

# Caring for our communities



**B** *BLESSING*  
Health System

**2019 Annual Report**

(Oct. 1, 2018 through Sept. 30, 2019)

### **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](http://blessinghealth.org).

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



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[blessinghealth.org](http://blessinghealth.org)

# BLESSING CORPORATE SERVICES

## Consumers making healthcare a true partnership

There was a time when a patient's decision on where to have a procedure done was based on where their doctor had privileges.

Today, other factors may influence the decision.

With the power of the internet and growth of high deductible health plans, the patient - called the consumer at this stage of the healthcare journey - conducts research, as they would before making most types of major purchases, to decide which health system or hospital offers the best value for their healthcare dollar.

The value today's consumer expects from their health system or hospital consists of the same elements they expect from any other retailer; a great customer experience that includes convenient access to services at prices they consider affordable. Failure in any of those three areas means a customer lost and potentially negative online reviews.

Consumers today include employers. The country's major companies often contract with institutions from coast-to-coast who meet their healthcare value expectations for select, high-dollar procedures, and pay to send their employees, often many miles from home, to those institutions for care.

Over the past several years, Blessing Health System has been building the infrastructure needed to address the expectations of today's healthcare consumer. We ramped up that effort during Fiscal Year 2019.

State approval to relocate our ambulatory surgical treatment center (ASTC) to the 11<sup>th</sup> Street campus and our request to have the center designated a free-standing center, as opposed to a hospital department, are key accomplishments in meeting consumer expectations. The new



**Maureen Kahn**  
President/CEO

ASTC will enhance the patient experience and improve access. The request to regulators to deem the center as free-standing will make prices more affordable.

We've experienced an explosion in participation in our Be Well at Work program. The program, which helps employers meet the healthcare needs of employees and their dependents without increasing insurance claims, has grown to involve 45 area employers and 5,000 covered lives in west central Illinois and northeast Missouri.

We created a Patient Experience department whose focus is providing each of our more than 3,300 staff members with the knowledge and tools they need to deliver the type of experience today's consumer expects, a true human connection for every customer, every time.

Next year, we will open the Blessing Health Center 4800 Maine, Quincy. This amazing facility will improve care access and offer selected services at more affordable prices than previously possible.

Internally, we are constantly seizing opportunities to innovate services and processes and increase operational efficiency resulting in consumer value.

Make no mistake, competing in today's healthcare market place is challenging. But healthcare today is more of a partnership between the patient and provider than ever before. At Blessing, we welcome this innovation.

Artist's rendering of the new Blessing Ambulatory Surgical Treatment Center to be built on the hospital campus.



# NEW PROVIDERS

The following providers were recruited and/or began practice in Fiscal Year 2019:

## *Blessing Physician Services/Blessing Hospital physicians*



Josue Acevedo, MD  
Orthopedics/Sports  
Medicine



Clark Andelin, MD  
Obstetrics/  
Gynecology



Mark Baker, MD  
Emergency  
Medicine



Benjamin Bukey, DO  
Family Medicine/  
Quincy



Mary Crawford, DO  
Family Medicine/  
Paris, MO



Olumide Faniyan, MD  
Pediatrics



Sean Hendricks, MD  
Ophthalmology/  
Retina Surgery



Myron Jones, MD  
Ear, Nose & Throat



Samang Kim, DO  
Family Medicine/  
Palmyra



Darr Leutz, MD  
Orthopedics/ Sports  
Medicine



Vivek Manchanda, MD  
Pain Management



Chad Noggle, Ph.D  
Neuropsychology



John Olson, MD  
Neurosurgery



Bruce Owens, MD  
Hospitalist



Tilak Pokarel, MD  
Family Medicine/  
East Adams Clinic



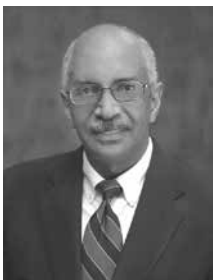
John Rickelman, DO  
Intensivist



Luc Tchapnda, MD  
Family Medicine/  
Quincy



Mark Wavrunek, DPM  
Podiatry



Osvaldo Wesly, MD  
Hematology/  
Medical Oncology



Dale Zimmerman, DO  
Family Medicine/  
Hamilton Warsaw



Scott Simmons, MD  
Family Medicine



Shane LaRue, MD  
Cardiology

## *Hannibal Clinic*

# NEW PROVIDERS

The following providers were recruited and/or began practice in Fiscal Year 2019:

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



Deanna Baird  
Emergency Medicine



Sonia Behrens  
Be Well at Work



Bill Coonrod  
Emergency Medicine



Amber Curry  
Be Well at Work



Randi Donaldson  
Walk-In Clinic



Kyla Kasparie  
Pain Management



Rachel Killiam  
Cardiology



Stacy Lowary  
Cardiology



Nicole Murphy  
Be Well at Work



Amanda Platt  
Walk-In Clinic

***Illini Community Hospital***



Deborah Shouse  
Paris Clinic



Nichole Stanley  
Walk-In Clinic



Ashley Walker  
Rural Health Clinic

***Hannibal Clinic***



Robin Allen  
Mexico Clinic



Patsy Hudson  
Clarence Clinic



Amanda Jennings  
Oncology and  
Ambulatory Care Center



Karen Powers  
Ambulatory Care Center

# OPERATING SUMMARY 2019

## BLESSING HOSPITAL

Admissions..... 15,041  
 Babies ..... 1,072  
 Outpatients ..... 294,289  
**TOTAL PATIENT ENCOUNTERS** ..... 310,402  
 Average Length of Stay ..... 3.7

**TOTAL SURGERIES** ..... 17,975  
 Including 135 open heart surgeries

Lab tests ..... 827,071  
 Cardiopulmonary procedures..... 64,408  
 Cardiology procedures ..... 43,288  
 Radiology procedures..... 117,624  
 Physical Therapy & Rehab ..... 130,415

### Emergency Center visits

Patient visits..... 39,570

### Walk-In Clinic

Patient visits..... 23,067

### Convenient Care clinics

Patient visits..... 7,391

Employees..... 2,370  
 Active volunteers..... 696  
     Volunteer hours..... 78,282  
 Value of volunteer hours..... \$1,844,899

## ILLINI COMMUNITY HOSPITAL

Acute admissions ..... 257  
     Acute Average Length of Stay ..... 3.0  
 Worthington Square admissions..... 198  
     Worthington Square Length of Stay.. 7.7  
 Outpatient visits ..... 79,772  
 Total surgeries ..... 327  
 Emergency visits ..... 5,448  
 Lab tests ..... 70,080  
 Respiratory treatments ..... 2,678  
 Radiology procedures..... 9,729  
 Rural Health Clinic & XPress visits.... 13,677  
 Employees..... 202  
 Active volunteers ..... 36  
     Volunteer hours ..... 3,218  
 Value of volunteer hours..... \$79,452

## BLESSING PHYSICIAN SERVICES

Total patient visits ..... 203,335  
 Employees..... 392

## HANNIBAL CLINIC

Total patient visits ..... 137,948  
 Diagnostic tests..... 85,313  
 Employees..... 258

## DENMAN SERVICES

Employees..... 241  
 Denman Medical (23); Adaptive Mobility (4);  
 Denman Biomedical (10); Denman Corporate  
 (11); Linen/Quincy (139); Linen/Decatur (5);  
 Linen/Springfield (13); Linen/Cape Girardeau (6)  
 Linen/Peoria (9); 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.

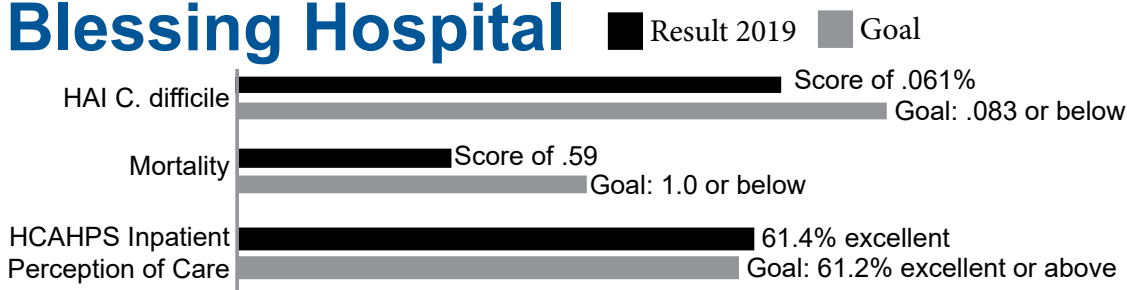
As part of that service we offer data about the quality of the services we provide to patients and customers. Our goals in providing this information include:

- 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



C. difficile was the HAI (Hospital Acquired Infection) on which Blessing Hospital caregivers focused reduction efforts during 2019.

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

## Illini Community Hospital



At Illini Community Hospital, HAI (Hospital Acquired Infections) reduction effort during 2019 included catheter-associated urinary tract infections, central line-associated blood stream infections, methicillin-resistant staphylococcus aureus, C. difficile infections and compliance with hand hygiene requirements.

Goals are determined based on comparison with national benchmarks.

## Blessing Physician Services



## Denman Services, Inc.



The target was 90.1%

The target was 77.6%

# BLESSING HOSPITAL



**Maureen Kahn**  
President/CEO

## Outcomes deliver data to the healthcare consumer

As outlined on page 1 of this report, the Age of Consumerism has dawned for healthcare providers. The staff of Blessing Hospital strives each day to deliver the highest quality care wrapped in outstanding customer service. We do this because it is the right thing to do. It is what the patient and their loved ones deserve.

An added bonus of this commitment is recognition from third parties for the quality and outcomes of our care. Third party recognition can provide data for consumers to use when making healthcare decisions. During 2019, Blessing Hospital earned several recognitions:

- *U.S. News and World Report* named Blessing a “High Performing Hospital” in two categories, Chronic Obstructive Pulmonary Disease and Heart Failure care. Blessing was one of 4,500 hospitals *U.S. News and World Report* evaluated in regard to nine procedures and conditions. Those selected as High Performing Hospitals delivered care that was determined to be significantly better than the national average. Less than a third of all hospitals received a high performing rating for 2019-2020.



- Blessing received its second Blue Cross Blue Shield Blue Distinction® Center Designation, this one for spine surgery. Hospitals designated as Blue Distinction Centers for Spine Surgery demonstrate expertise in cervical and lumbar fusion, cervical laminectomy and lumbar laminectomy/discectomy procedures, resulting in fewer patient complications and hospital readmissions compared to other hospitals. Blessing previously earned a Blue Distinction® Centers Designation for Cardiac Care by demonstrating expertise in delivering safe and effective cardiac care, focusing on cardiac valve surgery, coronary artery bypass graft (CABG), and percutaneous coronary intervention (PCI) episodes of care. Since 2006, the Blue Distinction Specialty Care program has helped patients find quality providers for their specialty care needs.

- Blessing earned national accreditation through DNV-GL Healthcare. The team that came to Blessing for a rigorous two-and-a-half day survey stated that Blessing’s results demonstrated excellent work by staff and leadership, and they found staff to be articulate, competent, knowledgeable, and a team that knew its patients well. DNV-GL conducts an on-site survey of Blessing Hospital each year. During 2020, we are adding another element to the process, being surveyed for ISO 9001: Quality Management System Certification. This is an internationally-recognized standard that helps organize processes, improve the efficiency of processes and fuels continual improvement.

- The Inpatient Rehabilitation Services Unit for adults, adolescents and children, was reaccruited by the Commission on the Accreditation for Rehabilitation





Facilities (CARF). The unit has been CARF accredited since 1998. Inpatient Rehabilitation is an 18-bed unit providing nursing, physical, occupational, and speech-language therapy for people who have lost their independence due to a variety of conditions including stroke, brain trauma, spinal cord injury, amputation and other neurological and orthopedic conditions.

- In a less formal, but equally welcomed recognition, people in the region served by the Quincy Herald-Whig newspaper selected Blessing Hospital for three 2019 Readers' Choice awards: Best Cancer Center, Best Healthcare Facility and Best Home Care.

We are honored and humbled by these recognitions and realize they must be earned every day.



The Quincy Area Emergency Medical Services (QAEMS) system, of which Blessing Hospital is the state-designated Resource Hospital, earned a four-year reaccreditation from the State of Illinois. The QAEMS system is made up of 20 agencies located in the Illinois counties of Adams, Brown, Pike and Hancock. It is one of 63 EMS systems that provide pre-hospital care across Illinois. Pre-hospital care is a medical subspecialty focused on the care of seriously ill or injured patients before they reach the hospital. Blessing is responsible for ensuring QAEMS providers and agencies are properly licensed, that agencies are using appropriate equipment, and that pre-hospital medical policies are current and being used properly, in addition to providing oversight of the education and training of the 544 licensed EMS providers serving the four-county system.

Illinois Department of Public Health surveyors sited eight strengths of the Blessing Hospital Trauma Program and no opportunities for improvement in its 2019 reaccreditation survey. As a result, Blessing

retains its status as a Level II Trauma Center through January 30, 2021. Reaccreditation certifies the ability of the Hospital and skills of its staff to care for traumatically injured patients. A trauma patient is one who has sustained specific injuries, including penetrating injuries to head, neck, chest or abdomen, and/or shows signs of shock. A patient could also be declared to have suffered trauma based on the force involved in their injury, or the way they were injured. This would include falls over 20 feet, certain motor vehicle accidents occurring at greater than 40 miles an hour, persons ejected from a vehicle, or pedestrians hit by cars.

### New levels of care

Blessing Hospital leaders and staff work to provide services that allow the region's residents to remain locally for care they need because the best support system is found at home. During 2019, we've invested in new surgical procedures that will allow more area residents the option of getting the care they need from Blessing:



**Dr. Cook**



**Dr. Arnold**



**Bates**

Blessing Physician Services cardiologist Jeffrey Cook, MD, Blessing Hospital cardiothoracic surgeon John Arnold, MD, and Amy Bates, APRN-AGACNP, have teamed up to help patients who need a heart valve replacement but are not candidates for open heart surgery. Through a new, less invasive procedure called Transcatheter Aortic Valve Replacement or TAVR, an aortic valve can be replaced with the heart beating, using X-ray guidance to insert and position a new heart valve via catheter. TAVR requires smaller incisions than open heart surgery and can result in quicker recovery time. Bates is the Valve Clinic Coordinator, facilitating patients' pre-and-post procedure testing and discharge care needs.

In more spine care related news, neurosurgeons on the Blessing Hospital Medical Staff have access to the Mazor X robotic assisted spinal surgical system. Use of the Mazor X can increase surgical accuracy, lower

clinical complication rates, reduce pain, and enable faster recovery and return to daily activities for the simplest to most complex spine surgery.



The hospital hired its first, full-time intensivist. Dr. John Rickelman's entire practice focuses on the care of patients in the Intensive Care Unit. Research shows having intensivists on staff can increase patient survival, reduce complications and length of stay and improve patient satisfaction. Blessing has experienced similar types of

benefits from its hospitalist program, which has an employed-physician on duty in the hospital every day, around the clock. The intensivist program will continue to develop.

The State of Illinois approved the relocation of the Blessing Hospital ambulatory surgical treatment center to the hospital's main campus. Construction begins in 2020.

### Other new technology

2019 marked the hospital's first full year using a system of processes and computer software to help move the thousands of inpatients we care for each year more efficiently through their hospitalization. We call the system CareVision. Patients have experienced a number of improvements through the use of CareVision, including a shorter wait for Emergency Center patients who require admission to a hospital bed.

Digital communication is a must in the age of consumerism. Blessing Hospital has adopted a

system called HealthGrid that allows us to deliver personalized information to a patient's mobile device, if they wish. The information includes a welcome text, a text of their discharge summaries, a discharge survey and referral to a primary care provider, if needed.

Good old fashioned person-to-person communication is also alive and well at Blessing Hospital. The Blessing Hospital Discharge Call Center celebrated one year of operation during 2019.

The team of nurses attempts to make contact with every inpatient and Emergency Center patient between 24 and 48 hours after they leave Blessing Hospital. The purpose of the call is to check in with patients to make sure they are feeling well and have everything they need, including prescribed medications and follow-up appointments. If not, the nurses attempt to assist the patient with meeting their need or needs.

From October 1, 2018 through September 30, 2019, the Discharge Call Center team attempted to reach 40,956 patients. They successfully reached 31,396 patients. That is more than a 76 percent success rate in making contact with patients.



### Areas of focus in 2020

- Opening of the Moorman Pavilion patient care tower three floor expansion
- Begin construction of the relocated ambulatory surgical treatment center
- Continued development of the Blessing-managed intensivist program

# ILLINI COMMUNITY HOSPITAL

## Outstanding additions to the provider team at Illini highlight the year

Dr. Osvaldo Wesly, medical oncologist, joined the Illini oncology service. He also sees patients at the Blessing Cancer Center.

Illini has had an oncology service for about 15 years, staffed by a contract group until 2019. Dr. Wesley brings consistency to this vital service.

Because medical oncologists used to rotate visiting Illini, a patient may or may not have seen “their” provider. In addition to the comfort of consistency, it fosters a true human connection between the patient and provider.

Dr. Wesley joined Illini’s outstanding oncology team, including nurse practitioner Sherri White.



**Kathy Hull**  
President/CEO

then on the emergency room staff so she could earn her nurse practitioner degree. Goal accomplished.

### New services

Ashley is also a provider with the new Be Well at Work program in Pike County. Be Well is a Blessing Health System program that contracts for care with employers directly, providing their employees and covered dependents with access to primary care without generating insurance claims and costs.

For some patients, access to care means the ability to physically get to a provider. In 2019, savings in medication purchases realized through the federal 340B program were invested in two vans to provide free, non-emergent transportation to patients for services within the health system. From January-September 2019, the vans made 314 trips taking 143 patients to appointments in Quincy and Hannibal, as well as at Illini.



**Dr. Wesley (right) and nurse practitioner White (seated, left) huddle with staff during a busy day of care at Illini.**

Ashley Walker, family nurse practitioner, joined the Illini Rural Health Clinic team and fellow clinic providers Drs. Chris Wagoner and James Uhles, and nurse practitioners Jill Miller, Joanna Bunch and Sherri White. Ashley grew up in Pike County, beginning her career at Illini as a nurse, then discharge planner,



### Campus improvements

A \$2 million pharmacy renovation project is complete that brings Illini into compliance with new federal regulations involving the handling of hazardous medications, to promote patient and employee safety and to protect the environment.

Speaking of safety, Illini staff completed 382 days without a serious safety event. As a part of the journey toward providing high reliability care and truly creating a focus on patient and employee safety, this is something Illini has monitored for several years. This is by far the longest the organization has gone without a serious safety event.

### Areas of focus in 2020

- Patient and employee safety
- Patient experience in all service areas
- Patient retention by assuring high quality services are available at Illini/Blessing Health System
- Staff engagement

# BLESSING PHYSICIAN SERVICES

## Superior stats highlight the year for BPS

The Blessing Physician Services (BPS) team exceeded goals for physician recruitment, quality and patient satisfaction during 2019.

BPS recruited over 38 providers, including the new specialties and providers featured below:

*Neurosurgery*  
**Dr. Olson**  
(right)



*Neuropsychology*  
**Dr. Noggle**



*Ophthalmology/  
Retina Surgery*  
**Dr. Hendricks**



*Orthopedics/  
Sports Medicine*  
**Dr. Acevedo (left)**  
**and**  
**Dr. Leutz (right)**

*Pain Management*  
**Dr. Manchanda**  
**and**  
**Nurse Practitioner**  
**Kyla Kasparie**



Photos of other new providers appear on pages 2-3. The photos of a number of other



**Scott Koelliker**  
*Executive Vice President*

new providers were included in last year's Annual Report because that is when they were recruited, while they started practice this year.

I would like to thank the Blessing Health System Provider Recruitment team for a record-setting provider recruitment year.

### Quality stats stay strong

BPS providers delivered a perfect score for the second consecutive year in the Merit Based Incentive Payment System. This score is a testimony to the dedication to quality held by BPS providers and staff. Special

thanks to Alicia Shaffer, RN, MSN, for her leadership in this area of quality.

### BPS patients are very satisfied

BPS providers have more patients reporting they are satisfied with their care than 70 percent of the other medical group practices in the country. Patient satisfaction is a priority of our teams who go above and beyond to care for our patients and their families.

### Reinvesting in the care of our communities

BPS saw a 20 percent increase in revenue last year and an 11 percent reduction in budgeted expenses. Investments in new technology - such as our new artificial intelligence eye exam system, IDx-DR, used to reduce the risk for blindness in patients with diabetes - and in new locations such as Oncology at Illini and Cardiology and Pulmonology at McDonough District Hospital in Macomb, Illinois - are made possible through our non-profit status. At BPS we live Blessing's mission of, "Improving the health of our communities."

Our providers and staff are committed to providing comprehensive medical services to all residents of the communities we serve, regardless of a patient's ability to pay.

### Areas of focus in 2020

- Provider recruitment in both primary care and specialty areas
- Opening of Blessing Health Center 4800 Maine in Quincy

# HANNIBAL CLINIC

## Enhancing access west of the Mississippi

Assisting with the Blessing Health System commitment to convenient access to healthcare, 10 providers either joined the Hannibal Clinic staff or were recruited during 2019.

That number features five employed providers including cardiologist, Shane LaRue, MD. In addition to a general cardiology practice, Dr. LaRue brings advanced training in heart failure. He will join fellow cardiologists Drs. Ha and Valencia in January 2020.



**Randy Jobe**  
Practice Administrator

At the Clarence Clinic, Patsy Hudson, APRN, provides primary care.

The existing clinic in Monroe City now serves patients from a beautiful new facility. Rodney Yager, DO, and his staff relocated their primary care practice from the circa-1965 clinic facility on the same property to the new 4,800 square foot replacement facility. The new facility provides more than twice the clinical treatment space, modern lab and X-ray facilities and equipment. In addition to Dr. Yager's full time family medicine practice, Steve Halpin, MD, internal medicine,

and Shelly Friedersdorf, podiatrist, practice at this location with office hours scheduled every week.

The Hannibal Clinic expanded care access in a new, unique way, installing telemedicine equipment in the Palmyra School District. It provides an audio and video link between school nursing personnel and students in need of care, and Hannibal Clinic pediatric and primary care physicians.

### New services

Hannibal Clinic now hosts monthly *Better Breathers Club of Hannibal* meetings. Developed by The American Lung Association, the Better Breathers Club program connects people living with lung disease to education, support and to each other.

*Stop the Bleed* is a federal initiative to train the public in bleeding control in emergency situations until professional medical help arrives. It is now one of the nation's largest public health campaigns. At the local level, the program was introduced in Hannibal in 2019 by Hannibal Clinic general surgeons, Drs. Michael Bukstein and Patricia Hirner, with funding provided by the Northeast Missouri Community Medical Society.

Patient and employee engagement measurement was instituted during 2019 as part of the continued integration of Hannibal Clinic into Blessing Health System.

At the right are some of the images used in the marketing of Hannibal Clinic's providers and services during 2019.

The top photo features pediatrician Dr. Dana Frazine.

Surgeon Dr. Patricia Hirner is featured in the middle photo.

Dr. Ivan Trinh, obstetrician/gynecologist, is featured in the final photo of the series.



## New clinics, improved facilities

Clinics opened in Mexico and Clarence, Missouri, expanding Hannibal Clinic's southern and western service areas.

Scott Simmons, MD, and Robin Allen, APRN, are the primary care providers at the Mexico Clinic. Scott Friedersdorf, DPM, provides podiatric services at that location.

### Areas of focus in 2020

- Patient engagement
- Service line growth
- Employee engagement

# THE BLESSING FOUNDATION

## From the heart for the heart

Donors to The Blessing Foundation change lives. They also save lives. Wilma Loomis' life was saved in 2019 through the generosity of Foundation donors.

One night, at home with her husband in LaGrange, Missouri, Wilma collapsed. First responders found her with no pulse. Wilma had suffered Sudden Cardiac Arrest (SCA). Most people who suffer a SCA outside the hospital die. If they survive, 70 percent suffer permanent brain damage because breathing stops during a SCA.

Wilma was rushed to Blessing Hospital where the Heart and Vascular Center team used a new device, purchased with nearly \$35,000 in gifts from Blessing Foundation donors. The device is called the ZOLL Temperature Management System. It cools the body intravenously by as much as seven degrees for a period of 24 hours to reduce the need for normal levels of oxygen, giving the heart time to stabilize and reduce the risk of brain damage.

Eighteen days after first responders found her not breathing and with no pulse on the floor of her home, Wilma left Blessing Hospital.

"I went back to work and started doing exactly the same thing I had been doing," she said.



Wilma Loomis shares a moment with her Golden Retriever, Ginger.



**Pat Gerveler**  
President/CEO

Wilma is one of a number of patients who have experienced improved outcomes after a SCA thanks to the ZOLL Temperature Management System and the generosity of Blessing Foundation donors.

In 2019, Blessing hosted the second "Heart of Our Community Gala" to raise donations for enhancements to cardiac care, generating \$24,677.

## Donors find a cause that fits

The Foundation received \$1,362,641.37 from 26,258 gifts donated to 42 funds during Fiscal Year 2019. This total includes Blessing and Illini capital campaigns, launched in 2013 and 2014 respectively, for which pledge payments continue to be received.

The Foundation has 48 active restricted funds for Blessing Hospital into which donations flow. Illini Community Hospital has eight active restricted funds.

Some of the top donor-supported causes include:

- Blessing Cancer Center & Radiation Services: \$101,152
- Blessing Breast Center: \$62,779
- Blessing Hospice & Palliative Care: \$60,344

Over the years donors have created 41 active scholarships that are managed by the Blessing Foundation. During the 2018-19 academic year, Blessing-Rieman College of Nursing & Health Sciences awarded \$1,332,054 in scholarships and grants to students.

Caring Club donations are unrestricted donations used for many health system needs, including meeting discharge necessities of patients such as durable medical equipment and medications, or gasoline money to return for further treatment. In 2019, Blessing Health System employees donated an amazing \$135,414 toward the \$145,000 goal. Blessing employees truly understand the Caring Club and its mission – they are our ambassadors. The Community Caring Club Campaign raised an additional \$19,361.

## Supporting the mission of our caregivers

The Foundation provided \$1.7 million to Blessing Health System affiliates for programs and services

vital to improving the health of our communities, but that are unable to financially support themselves. These services include Blessing Hospice & Palliative Care operations, Blessing-Rieman College of Nursing & Health Sciences Faculty Development and Workshops, Student Worker Support, Blessing Child Care Scholarships, Physical Therapy/Speech Therapy/Occupational Therapy Rehab Intern Programs, Music Therapy for Hospital Patients, Blessing Hospital Clinical Pastoral Seminar Speaker, and the Blessing Wellness Culinary Program.

## Connecting with donors

The popularity of the Foundation website, [blessingfoundationconnects.com](http://blessingfoundationconnects.com), continues to grow. There, visitors find more than a dozen inspirational stories featuring donors and patients. Stories are added as they become available.

The Foundation offers an estate planning booklet and will planning starter kit, both free of charge. To receive the toolkits and learn more about the Blessing Foundation, call (217) 223-8400, ext. 4800; email us at [blessingfoundation@blessinghealth.org](mailto:blessingfoundation@blessinghealth.org); or download directly at [blessinghealth.org/giving/estate-planning](http://blessinghealth.org/giving/estate-planning).

One-hundred percent of a donor's gift to The Blessing Foundation goes directly to the cause the donor designates. Every penny is needed because with the growth of the health system, requests for assistance to The Blessing Foundation grow. The number of requests for patient financial support grew by more than 50 during 2019.

## At year end

The Foundation's total assets at year end was \$50,084,056. Investments under management had a market value of \$33,110,949. Cash and other assets amounted to \$825,032.

The Foundation's real estate portfolio value on September 30, 2019, stood at \$16,148,075. The portfolio includes 10 Blessing Health System properties in west central Illinois, northeast Missouri and southeast Iowa.

## Areas of focus in 2020

- Grow donor base and annual donation total
- Maintain or improve internal customer satisfaction and departmental staff engagement as measured by survey

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

- Connecting Help to Need**  
Care coordinators and other Blessing staff members identify patients' unmet needs and coordinate with the Blessing Foundation to meet those needs with donors' gifts. Their compassionate approach offers hope at a time when people feel they have nowhere else to turn.
- Supporting Mental Health**  
When Amy was admitted to the Blessing Behavioral Center during a mental health crisis, she had nothing. No clothes, no shoes, no family. She was alone and frightened. Donations to the Blessing Foundation help many patients like Amy on their recovery journeys.
- Pink with a Purpose**  
Pink has become synonymous with Breast Cancer Awareness Month, a symbol of hope and solidarity. But the support of the Blessing Foundation's Breast Services Fund – through the purchase of pink apparel and attendance at community events – has an even greater purpose.
- Food for Thought**  
Angie Lockwood had just two cans of food in her home and couldn't afford to go to the grocery store, and that meant she couldn't keep her diabetes well managed. The Blessing Foundation stepped in to help Angie – like they do for so many people with diabetes in our region.

[blessingfoundationconnects.com](http://blessingfoundationconnects.com) received 16,903 total visits between November 2018-2019. The marketing objective is to increase brand awareness.

- Three-quarters of the visitors were female
- 24.13 percent of the visitors were age 35-44, followed closely by 25-34 year olds at 23.86 percent and 18.79 percent were aged 45-54
- Traffic is driven to the site through digital/social media advertising and email marketing

# DENMAN SERVICES, INC.

## Revenue, quality metrics up in '19

Denman's new referral management program for durable medical equipment helped deliver phenomenal results in 2019.

The second of the program's three phases was implemented during the year. Referral Management allows employees to specialize in DME product lines. Their knowledge of the products they represent, coupled with understanding of the documentation required by payers reduces the likelihood of claim denials. The Referral Management program also delivers better service to patients, physicians and third party payers.

The resulting decrease in claims denials during 2019 helped boost the organizational quality metrics score for the year to 92.7 percent. The quality metrics score is a roll-up of 50 quality indicators throughout the organization. The 2019 result exceeded the target by more than 15 percent, and was more than 11 percent higher than the 2018 quality metrics result.

Revenue for the year was up 6.9 percent. In addition to the success of referral management, the following areas of focus helped grow revenue:

- Use of the automated resupply software called "Connect" contributed to an increase in respiratory revenue for Denman DMEs. Connect sends a call or email alerting customers they are eligible for resupply.
- Development of relationships with Blessing Health System providers led to referral growth.

All Denman DME outlets were reaccredited by the Accreditation Commission for Health Care (ACHC).



**Susan Long**  
Chief Operating Officer

Illini Health Services (IHS) relocated to a new building at 321 N. Monroe in Pittsfield. IHS provides a full service, retail HealthMart pharmacy; and a complete line of medical equipment and supplies, including respiratory products and services. In the new location, the pharmacy offers a drive-up window.

### Linen Service

Pounds of laundry per year processed by Denman Linen Service reached 24 million with the addition of Carle Health System of Champaign as a client and its four million pounds of linen.

The additional demand coincided with the completion of major equipment upgrades throughout the Linen Service plant, begun in 2018 to increase efficiency and productivity and lower energy costs.

Linen Service also retained its national accreditation from the Healthcare Laundry Accreditation Council and its Textile Rental Services Association's (TRSA) Hygienically Clean certification.

### Biomedical

Biomedical and Adaptive Mobility Systems are working together to help provide and install Prism patient lifts in each room of the three floor addition to Moorman Pavilion at Blessing Hospital.

Biomed began making service calls to Amita Mercy Medical Center, Aurora, IL, and St. Joseph's Hospital, Elgin, IL, to perform repairs needed on Draeger Central Monitoring equipment.

Biomed became an authorized repair center for Tuttnauer tabletop sterilizers and, in addition, welcomed the following new clients in 2019:

- Blessing Physician Services: Paris and Kahoka, MO, clinics and the Pain Management Clinic, Quincy
- Illinois Veterans Home – Hammond Hall
- Bowling Green Medical Group
- Hannibal Regional Hospital: Shelbina Clinic

Finally, I am pleased and proud to serve as the new senior leader for Denman Services, Inc., as Chief Operating Officer. My 21 years as Denman Chief Financial Officer prepared me well as did the



**New IHS store in Pittsfield**



mentoring I received during those years from the two Denman senior leaders who came before me.

**Areas of focus in 2020**

- Opening of Denman Direct. The organization’s first cash-only store will be in the Blessing Health Center 4800 Maine in Quincy.
- Expand respiratory services into Mexico, Missouri, market
- Additional equipment upgrades at Denman Linen Service

# BLESSING-RIEMAN COLLEGE OF NURSING & HEALTH SCIENCES

## New home highlights year

After holding classes on the Blessing Hospital campus for 128 years, Blessing-Rieman College of Nursing & Health Sciences moved into its own space in 2019. The College is leasing the former Vatterott College facility, 3609 North Marx Drive, off 36<sup>th</sup> Street near Locust in Quincy (*see photo below*).

We are associated proudly with the Blessing Health System, but this building gives us our own front door and our own identity.

This building represents our bright future. It gives us the room we need to grow as we add new health career educational programs. The College has added two degree programs over the past four years and plans to add at least two more in the coming years.



## Our history recognized

In 2019, the College was honored by the Illinois State Historical Society as a 2019 Illinois Centennial Business. More than 35 applicants sought Centennial status with the Society.



**Brenda Beshears**  
President/CEO

## Our future is strong

Results of the 2018 National Survey of Student Engagement (NSSE), released in 2019, showed 100 percent of Blessing-Rieman senior students rated their overall experience as “excellent or good” and 100 percent of senior students would attend the institution again.

At a time when college enrollment is declining nationwide, it is crucial to evaluate student’s engagement to continue to retain them. Engaged students become a positive voice in our community for Blessing-Rieman which also helps in the recruitment of new students.

For the 2018-2019 academic year, Blessing-Rieman College of Nursing & Health Sciences, in cooperation with The Blessing Foundation, awarded \$1,332,054 in scholarships and grants to students. Forty-five students received money from 42 endowed scholarships and one general financial aid fund.

**Areas of focus in 2020**

- Moving Blessing’s long-time certificate program in Radiologic Technology to a Bachelor Degree program, and the Medical Laboratory Technicians certificate to an Associate of Science degree program
- Moving the Blessing-Rieman Respiratory Care program from Associate degree to a Bachelor degree program

# 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 (CFO) each quarter and year-end financials. In addition to the financials, the CFO presented the compliance report bond covenant requirements for Blessing Hospital.

## Audit of Accounts

Gray Hunter Stenn presented the 2018 audit at the first meeting of the 2019 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 2019 work plan for the Audit/Compliance department. Each quarter the staff presented audits, findings, and plans of correction for discussion.

## Education Services

Audit Committee members received four educational presentations for discussion during the year:

1. Contractual Allowances vs. Actual Payments – Justin Hale
2. Information Security action plan update – Todd Haverstock
3. Enterprise Risk Management update – Carolyn Bailey
4. Enterprise Risk Management approach and System Management

## 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. In 2019, Cyber Security was added to the charter.

## 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 2019.

## 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      Sara Earnst, Internal Auditor  
Tim Moore, Chief Accounting Officer, Blessing Hospital      Paulette Lane, Compliance Officer, Hannibal Clinic

## How Blessing Health System and its employees give back

From food insufficiency, to smoke alarm installation and a new pool pump, Blessing Health System responded to the needs of the communities it serves during 2019.

- The health system became the first-ever major sponsor of Horizons Social Services “Moonlight Ride for Hunger”. This is an evening bicycle ride across both Quincy bridges which raises money for the Horizons soup kitchen and food pantry. During 2018, Horizons served 35,300 meals from its soup kitchen and assisted 12,300 people from its food pantry. Also, many Blessing departments and individual employees volunteer to serve meals at Horizons. In the photo at the right, Blessing nurses marked National Nurse Week 2019 by working a lunch shift in the Horizons kitchen.
- When the large pump at the Jackson Lincoln Pool in Quincy stopped working, the health system added to the funds it already planned to donate sponsorship of weekly Family Swim Nights, to ensure a new pump was installed and the pool was ready for the summer of 2019 swim season. The health system also handed out hundreds of draw string bags to youngsters who use the pool. The bags contained a beach towel, soap, toothpaste, snacks and a water bottle.
- The health system made a donation to the American Red Cross 2019 “Sound the Alarm” campaign that teaches area residents about fire prevention and preparedness and installs smoke detectors at no cost for those in need.
- Denman Services, Inc., donated 20 wheelchairs to the Great River Honor Flight program to ensure the veterans taking this incredible trip have immediate and convenient access to wheelchairs.
- In addition to donations made on behalf of the entire health system, departments and individual employees proudly volunteer in a variety of ways to help improve the quality of life in the communities Blessing serves.



Blessing Health System and its employees know that improving the health of our communities requires going outside the walls of the exam room to exceed the expectations of those in need.

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## **Current Health Solutions**

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Timothy A. Moore  
Maureen A. Kahn (President/CEO)

Blessing Health System is a proud member of the

