuD
Audiologist



Kyla Kasparie
Family Medicine



Stacy Johnson
Family Medicine



Lyndell Lomax
Hospitalist



Ginger Torrez
Hospitalist

Illini Community Hospital

OPERATING SUMMARY 2018

BLESSING HOSPITAL

Admissions..... 15,558
 Babies 1,103
 Outpatients 296,372
TOTAL PATIENT ENCOUNTERS 313,033
 Average Length of Stay 3.9

TOTAL SURGERIES 17,774

Including 148 open heart surgeries
 Emergency Center visits 42,257
 Lab tests 811,466
 Cardiopulmonary procedures..... 71,131
 Cardiology procedures 44,809
 Radiology procedures 118,287
 Physical Therapy & Rehab 122,481

Walk-In Clinic

Patient visits 22,071

FastCare clinic (service ended 07/31/18)

Patient visits 3,761

Convenient Care clinics

(service began 12/01/17, 12/18/17 & 06/20/18)

Patient visits 3,250

BH employees 2,394
 Active volunteers 735
 Volunteer hours 63,896
 Value of work donated \$1,577,592

ILLINI COMMUNITY HOSPITAL

Acute admissions 276
 Acute Average Length of Stay 3.0
 Worthington Square admissions 205
 Worthington Square Length of Stay .. 7.0
 Outpatient visits 79,954
 Total surgeries 295
 Emergency visits 5,830
 Lab tests 66,979
 Respiratory treatments 5,398
 Radiology procedures 9,962
 Rural Health Clinic & XPress visits ... 12,978
 Employees 199
 Active volunteers 36
 Volunteer hours 3,330
 Value of work donated \$82,218

BLESSING PHYSICIAN SERVICES

Total patient visits 191,727
 Gross revenue \$94,364,957
 Blessing Hospital production \$300,787,720
 Illini Hospital production \$1,842,813
 Employees 328

HANNIBAL CLINIC

Total patient visits 125,245
 Gross revenue \$46,243,937
 Employees 336

DENMAN SERVICES

Total employment 241
 Denman Medical (25); Adaptive Mobility (4);
 Denman Biomedical (9); Denman Corporate
 (11); Linen/Quincy (143); Linen/Decatur (5);
 Linen/Springfield (10); Linen/Cape Girardeau (6)
 Linen/Peoria (7) Macomb Medical (5);
 Illini Health Services (11); Hannibal Medical (5)



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:

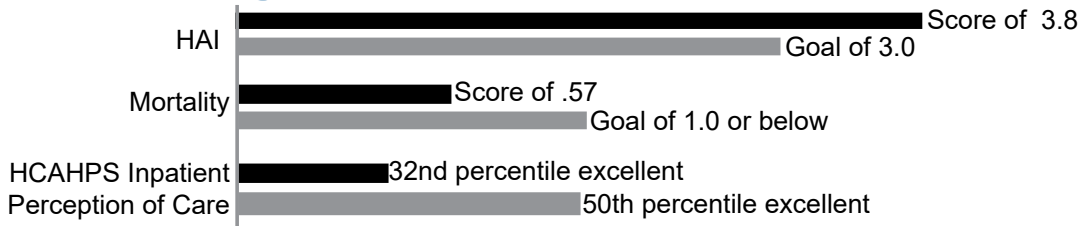
- Providing patients with good information to make informed decisions about their health and healthcare.
- Offering the public and patients accurate and honest data on the quality and prices of the services provided.
- Promoting the science of clinical practice and improvement of care quality within 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 2018 ■ Goal



Illini Community Hospital



Blessing Physician Services



Denman Services, Inc.

Overall Customer Satisfaction

Quality metrics

Result 94.63%

Result 81.4%

The target was 90.1%

The target was 77.6%

Hospital Acquired Infections (HAI) include catheter-associated urinary tract infections, central line-associated blood stream infections, methicillin-resistant staphylococcus aureus, C. difficile infections and compliance with hand hygiene requirements.

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.

BLESSING HOSPITAL

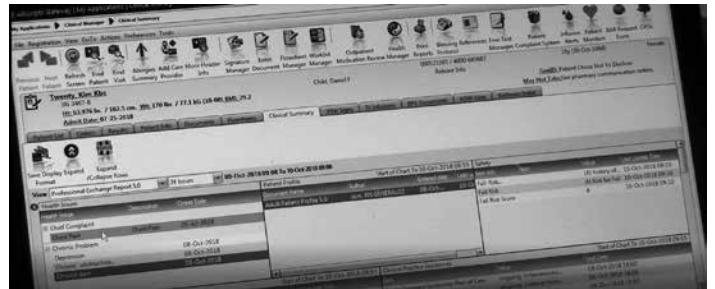


Maureen Kahn
President/CEO



Elliot Kuida
Executive Vice President, Chief Operating Officer

Blessing partnered with a company named Elsevier, to combine the work of documenting the patient story with over 300 evidenced based Clinical Practice Guidelines (CPG) and standardized assessments into one patient-centered plan of care. It's called Knowledge Based Charting, or KBC.



Planning over the past two decades on a health system-wide scale contributed to a demand for care that exceeded expectations in 2018. Intelligent planning also contributed to Blessing Hospital's ability to meet that demand.

On November 7, 2017, Blessing CareVision went live. Blessing CareVision is a system of processes, procedures and technology designed and dedicated to move inpatients through our care delivery system toward their expected date of discharge with minimal delays. In addition to increasing patient satisfaction, reducing delays in care helps make rooms and caregivers available for the next patient in need.

Go-live was the result of nearly two years of work. Today, Blessing CareVision provides the real-time data needed to efficiently and effectively meet the demand for care. Benefits include:

- More patients can be admitted due to efficient patient progression to discharge.
- Quicker admission from the Emergency Center to the hospital.
- Coordinating inpatient activities to best use diagnostic resources and allow for increased outpatient diagnostic volumes.

Other accomplishments in quality

Electronic Medical Records (EMR) have allowed caregivers to do more of their care documentation work at the bedside rather on paper in the nurses' station.

KBC allows each care provider involved with the patient to add and build on each other's work in a living document. The patient's story is captured in their own words, allowing provision of more personalized care, while placing the patient at the center of care. CPGs focus on preventing potential problems, omissions of care and support the scope of practice of each care discipline, promoting consistency in care. The CPGs are available at the click of a button, bringing the latest evidence to the bedside, which improves outcomes.

All licensed clinicians and providers see the entire patient story from all professional perspectives. The patient's care is reviewed by all disciplines, which improves communication, strengthens decision-making and reduces duplication.

The hospital successfully completed its first survey conducted by the international accrediting body, DNV-GL Healthcare. Blessing partnered with DNV-GL for accreditation because it conducts annual surveys, contributing to continuous quality improvement;



its survey methods allow the hospital to enhance quality and build processes that are organization-specific rather than taking a standardized approach; and DNV-GL works with providers to achieve ISO 9001: Quality Management System Certification. ISO 9001 is an internationally-recognized standard that helps organize processes, improve the efficiency of processes and fuels continual improvement.

In addition to DNV-GL certification, the hospital earned Primary Stroke Center status and accreditation for Blessing Hospice and Blessing Home Care from the Accreditation Commission for Healthcare (ACHC), an affiliated partner of DNV-GL.

After seven successful years of providing the hospitalist program in partnership with a private firm named Cogent, and subsequently Sound Hospitalists, Blessing assumed staffing and management responsibilities for the program. Making the hospitalist program a Blessing-operated service allows the doctors and nurse practitioners on the hospitalist team to more fully engage with and integrate into the organizational culture and priorities. Dr. Angelo Llana, medical director of the Blessing Hospitalist program, brings years of previous hospitalist experience to his role at Blessing. Dr. Llana works closely with his administrative partner, Jessica Moore, RN, who is program manager. Jessica joined the Blessing team after having worked at Blessing as a Sound employee. Rounding out the administrative team, Cathy Campbell keeps the office functioning in a smooth and efficient manner.



Blessing's Infection Control department received a new name and expanded focus. Now known as Infection Prevention – this team continues to perform surveillance and troubleshoot outbreaks, but also has a renewed purpose to prevent infections

before harm reaches patients.

Comprehensive infection prevention programs within health systems have recently begun to better integrate a program that Blessing has had for some time, antimicrobial stewardship. So, Dr. Andrea Chbeir joined Blessing's Infection Prevention team from the Blessing Pharmacy as the Antimicrobial Stewardship Pharmacist. She was instrumental in the development and implementation of the nationally-recognized antimicrobial stewardship committee at

Blessing Hospital. She has served on several national advisory councils and has been a featured speaker across the country on the subject of antimicrobial stewardship and the program's success at Blessing.

Other team members include Mary Frances Barthel, MD, FACP, SFHM, serving as Medical Director; Katie Ludwig, RN, BSN, and Vickie Roberts, RN, Infection Prevention Coordinators at Blessing and Chontel Whitaker, RN, Infection Prevention Coordinator at Illini Community Hospital.

The Infection Prevention team offers outreach to regional nursing homes and clinics, establishing or improving infection prevention and antimicrobial stewardship programs. This includes promoting the optimal use of antimicrobial agents, reducing the transmission of infection and educating health professionals, patients and the public.

Speaking of medication use, when a shortage of intravenous narcotics hit hospitals from coast-to-coast, Blessing Hospital's Medical Staff and pharmacy professionals responded by implementing conservation measures and promoting alternative therapies to help reduce the risk the hospital would need to delay elective surgeries to preserve limited IV narcotic supplies or run out of the pain-killing medications completely. The result was an 80 percent decrease in opioid use at Blessing Hospital while patient pain scores remained positive.



Accomplishments in access

The State of Illinois approved a plan in 2018 that will increase the number of single bed rooms available. The project will complete the 4th floor of Moorman Pavilion, and add a 5th and 6th floor. When completed in 2020, the extra space will accommodate 60 additional single bed rooms and 18 dual occupancy rooms beds. The expansion will also provide the space needed for Blessing to ask the State's

permission to remodel its original patient tower in the years to come.

In response to patient feedback for more choice in and increased access to cancer care, Bassel Jallad, MD, the first Blessing-employed medical oncologist, began seeing patients in fiscal year 2018.

Prior to joining Blessing, Dr. Jallad was on the staff of the 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.



As part of its staff recruitment and retention efforts, Blessing completed expansion of its Early Learning Center, opening five additional classrooms to accommodate the need of employee families. 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 vital employee benefit.

Educational Provider of Choice

Blessing-Rieman College of Nursing & Health Sciences began the 2018-2019 academic year with 285 students enrolled. The total included an 81 percent retention rate of currently enrolled students, 20 percent higher than retention rates nationally, according to the National Student Clearinghouse Research Center.

In addition to a high retention rate, Blessing-Rieman delivered a:

- 34 percent increase in freshman declaring a nursing major enrolled at partner institutions Culver-Stockton College in Canton, Missouri, and Quincy University; and a
- 112 percent increase in the enrollment of second degree track students. Those are students who hold a bachelor degree in another field and now wish to earn a nursing degree; and a
- 26 percent increase in students enrolled in the online RN-to-BSN and BSN-to-MSN programs.

Blessing-Rieman began offering a new two-year degree program, the Associate of Science in Health Information Management. The United States Department of Labor Statistics anticipates 17 percent job growth for HIM professionals by 2020.

To make room for growing enrollment and course offerings, enhance the educational environment and strengthen Blessing-Rieman's identity with prospective students, the Health System purchased the former Vatterott College building in Quincy (*in photo below*). The College will move in during 2019.



2019 GOALS

Meet or exceed targets in the following areas:

- Inpatient, outpatient and emergency center patient perception of Overall Quality of Care scores.
- Hospital-acquired Clostridium difficile infection (C. diff).
- Finances including net operating income and revenue in cardiology, general surgery and orthopedics.
- Employee and provider engagement scores.

ILLINI COMMUNITY HOSPITAL



Kathy Hull
President/CEO

Patient engagement improved at Illini during 2018, thanks in part to a new program, a nurse practitioner inpatient hospitalist program. It offers a more consistent method for medical care and coverage than had been available. Family Nurse Practitioners Ginger Torrez and Lyndell Lomax (*see photos on page 3*) serve Illini inpatients. Previously, emergency room medical

staff also provided inpatient care during their shift, leading to the possibility inpatients might see several different doctors during their stay. Patients seem to appreciate the consistency, as well as the quality of our new hospitalist program as demonstrated through increases in scores the providers have earned in the patient engagement survey for demonstrating respect, listening and providing explanations.

Medical staff grows

Illini's first employed physician became part of the emergency room care team. Dr. Darin Thomas graduated from Southern Illinois University School of Medicine and completed residency through the SIU Quincy Family Medicine Residency program. Patients appreciate Dr. Thomas and his efficient and friendly manner. See his photo on page 2.

Dr. James Uhles joined the Illini Rural Health Clinic as our first pediatrician. While pediatric patients have always been welcomed, it is a wonderful addition to have a pediatrician on staff. See his photo on page 2.

Illini welcomed its first Hannibal Clinic provider to the medical staff. Dr. Michael Bukstein began a general surgery clinic and is available to do procedures at Illini. Dr. Bukstein joins Drs. Harsha Polavarapu, Javeed Khan, Daniel Moore, Richard O'Halloran, Brock Swanson, Senthil Krishnasamy and Todd Petty in providing surgical and gastrointestinal procedures in the surgical center at Illini.

Patient privacy enhancement

Based on the voice of the customer, Illini Xpress changed the way patients complete the intake process. A portable cart is used now to register patients in the care rooms to assure privacy and confidentiality. Satisfaction scores increased with the enhancement.

Facility investment

As part of the health system's commitment to wellness, Illini Fitness was upgraded to increase space and prepare the area to become a 24-hour facility in 2019.

Other facility improvements included the hallways on the ground level near radiology and lab, and the first floor near the Casteel Center, being refreshed with new paint, flooring and lighting creating a



clean and brighter environment, and inpatient care rooms (*seen above*) were refreshed with new paint and LED lighting. Replacement air handling in selected rooms has helped to improve patient comfort.

Improving the health of our communities

With our partners, we completed our 3rd Community Health Needs Assessment in 2018.

2019 GOALS

To meet or exceed targets in the following areas:

- Patient and employee safety.
- Patient experience in all services.
- The ability of patients to remain at Illini or within the Blessing Health System for care by assuring needed services are available.
- Implement a non-emergency patient transport program.
- Staff engagement by enhancing the physical and psychological safety of the work environment.

BLESSING PHYSICIAN SERVICES

More patients, more providers, more accomplishments

2018 was another outstanding year for Blessing Physician Services, with goals for quality, patient satisfaction and recruitment exceeded.

BPS recruited over 25 new providers, including new specialties of endocrinology, hospital medicine and Mohs dermatology. Photos of these providers are on pages 2-3:

- In urology, Drs. Jeff Larson and Tina Schuster, and Dawn McKenzie, nurse practitioner, provide state-of-the-art urology services, including surgeries using the daVinci robotic surgery system.
- Dr. Elise Scoggin, a fellowship-trained Mohs dermatologist, brings lifesaving skin cancer removal to our communities.
- Hospital Medicine, headed by Dr. Angelo Llana, began service in February 2018 and has brought inpatient care to a new level. Drs. Malcom Findlater, Vinay Pypur, Ana Subbian, Benham Panbehi, Kristi Gillette, Mary Frances Barthel and Steve Ginos and nurse practitioners LJ Helmke, Taylor Vahle, Kelsey Gray, Jason Little and Amy Bates make up this team of experts focusing on the needs of inpatients.
- Dr. Vinay Patel, BPS' first endocrinologist, has been a great addition to the medical community. He specializes in disorders including diabetes, hypo-and-hyperthyroidism and growth disorders.

Our new providers bring the BPS provider team to over 200, making it the largest multi-specialty medical group in the region. Over 95 percent of these providers remain with the organization year-after-year and are committed to the communities they serve.

These providers experienced nearly 11,400 more patient visits in 2018 than during 2017, a six percent increase.

In order to enhance access to care, three Blessing Convenient Care clinics opened. These clinics, for minor illnesses and injuries, are staffed by specially-trained nurse practitioners. Blessing Convenient Care clinics are located in Canton, Missouri, and both Hy-Vee grocery stores in Quincy.



Scott Koelliker
Executive Vice President

The establishment of the Weight Loss Clinic resulted in enhanced care access, providing qualifying patients with local access to the Vertical Sleeve Gastrectomy procedure. Drs. Melissa Matrisch and Javeed Khan and nurse practitioner Jennifer Holcomb provide care.

BPS providers delivered increases in the quality goals of medication documentation, colorectal and breast cancer screening, influenza immunization, lowering the use of high-risk medications and closing the referral loop. Only two indicators for quality had

small decreases from 2017.

Patient satisfaction reached an all-time high of the 75th percentile nationally. Scores in provider quality, access and staff quality all demonstrated statistically significant increases.

BPS providers achieved a perfect score on the Merit Based Incentive Payment System or MIPS. This is the highest score possible a medical group can achieve.

MIPS is a value-based payment system developed by the federal government. It adjusts payments based on performance in four categories: Quality, cost, promoting interoperability (meaningful use of an electronic medical record) and improvement activities.

Provider and employee satisfaction results both improved from 2017. The providers scored BPS at 88 percent and employees scored the organization in the 75th percentile of medical group practices nationally.



2019 GOALS

- Continue expansion of services through provider recruitment. New specialties will be added to enhance care access for our patients.
- Continue integration of Hannibal Clinic into Blessing Health System.
- Expand the Be Well at Work program.
- Assess expansion of Care Coordination.

HANNIBAL CLINIC

Proud member of the Blessing Health System

After celebrating the 60th anniversary of Hannibal Clinic in 2017, Hannibal Clinic physicians made a monumental decision regarding how to continue achieving the clinic mission into the future. In January 2018, Hannibal Clinic and Blessing Health System announced that they had formally merged, with Blessing Health System acquiring Hannibal Clinic.

Hannibal Clinic was founded by four local physicians in 1957. Today it boasts more than 50 high-quality physicians and nurse practitioners, and employs more than 300 staff members and professionals in the local area. Hannibal Clinic provides services at its main clinic in Hannibal; at the James E. Cary Cancer Center and the Northeast Missouri Ambulatory Surgery Center, both also in Hannibal; and at satellite facilities in Bowling Green, Center, Monroe City, and Palmyra.

The benefits of this new relationship are many, built upon a foundation of better coordination that contributes to a vibrant practice of physicians who provide patients greater access to advanced, specialty care close to home.



Randy Jobe
Practice Administrator

Much of 2018 was spent integrating the business and clinical practices of Hannibal Clinic into the Blessing Health System, and helping residents of the region understand the benefits of the new relationship through television, radio and print advertisements.

There were also tangible and visible care-related benefits of the new relationship:

- In April 2018, the Clinic secured the latest technology in breast biopsy- the Brevera® Breast Biopsy system with CorLumina® imaging technology and a prone stereotactic breast biopsy table. This addition allows for a shorter procedure with less time under

compression, and real time core imaging. The prone table is the only one in the region, and the second in the state of Missouri.

- Plans were announced for a new Hannibal Clinic facility in Monroe City, Missouri. The new building will offer more space than the current clinic and will feature a radiology suite. The new Clinic is scheduled to open in May 2019.
- Hannibal Clinic launched the “Be Well at Work” program for Missouri employers, a sister program to the established Blessing Health System program by the same name in Illinois. Through Be Well at Work, local businesses access care that allows them to better manage health insurance claims and related costs.

Providers recruited during 2018 included Barbara Tuley, MD, Internal Medicine; Dana Frazine, MD, Pediatrics; Lexi Kirner, AuD, Audiologist; Kyla Kasparie, FNP-BC, Nurse Practitioner; and Stacy Johnson, FNP, Nurse Practitioner.

Randy Jobe, MHA, CPE, joined the clinic as Practice Administrator. He has a long history in healthcare leadership, including Vice President, Chief Operating Officer and President for integrated clinic and hospital operations.

TOGETHER FOR YOU

Across the current of the Mississippi lie two historic places we call home. Quincy and Hannibal are a short, 30-mile ride up or down stream. We claim two different states. We celebrate in two different communities. But we all have one shared need, our health. It's why Hannibal Clinic and Blessing Health System merged together to become one. One health system means more doctors, locations and services. That makes it easier to get the care you need, when you need it.

Hannibal Clinic proudly joins Blessing Health System.

To schedule an appointment, please call 573-221-5250.

2019 GOALS

- Continue to improve access to care.
- Recruit specialties needed in the community.
- Add new service lines and technology to better benefit patients.

THE BLESSING FOUNDATION

Connecting the dots

From the information superhighway to the old-fashioned asphalt and concrete highway, and at many stops in-between, The Blessing Foundation helps connect the dots between healthcare and real life.

No matter how worthy a cause, if people don't know what an organization does and how they can help with that mission, opportunities are lost. To offer the opportunity to more people to change lives through support of the Blessing Health System, The Blessing Foundation launched a digital campaign in 2018: blessingfoundationconnects.com.



Pat Gerveler
President/CEO

On the old-fashioned asphalt and concrete highway, The Blessing Foundation worked with Illini Community Hospital, Pittsfield, Illinois, to purchase two vans (*featured in photo below*). Beginning in 2019, the vans will play a role in the health system's commitment to more convenient access to care by providing transportation between health system campuses in Pittsfield and Quincy to patients in need of transportation assistance.



Read the stories of how the Blessing Foundation connects the dots between health care and real life.



A Lifetime of Birthday Parties

Eric and Renee West have time with their sweet daughter, Eve, was limited because of health issues she couldn't overcome. They wanted to throw her a big birthday party, knowing it likely would be her only birthday party. The Blessing Foundation helped give Eve's lifetime of birthday parties in one party.

[Read The Story](#)



The thread that connects

At 94, GG Stentach is still finding a way to help others. The seamstress has sewn more than 1,000 hats, turbans, scarves, and sleep caps in the past 10 years for cancer patients who have lost their hair. "At the least, I could do one," she says. "I wish I could do more."

[Read The Story](#)



A Sweet Way to Give

Eighty-year-old Clara Conrad just wanted to help children, so she set up a lemonade stand with profits going to a Blessing Foundation fund that helps local families in medical crises - like Jim and Jennifer Blessing whose two kids, Mia and Logan, were hurt in a car crash.

[Read The Story](#)



Bucket List

When Gavin McDaniell was diagnosed with Stage 4 Hodgkin's lymphoma, the Blessing Foundation helped ensure he could stay in nursing school while undergoing treatment. Later, the Foundation and the Quincy University Women's Basketball team gave Gavin the trip of a lifetime.

[Read The Story](#)



Sweet Dreams

Heart patient Carol Docos was sleeping in her chair. Cancer patient Julie Qualey was sleeping on her floor. The Blessing Foundation delivered gifts of comfort and healing to help them recover, gifts that significantly changed their lives.

[Read The Story](#)



Planes, Trains & Automobiles

How did one man's idea connect families on the way of life? Come back in December to see how.

[Read The Story](#)



What will your story be?

[Donate Now](#)

Many causes, much support

2018 saw the first "Heart of our Community Gala" to benefit patients of the Blessing Heart & Vascular Center. Those attending the gala on February 10, 2018, raised \$16,356 for the Blessing Heart & Vascular Center Specific Purpose Fund.

In all, The Blessing Foundation maintains and manages 46 restricted funds for the benefit of the health system and its patients into which donations flow. During 2018, The Foundation received 27,469 gifts totaling \$1,665,267. The gifts included multi-year pledges to capital building campaigns.

Here are some of the funds to which donors provided support:

- Blessing Hospice & Palliative Care: \$47,995.
- Blessing Breast Center: \$71,187.
- Blessing Cancer Center & Radiation Services: \$56,448.
- The December 2017 Holiday Appeal added \$26,808 to the unrestricted fund.
- The 15th Annual Illini Community Hospital golf tournament raised \$5,190 to benefit Illini's unrestricted purpose fund.

The website tells the stories of lives changed through donor support of The Blessing Foundation, and the stories of some of those donors. Among the key messages of blessingfoundationconnects.com is the fact that 100 percent of each donation goes directly to the cause indicated by the donor.

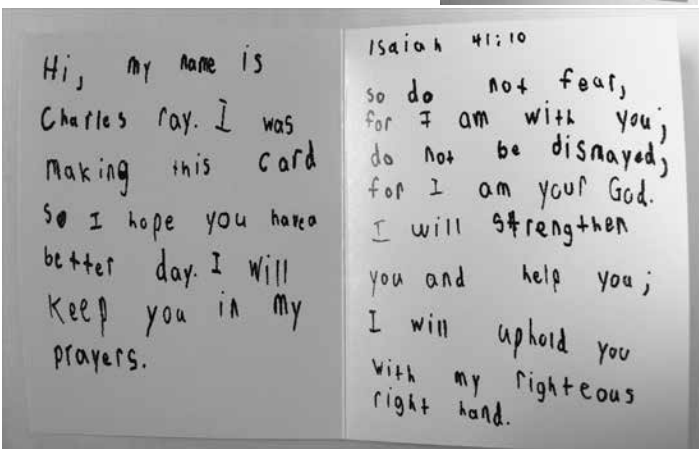
2018 Annual Report

- Papa John's pizza donations: \$6,145. This program donates 10 percent from online pizza purchases when the purchaser uses the promotional code, Blessings140. During 2018, these funds were granted to Rehabilitation Services, Quincy Hospitality House, Diabetes Patient Care Fund and Radiology.
- Honor Gift program: \$2,795.
- Who's Your Angel project: \$1,503. The program allows patients and families to honor health system staff who make a difference in caregiving. Forty-one employees were recognized in 2018. Over the past two years, 108 staff members have been recognized with donations.

The Caring Club received tremendous support in 2018. It is an unrestricted fund, meaning donations can be used for any qualifying need of a patient that cannot be met through other means. In general, Caring Club funds increase the safety and quality of life of patients after discharge from the health system, providing for needs including durable medical equipment, medications and gas money to attend further medical treatments needed. During the 2018 Caring Club fundraising campaign, Blessing Health System employees increased their support by more than \$21,200. The total reached a goal-busting \$141,813. Community donations exceeded \$26,000.

The Charlie Card was a creation of 8-year-old Charlie Ray for new patients of the Blessing Cancer Center.

By selling \$5 sponsorships, Charlie also raised \$1,150 to help address unmet needs of Blessing Cancer Center patients.



Speaking of gasoline assistance, 246 patients requested gasoline assistance to get to and from scheduled medical appointments, an investment totaling \$33,857.

Supporting current needs and future caregivers

During 2018, The Foundation granted \$1.67 million to health system programs and services vital to improving the health of our communities, but unable to financially support themselves, including Blessing Hospice & Palliative Care, Clinical Pastoral Education, Student Worker support, Blessing Early Learning Center scholarships to caregiver/parents in need and new equipment for the Illini Community Hospital pharmacy.

Included in that support was more than \$1 million in scholarships to Blessing-Rieman College of Nursing and Health Sciences students. Forty-eight students received scholarships including one who wrote the following regarding the benefactor of the scholarship she received, *“Without the generosity of people like you, it would not be possible for me to attend nursing school. Nursing is my passion and I want to show my son that anything is possible if you set your mind to it.”*

The Foundation maintains and manages 40 endowed scholarship funds.

At year's end

The Foundation's total asset at year's end is \$49,879,619. Investments under management had a market value of \$32,662,381. Cash and other assets amounted to \$513,902

The Foundation's real estate portfolio value on September 30, 2018, stood at \$16,703,336 and includes 10 Blessing Health System properties in west central Illinois, northeast Missouri and southeast Iowa.

2019 GOALS

Meet or exceed targets in the following areas:

- Operating expenses.
- Donation income growth.
- Internal customer satisfaction.
- Employee engagement.

DENMAN SERVICES, INC.

Help wanted

At the time I write this, the unemployment rate in Adams County, Illinois, is 3.9 percent. That is great news overall, but for those of us who need to hire staff, it poses a challenge.

The rising costs of running our businesses during 2018— including recruitment and health insurance costs — stole some of the spotlight from our accomplishments of delivering solid business volume and sales revenue for the year.

But we responded.

Investing in Linen

Recruiting Denman Linen staff caused the biggest challenge. Part of our answer to the challenge was continued investment in automation — new high-tech equipment and software. The results of these investments are many, including reduction of some manual labor tasks in response to staff shortages, coupled with increased efficiency and productivity to help manage costs and support quality customer service (*see additional information on next page*).

Technology can make work safer. That is happening at Denman. Our MOD, the statistic on which Worker's Compensation rates are based, stood at .71 for 2018. A MOD of 1.00 is the industry benchmark. Back in 2010, Denman had a MOD of 1.70. Employee education and commitment coupled with technology has made Denman's work environment safer.

While recruitment has been a challenge, we were able to fill two key positions at Denman Linen — the new position of Distribution Coordinator and a Maintenance Supervisor. Because linen comes to us from many points in Illinois and Missouri, the Distribution Coordinator's focus on logistics makes us more efficient. The Maintenance Supervisor is vital to our implementation of new technology and preventive maintenance to manage costs.

We've also sharpened our focus at Denman Linen by exiting the hospitality linen business to focus solely on our core business, healthcare.



Rick Kempe
President/CEO

Durable Medical Equipment

Because of a tight profit margin in the DME industry, insurance denials are problematic. To reduce the risk of denials, Denman instituted a Referral Management program in 2018. Employees who specialize in specific product categories staff the program. Their keen knowledge of the products they represent, coupled with the understanding of the documentation required by the payers involved, reduces the likelihood of claim denials. Additionally and equally important, the Referral Management program delivers better service to patients and their physicians, as well as third

party payers.

Use of the automated resupply software called "Connect" has led to a material increase in respiratory revenue for Denman DMEs. Connect sends a call or email alerting customers they are eligible for resupply of their CPAP/BiPAP product needs.

To keep Denman DME products and services top-of-mind with area providers in a competitive industry, the position of marketing specialist was created in 2018.

Plans were finalized and ground broken for a new home for Illini Health Services, Denman's pharmacy and DME outlet in Pittsfield, Illinois. The new store will offer a more consumer-friendly and efficient layout in a more convenient location for customers. The Illini Health Services staff is excited about the new store, which will be completed in 2019, and they deserve it.

Biomed

Biomed continued its focus on three tactics for growth during 2018:

- Secure additional contracts for medical imaging maintenance and repair; and
- Research additional opportunities for medical dealership contracts; and
- Increase regional service center relationships for various products.

Two new relationships forged during 2018 capitalized on those tactics. Biomed executed an imaging service contact with Putnam County Hospital in northeast Missouri. The hospital formerly had a

service agreement with Chicago Medical Exchange. Denman Biomed also became a regional service provider for Zimmer Biomet IntelliCart Duo Fluid Cart Systems and Evac Stations. This product helps manage infectious waste in operating rooms.

Other maintenance and repair contracts executed by Biomed during 2018 included the Quincy Medical Group offices of Dr. Riggs in Quincy, and the Kahoka, Missouri and Keokuk, Iowa clinics; Hannibal Regional Hospital clinics in Lancaster, Kirksville, La Plata, Macon, Moberly, Louisiana and Bowling Green, Missouri; the Blessing Convenient Care locations and the Blessing Employer Clinic at 24th and Broadway in Quincy.

2019 GOALS

- Open the new Illini Health Services pharmacy and DME.
- Grow cash and retail business.
- Execute additional medical imaging preventive maintenance and repair contracts.
- Continue automation of Linen Services.
- Research opportunities for involvement with and support of area providers in the delivery of population health services.

High-tech hygiene

The new linen equipment will decrease processing time and lower energy costs. It will also reduce down time experienced to repair the older equipment being replaced.

The new equipment includes:

- An ironer used to process sheets (*featured in photo below*). It replaces a unit built in the 1950s. Denman Linen processes 5.1 million sheets a year.
- Small piece folder for scrubs. Scrubs were being hand-folded at a rate of 140 pieces per hour. Automation will increase the rate to 525 pieces per hour.
- Blanket folder will replace two machines and increase production from 785 pieces an hour to 1,300. The quality of the folds will also improve.
- Powerswing washer/extractor used to reclaim stained linen can reclaim up to 70% of stained product.



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;
- 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; and
- 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 2017 audit at the first meeting of the 2018 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 2018 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 four education presentations for discussion during the year:

1. Internal Controls, presented by Blessing Hospital Fiscal Services and Denman Corporates Services.
2. Enterprise Risk Management, presented by Carolyn Bailey, Administrative Director Risk Management.
3. End of the Fiscal Year Accounts Receivable Estimates, presented by Justin Hale, Director Decision Support and Managed Care.
4. Information Security – NIST Cyber Security Framework, presented by Todd Haverstock, Information Security Officer.

Assessment of the Committee Charter

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

Compliance/Effectiveness Assessment

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

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 2018.

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:

Betty J. Kasparie, BCS Compliance Officer

Patrick M. Gerveler, Chief Financial Officer

Danielle Schaller, Internal Auditor

Linda England, Internal Auditor

Nancy Barry, Internal Auditor

Blessing Community Garden meets a "growing" need

A healthy diet is part of the foundation of good health. Blessing Health System contributed 264 pounds of produce to people in need of that foundation of good health during the 2018 growing season.

The vegetables were grown in the Community Garden at 9th and Elm and in a garden on the grounds of the Blessing Early Learning Center. The food was donated to Horizons and the Salvation Army.

The Community Garden was created by the Quincy Rotary Club, Lowe's and Blessing Health System and 2018 was its first full growing season. The Community Garden was maintained by more than 40 volunteers – including Blessing employees.

The 264 pound total included 100 lbs. of tomatoes, 48 lbs. of peppers, 46 lbs. of lettuce/greens, 35 lbs. of zucchini, 21 lbs of cucumbers and 14 lbs. of onions.

During 2018, the Community Garden consisted of 18, three foot-by-three foot growing boxes in which produce was planted.

In 2019, The Blessing Diabetes Center plans to be involved in distribution of the Community Garden produce and provide education to patients receiving the produce through recipes for them to use, as well as incorporating the produce into the Diabetes Center's monthly cooking classes.



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