



# Journey to Exceptional

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**B** *BLESSING*  
Health System

**2021 Annual Report**  
(Oct. 1, 2020 through Sept. 30, 2021)

## The Blessing Difference

# Quincy Junior High School sensory room renovated with health system donation

Hundreds of Quincy Junior High School (QJHS) students with developmental disabilities are benefitting from a partnership between the Quincy Public School District and Blessing Health System. The health system provided a donation and volunteer labor that updated and will help maintain the QJHS sensory room (*seen in photo to the right*). It opened in April 2021.

A sensory room provides a calming, low-stress environment that allows people undergoing a negative response to sensory experiences to regain emotional control and work through their reactions. The room has objects that help develop coping mechanisms, improve socialization skills, increase focus and concentration, and improve sensory, motor, and cognitive functioning.

“With a fully functioning sensory room, students have a place to calm down, take a break, and return to class, helping teachers and support staff keep students engaged and in the building,” said Claire Reed, special education teacher.

“With limited school funding for major projects, I often reach out to the community for support. Blessing Health System does so much giving-back to the community,” Reed concluded.

Blessing’s donation purchased 225 items for the sensory room including paint, with which health system staff volunteered to paint the room. Other items purchased included furniture, flooring, lighting, a specialized sensory wall, a sound machine, and a mini-trampoline.

“The sensory room partnership allows Blessing to support behavioral services outside the walls of the health system, in one of the places most important to young people – the learning environment,” said Chad Noggle, PhD, ABBPP-CN, ABN, board certified neuropsychologist, behavioral health, Blessing Physician Services.

“The funding provided by Blessing Health System brings us one step closer to our vision of world class facilities for all our students in all our buildings,” said Roy Webb, superintendent, Quincy Public School District.



### Mission Statement

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

### The Vision Statement

Blessing Health System will be exceptional

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



Blessing Health System is a proud member of the



BJC HealthCare



Memorial Health System

Saint Luke's Health System

**B** BLESSING  
Health System

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# BLESSING CORPORATE SERVICES

## Accomplishments flourish, COVID crisis continued, new vision unveiled



**Maureen  
Kahn**  
President/CEO

COVID remained a force to be dealt with during fiscal year 2021, and the Blessing team continued to answer the call. In addition to delivering emergency and inpatient care to those suffering with the virus:

- We employed the latest innovations – including the use of the drug Bamlanivimab to shorten the duration and lessen the severity of COVID symptoms in select patients and offered remote monitoring technology to those well enough to go home, but still recovering.
- We opened our own laboratory, Rivercross Diagnostics, a free standing molecular lab. Among its many benefits is faster turnaround time of COVID tests through local processing.
- And we efficiently and effectively developed a process to vaccinate our employees as well as staff of businesses in our Be Well at Work program.

The Blessing team adapted to the high demand for care and was able to deliver additional accomplishments for the residents of the region we serve.

### The future of outpatient surgery arrived

In September 2021, an item from the health system’s long range plan was realized when our surgery center relocated from several blocks away from the main campus to a new facility across the street from Blessing Hospital.

The two story, state-of-the-art facility offers four operating rooms and three procedure rooms for gastrointestinal care, covering nearly 34,800 square feet.

The new center offers greater convenience for patients and staff, enhanced safety and the opportunity to bring new providers and procedures to the region.

To take a virtual tour of the new Blessing Surgery Center, go to [blessinghealth.org/surgerycenter](https://blessinghealth.org/surgerycenter).



### Quality recognized

Care available across the health system was recognized with a number of accreditations and honors. You will read about several of those on the following pages. Two such recognitions I will mention here are for the system’s heart care and cancer care.

The Blessing Cancer Center retained its accreditation from the Commission on Cancer (CoC), a quality program of the American College of Surgeons. To earn voluntary CoC accreditation, a cancer program must meet 34 CoC quality care standards. Blessing has held CoC accreditation since 1966.

The American College of Cardiology (ACC) again recognized Blessing for its demonstrated expertise and commitment to patient care, granting Chest Pain Center accreditation with Primary PCI, based on an on-site evaluation of the staff’s ability to evaluate, diagnose and treat patients who may be experiencing a heart attack. Blessing has continuously held this national accreditation since 2005.

(continued on next page)



## Welcome to Iowa

In March, residents of the southeast Iowa community of Keokuk and surrounding communities welcomed Blessing Health System as ownership of Keokuk Area Hospital transitioned from UnityPoint to Blessing. Now known as Blessing Health Keokuk, our goal is to improve the health of the residents of southeast Iowa through consistent access to primary and specialty care.

In a related development, we reopened an outpatient clinic in Keokuk that the health system had previously operated to assist in improved care access. Read more on page 10 of this report.



## Healthcare made easier

The Blessing Resource Center (*pictured above*) opened in June in Quincy. By stopping by the Center or calling, people learn about health system services including cost, and can request medical records, establish as a new patient, schedule an appointment, or find answers to general health questions. Learn more at [blessinghealth.org/resourcecenter](https://blessinghealth.org/resourcecenter).

## Focus on the future

The health system created a new department, the clinical research department. The staff, working with providers, will help Blessing be on the cutting edge of the best practices in medicine and bring the latest, evidenced-based care to the region more quickly. A couple of exciting projects will begin in 2022.

Through the work of Blessing's Community Health Innovation team, the health system secured more than \$1 million in federal grants for projects that will improve the health of our communities over the coming years. The initiatives include the Hospital from Home project. Blessing was one of two health systems in the country selected to help develop the program to deliver hospital-level care in the homes of rural residents. The other grant-based programs expand the use of remote patient monitoring and behavioral health technology, and will seek to identify and remove barriers that inhibit access to vaccines for rural residents.

## Journey to Exceptional

Blessing Health System looks to the future with excitement and determination. The health system board of trustees updated the Vision Statement to provide staff with a clear direction to that future.

The complete Vision Statement appears on the inside cover of this report. In short, it states, "Blessing Health System will be exceptional."

The word exceptional has a different meaning to each of us. But when we harness the power of how each team member will live out their meaning, Blessing Health System is sure to achieve its Vision.

### Area of focus in 2022

- Continue to look for clinical research opportunities.
- Open the Blessing Mt. Sterling Clinic.
- Continue integration of health system staff, services and technology.

Please read the rest of this report for other accomplishments delivered by the Blessing Health System team to the region we serve.

# NEW PROVIDERS

The following physicians joined the health system during Fiscal Year 2021



Umama Adil, MD  
Pulmonary/  
Critical Care



Matthew Brewer, MD  
Emergency Medicine



Alex Coffey, MD  
Internal Medicine



Jacob Fenster, DO  
Emergency  
Medicine



Kellie Flippin, MD  
Hematology/  
Medical Oncology



Teresa Gatton, MD  
Family Medicine



Senem  
Salar-Gomceli, MD  
Ophthalmology



Umut Gomceli, MD  
Cardiology



Michael Hart, DO  
Cardiothoracic  
Surgery



Bradley  
Holland, MD  
Urology



Muhhamad Sami  
Iqbal, MD  
Pain Management



Ahmed Jouan, MD  
Neuro Hospitalist



Daniel Koh, MD  
Hematology/  
Medical Oncology



Tab Law, DO  
Hospitalist/  
Family Medicine



David Lieber, MD  
Urology



Christopher  
Lobo, MD  
Family Medicine



Gregory  
McLennan, MD  
Urology



Julia Montejo, MD  
Allergy/  
Immunology



Arshad  
Muzaffar, MD  
Plastic & Recon-  
structive Surgery



Namratha  
Ramavaram, MD  
Physical Medicine  
& Rehabilitation



William  
Severino, MD  
Urology



Claire Smith, MD  
Hospitalist



Irma Vazquez, MD  
Rheumatology



Matthew  
Winterton, MD  
Orthopedic  
Surgery

# NEW PROVIDERS

The following advanced practice providers joined the health system during Fiscal Year 2021



Kamal Akhtar, NP  
Ambulatory Care  
Hannibal Clinic



Brenda Blickhan, NP  
Hospice



Laurel Bodine, NP  
Bariatrics



Whitney Brock, NP  
Prep Clinic



Scott Dacon, PA  
Family Medicine  
Illini Comm. Hosp.



Kelli Eagan, NP  
ED/Walk-In



Brett Genenbacher, PA  
Intensivist



Ciara Glenn, PA  
Orthopedics/  
Sports Medicine



Morgan Hjelm, NP  
Walk-In  
Hannibal Clinic



Dawn Koch, NP  
Mt. Sterling Clinic



Michael Merrick, NP  
Keokuk Clinic



Kim Mitchell, NP  
Paris Clinic



Ben Morelock, NP  
Critical Care



Joseph Poyser, LCPC  
Outpt. Behavioral  
Health



Alicia Reis, NP  
GI



Veronica Phillips Roth, NP  
Bariatrics



Lindsey Rush, NP  
Emergency Center



Katharine O'Brien, LCPC  
Outpt. Behavioral  
Health



Anne Smith, NP  
Pulmonology  
Hannibal Clinic



Paige Wiemelt, LCSW  
Outpt. Behavioral  
Health



Erin Wood, NP  
Outpt. Behavioral  
Health



Chelsea Youmans, NP  
Keokuk Clinic

# OPERATING SUMMARY 2021

## BLESSING HOSPITAL

Admissions.....	14,514
Babies .....	1,022
Outpatients.....	279,803
<b>TOTAL PATIENT ENCOUNTERS .....</b>	<b>295,339</b>

Average Length of Stay ..... 4.5

**TOTAL SURGERIES .....** 17,775  
Including 176 open heart surgeries

Lab tests .....	981,700
Cardiopulmonary procedures.....	47,143
Cardiology procedures.....	50,924
Radiology procedures.....	112,252
Physical Therapy & Rehab .....	135,947

### Emergency Center visits

Patient visits.....	34,970
Employees.....	2,562
Active volunteers.....	365
Volunteer hours.....	29,134
Value of volunteer hours.....	\$831,484
<i>(Volunteer activity limited due to COVID)</i>	

## ILLINI COMMUNITY HOSPITAL

Acute admissions .....	294
Acute Average Length of Stay .....	3.7
Worthington Square admissions.....	205
Worthington Square Length of Stay..	7.5
Swing bed admissions.....	60
Swing bed length of stay.....	8.3
Observation patients.....	137
Outpatient visits.....	77,324
Total surgeries .....	305
Emergency visits .....	5,747
Lab tests .....	71,148
Respiratory treatments .....	1,353
Radiology procedures.....	9,755
Rural Health Clinic & XPress visits....	14,851
Employees.....	211
Active volunteers and hours: <i>Activity suspended due to COVID</i>	

## BLESSING HEALTH KEOKUK (Jan-Sept. 2021)

Acute admissions .....	235
Acute Average Length of Stay .....	3.61
Observation patients.....	81

Outpatient visits.....	61,051
Total surgeries .....	296
Emergency visits .....	5,749
Lab tests .....	55,588
Respiratory treatments .....	3,684
Radiology procedures.....	8,249
Employees.....	136
Active volunteers and hours: <i>Activity suspended due to COVID</i>	

## BLESSING PHYSICIAN SERVICES

Total patient visits .....	275,833
Blessing Express Clinic visits .....	9,820
<i>(Jan. 4 - Sept. 30, 2021)</i>	
Walk-In Clinic visits.....	15,343
All other departments.....	250,670
Convenient Care clinics visits.....	8,024
<i>(Convenient Care Clinics visits include 6,954 from the Blessing Flu-Like Illness Screening Center, from the beginning of the fiscal year to Jan. 4, 2021, when it moved and became the Blessing Express Clinic.)</i>	
Diagnostic tests.....	216,966
Employees.....	574

## HANNIBAL CLINIC

Total patient visits .....	139,455
Walk-In Clinic.....	15,776
Diagnostic tests.....	86,326
Employees.....	325
<i>For an expanded Hannibal Clinic summary go to <a href="https://blessinghealth.org/publications">blessinghealth.org/publications</a>.</i>	

## DENMAN SERVICES

Employees.....	190
Medical equipment divisions	
New patient orders.....	31,863
Recurring rentals.....	39,068
Linen division	
Pounds of linen processed.....	24,147,000
Biomedical division	
Pieces of Blessing equipment serviced.....	7,631

# 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:

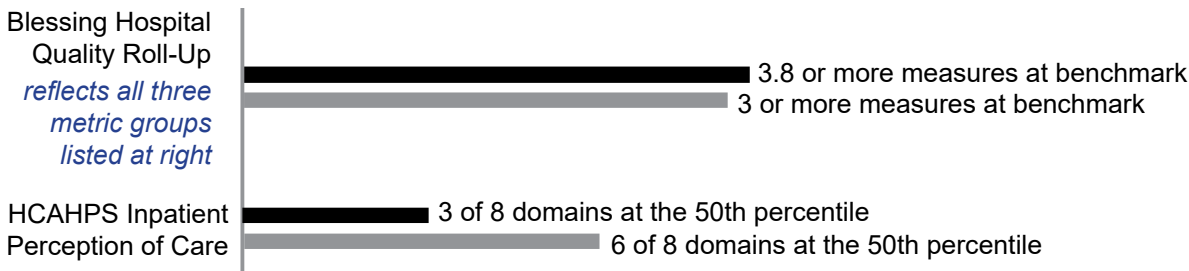
- Providing patients with good information to make informed decisions about their health and healthcare.
- Offering the public and patients accurate and honest data on the quality and prices of the services provided.
- Promoting the science of clinical practice and improvement of care quality within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

## Blessing Hospital

■ Result 2021 ■ Goal



## Illini Community Hospital



## Blessing Physician Services



## Denman Services, Inc.

**Overall Customer Satisfaction**  
**Result 94.64%**  
 The target was 90.10%

**Quality metrics**  
**Result 87.25%**  
 The target was 77.60%

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

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

**Readmission** measures if a patient is readmitted within 30 days of being discharged from the hospital in cases of Acute Myocardial Infarction, Chronic Obstructive Pulmonary Disease, Heart Failure, Pneumonia, Coronary Artery Bypass Graft Surgery or Elective Primary Total Hip Arthroplasty and/ or Total Knee Arthroplasty.

Goals are determined based on comparison with national benchmarks.



# BLESSING HOSPITAL

## New space and services highlight 2021



**Maureen Kahn**  
President/CEO

While continuing to provide COVID care, Blessing Hospital caregivers also experienced an increased demand for all types of care, both in the Emergency Center and on inpatient units, from community members who felt comfortable again in getting out of the house and seeking medical care.

The opening of three additional floors of Blessing’s Moorman Pavilion patient tower in October 2020 helped to meet that demand. When built, Moorman Pavilion contained “shell space” for the addition of three floors. The opening of floors 4 through 6 added 66 single bed rooms and 12 flex rooms. Flex rooms can be double or single bed rooms, depending on need.



### Quality

The hospital earned patient safety grades of ‘A’ from the Leapfrog Group, an independent, national, non-profit healthcare quality improvement organization, during the Group’s spring and fall 2021 survey periods. Blessing also earned an ‘A’ in fall 2020.

The Leapfrog Group assigns a safety grade of A through F every six months to more than 2,900 general hospitals across the country based on performance in up to 30 measures of publicly available hospital safety data. Typically, only about one-third of the hospitals surveyed earn a grade ‘A’.

Healthcare providers are humans and humans are not perfect. And no process or procedure is foolproof. But the residents of the communities we serve can look at Blessing’s three consecutive grades of ‘A’ from the Leapfrog Group and know that an independent, third-party of experts feels Blessing is delivering healthcare on par with the safest available in the country today.



In August, Blessing received additional, independent recognition of its care quality when, for the third consecutive year, US News and World Report named Blessing a High Performing Hospital. Blessing earned the recognition for six procedures/conditions: Chronic obstructive pulmonary disease, heart failure, colon cancer surgery, stroke, heart attack and kidney failure. The hospital also earned a state ranking of number 26 out of the more than 180 hospitals in Illinois.

US News & World Report states that High Performing Hospitals deliver care that is significantly better statistically than the national average in the categories for which they are recognized.



Blessing caregivers and the hospital Stroke Team were recognized with the 2021 Get With The Guidelines® Gold Plus quality achievement award from the American Heart and American Stroke Associations for demonstrating, over two consecutive years, the ability to provide stroke patients with the most appropriate treatment according to nationally recognized guidelines based on the latest scientific evidence.

Blessing Hospital also retained its status as a “Primary Stroke Center,” from DNV, a world-leading certification body. DNV uses standards created by the American Stroke Association and the Brain Attack Coalition to determine if hospitals follow established national standards.

Blue Cross Blue Shield of Illinois recognized Blessing Hospital with a Blue Distinction® Centers (BDC) for Maternity Care designation. Providers earn the designation by demonstrating statistically significant differences in key clinical outcomes compared to their peers, leading to improved outcomes for patients.



### New services

Speaking of maternity care, moms-to-be regained a birthing option and access to a new service at Blessing through the hospital’s new partnership with a national obstetrics/gynecology hospitalist group. The partnership places OB/GYN physicians in the hospital every day, around-the-clock.

Because of the presence of those providers in the hospital, women who qualify may undergo a Vaginal Birth After Cesarean (VBAC) at Blessing. Pregnant women also have access to on-site OB emergency care around the clock.

As a result of the OB Hospitalists program at Blessing Hospital, 18 women had a successful VBAC experience in the first year of the program and 957 women, who were greater than 20 weeks pregnant, received emergency care.

The hospital added the “B.E.S.T.” Self Center (Blessing Empowerment Self Transformation), to its options for behavioral care. The care is more comprehensive than an outpatient office visit but less intensive than inpatient behavioral healthcare.

Patients of the B.E.S.T. Self Center meet with a team of behavioral therapists, nurses, a nurse practitioner, medical director, caseworkers, and occupational therapists for four-to-six hours a day, two-to-five days a week, Monday through Friday, and go home at night.

### Caring for the caregivers

The hospital’s nurse residency program earned two national accreditations; one from the American Nurses Credentialing Center (ANCC) and one from the United States Department of Labor. Of 663 nurse residency programs in the country, Blessing is one of only 194 to hold ANCC accreditation.

Nurse residency programs are designed to help reduce the turnover rate among newly-graduated registered nurses through education and support.

To have access to a more consistent supply of well-trained Certified Nurse Assistants (CNAs) the hospital began its own CNA Training program, hiring people interested in the position and then providing the education, at no cost to the employee, that allows them to take the certification test. Blessing also invited area long term care facilities to enroll members of their staff in the program.

### Areas of focus in 2022

- Admit first "Hospital From Home" patient.
- Open retail pharmacy to improve first dose compliance among patients being discharged.
- Host Magnet nursing recognition program onsite survey visit.
- Plan for renovation of 1970 patient tower.
- Enhance patient, staff and provider engagement.

# ILLINI COMMUNITY HOSPITAL



**Kathy Hull**  
Vice President of  
Rural Hospitals

## Number of patients and positive experience grows

Illini experienced an increase in patient visits from outside our “traditional” market boundaries during 2021. The reason? There are two reasons - Drs. Darr Leutz and Barry Werries. These Blessing Health System orthopedic surgeons bring their extensive skills and stellar reputations to the Illini campus weekly. Approximately half of the procedures performed by Drs. Leutz and Werries last year were on patients who live in zip codes not normally considered part of the Illini service area.

The experience of our patients continues to improve. The commitment to customer service of our emergency department providers and staff brought patient engagement from the 65<sup>th</sup> percentile in 2019 to the 88<sup>th</sup> percentile in 2021. The rural health clinic team also delivered pleased patients, achieving 5/5 of their domains of care at greater than the 75<sup>th</sup> percentile.



Dr. Leutz



Dr. Werries



## Living our charitable purpose

We teamed up with other organizations to address an issue identified in the most recent Community Health Needs Assessment (CHNA) - food insecurity in Pike County, IL. Small, free, help-yourself community food pantries (*photo at left*) were created in selected rural communities, and quarterly drive-thru food distributions were conducted in cooperation with the Illinois Food Bank and Feeding America.

Another CHNA-identified need was patient access to medications upon discharge from the hospital. In response we began a program called “Home Rx” to provide patients being discharged with a two week supply of any new

or revised medications at no cost, meeting the immediate need and providing time for the patient to obtain a full supply of medication(s).

## Focus on our future

We earned a Silver Award for Excellence from the Illinois Manufacturing Excellence Center (IMEC) for our demonstrated commitment to continuous improvement. IMEC follows the standards of the federal Malcolm Baldrige National Quality Award program. We continue to work with IMEC.

## Remembering our past

As COVID continued to strain caregivers, Illini nurses found some relief by focusing on the meaning of their profession, forming the Pike County Nurse Honor Guard, also known as “The Nightingales.” Upon the request of families, this group of retired and active nurses is available to attend the funeral services of nurses. Wearing traditional uniforms with capes (*photo at right*), the Nightingales hold a short but moving ceremony honoring the life and service of late nurses. When experiencing the service for the first time, a Pike County funeral director called it humbling, “We were all in tears.”



## Areas of focus in 2022

- Increase access to behavioral health services, as well as patient access to care overall.
- Increase market share for surgery, musculoskeletal, cardiology and oncology care, and increase telemedicine visits.
- Enhance performance in stroke care and reduce unanticipated returns to the emergency room.

# BLESSING HEALTH KEOKUK

## Welcome to Iowa and to the Blessing Health System

From Kathy Hull, Vice President of Rural Hospitals

Blessing Health Keokuk (BHK) became the newest member of the Blessing family in March 2021. The hospital has 49 beds and a rich history in Keokuk, Iowa. It came into existence in 1975, the result of the consolidation of two other hospitals.

Operating under the name of Keokuk Area Hospital, like many small rural facilities BHK faced more than its share of financial and operational challenges over the years. However, during the due diligence process, before assuming ownership of BHK, Blessing Health System found the Keokuk team to be open, welcoming and a good fit culturally with the health system.

The focus for BHK is correcting financial deficits, stabilizing the facility, and renewing the commitment to the community to provide safe, effective, efficient and high quality care. Reopening of the Blessing Health Keokuk Clinic, a few months after BHK joined the health system, is an integral part of this strategy.



The clinic reopened in May 2021, initially offering a full-service occupational health department, including workers comp injury treatment. Offering this care was a direct response to community feedback. From May to October the clinic experienced 765 occupational health and 112 worker's comp visits.

In August 2021, the clinic began seeing primary care patients. With an on-site lab and general x-ray services, a family medicine physician and nurse practitioner delivered care during 278 visits from August through the end of the fiscal year. Providers are Annette Oetken, DO; Michael Merrick, FNP, BC; and Chelsea Youmans, FNP-C.

Specialty clinics will be phased in during 2022, featuring health system specialists in orthopedics, cardiology, pulmonology, medical oncology, pediatrics and podiatry.

And during early 2022, BHK will go live with the same suite of information system products used by the health system's other providers, contributing to continuity of care between Blessing campuses and in financial management.



# BLESSING PHYSICIAN SERVICES



**Scott Koelliker**  
Executive Vice President

## New providers and a new level of convenience highlight the year

An idea born from the COVID pandemic became a new healthcare option for the region.

Blessing Express Clinic is the area's only drive-through clinic. It opened January 4, 2021, to replace Blessing's "Flu Like Illness Screening Center," created during the pandemic specifically for COVID testing. The screening center allowed people who might have had the virus to be assessed in a location separate from the hospital or clinic, and without having to get out of their car.



People appreciated the convenience so much, we relocated the service to a more efficient and effective facility, an unused multi-bay auto repair shop, and renamed it. As many as 250 patients have visited Blessing Express Clinic in a single day over the past year.

Blessing Express Clinic staff diagnose and treat of a number of conditions including common respiratory problems such as colds, flu and COVID; sore throats, allergies, and ear infections, as well as offering laboratory testing services and select immunizations including flu and COVID.

## Provider recruitment and demand for care

2021 was the second-best recruitment year on record with 46 new providers recruited. This year, several new specialties were recruited including vascular, rheumatology, allergy, ophthalmology, and upper extremity orthopedics.

The nearly 276,000 visits to Blessing Physician Services providers during the year included over 24,000 new patients seeking our care. In addition, 17,000 virtual visits were performed.

## New services

John Hammock, MD, invasive cardiologist and electrophysiologist, and his team performed the first WATCHMAN procedures in the region in November 2020. WATCHMAN is a one-time, minimally invasive procedure that can permanently reduce the risk for stroke without the worries that come with the long-term use of blood thinners for patients with atrial fibrillation (Afib) not related to a heart valve condition.

One of our newest services earned its first national accreditation. The Blessing Bariatric Institute became a nationally accredited metabolic and bariatric surgical center, granted by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program, a joint program of the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery. The Institute offers surgical and medical weight loss options.

### Areas of focus in 2022

- Continue working toward same day/next day appointments.
- Target provider recruitment to strengthen specialty care availability.

# HANNIBAL CLINIC



**Randy Jobe**  
Practice  
Administrator

## Growth and continued health system integration at Hannibal Clinic

Patients gained access to 13 new providers, including eight physicians and five advanced practice registered nurses, at Hannibal Clinic during Fiscal Year 2021. In addition, care provided at Hannibal Clinic locations expanded to include interventional pain management, interventional cardiology, urology and bariatric surgery.

Over the past three years, the net number of practitioners at Hannibal Clinic locations has grown from 55 to 73 and, during the same period, the number of distinct specialties represented have increased from 21 to 28 with allergy, bariatrics, interventional pain management, interventional cardiology, neurology, orthopedics, optometry and urology among those service line expansions.

Hannibal Clinic welcomed Grand Pharmacy to our clinic location in Center, MO, expanding access to retail pharmacy services for residents of Center and the Ralls County area.

## Advancing care and safety

Hannibal Clinic’s medical oncology program at the James E. Cary Cancer Center is able now to prepare medications considered “hazardous”, which comply with national standards for pharmaceutical compounding and handling of hazardous drugs (*USP 797 and soon USP 800 regulations*), through Blessing Health System pharmacy integration and management. Moving to this program structure of care delivery is in line with our continued integration within Blessing Health System and the access to resources that integration provides, and our commitment to provide care to the highest standards of safety for our patients and staff.



## Helping shape new generations of caregivers

In 2021, Blessing entered into an educational agreement with University of Missouri Kansas City (UMKC) to serve as a training site for student rotations. Hannibal Clinic Palmyra has served as the initial site under this arrangement with six physician assistant students training at the clinic. We look forward to expanding the rotation sites during 2022.

In addition to the UMKC students, Hannibal Clinic serves as a partner in the clinical training of nursing students from Hannibal LaGrange University, Blessing-Rieman College of Nursing & Health Sciences and Moberly Area Community College.

## COVID care

COVID remained a fact of life in 2021. Hannibal Clinic performed a total of 9,504 COVID tests during the year and began offering COVID vaccinations in May 2021. Seven-hundred-fifty-four people received the vaccine between May and October.

### Areas of focus in 2022

- Continued integration into Blessing Health System.
- Expanding access to services.
- Improving staff & provider engagement.

# DENMAN SERVICES, INC.



**Susan Long**  
Chief  
Operating  
Officer

## As economy reopened Denman responded

### Biomedical Services

As facilities reopened from pandemic-related shutdowns, Denman biomedical technicians hit the ground running, working hard and smart to help providers catch up with preventive maintenance and technological repairs.

The past year also brought a new contract to the Biomedical division from Pana Community Hospital, Christian County, IL, about 150 miles from Quincy.

The new, relocated Blessing Surgery Center also opened in 2021. Denman Biomedical technicians were involved with the set-up of new equipment at the Center.

### Linen Services

In response to a tight labor market, Denman Linen Services investment in new folding equipment. A small piece folder, which handles items such as patient gowns and towels, and a blanket folder were purchased and installed to meet the needs of providers who were seeing more patients as the pandemic began to ease a bit and people began to seek care they had delayed.

The year brought an expanded contract with Great River Health, adding facilities in Burlington, Mt. Pleasant, Keokuk, Wapello and Mediapolis, Iowa.

### Durable Medical Equipment (DME) division

The focus on customer convenience sharpened with additional items available for drop shipping. Drop shipping is when a retailer ships its customers' orders direct from the supplier's warehouse, freeing the retailer of the need to keep the selected goods in stock. Denman drop ships diapers, and ostomy, urological, wound and CPAP supplies.

Denman participated in the planning of Blessing Hospital's "Hospital from Home" program. Blessing is one of two providers in the nation selected to develop and test a program whereby hospital level services are provided to select patients in their homes instead of the hospital. Sophisticated remote monitoring and other equipment will be needed as the first patient is expected to be admitted in 2022.

With the health system's acquisition of the hospital in Keokuk, Iowa, a related business - Keokuk Area Medical Equipment (KAME) - joined the Blessing family. Denman's medical equipment division collaborated with KAME and began its migration to the same functional structure as are Denman's DMEs.



### Retail pharmacy

Denman exited the retail pharmacy market with the sale of IHS Pharmacy in Pittsfield, IL, to Blessing Hospital in January 2021.

### Areas of focus in 2022

- Enhance collaboration between retail stores and health system to become top of mind when services are needed.
- Implement new software system at Linen Services for improved billing and enhanced data for daily production demands.
- Continue to seek out new Biomedical Services clients in the region.

# THE BLESSING FOUNDATION



**Pat Gerveler**  
President

## Help comes in different ways

At the Blessing Foundation, we are blessed to know many generous people. Most of them change lives by writing checks to support the work of the health system and address unmet needs of its patients.

Tim Phillips is also a major contributor in his own, special, and much-needed way.

In the fall of 2020, a couple - both health system patients - lost their garage and everything in it, including tools, to a fire. The fire's heat melted the glass in the windows of their mobile home just as colder weather was moving in. The man and woman had no money to replace the windows, nor tools to address the problem.

When informed of the situation and after confirming the need, the Blessing Foundation reached out to Tim. He is a member of Blessing's Information Systems team with a super power – Tim has amazing carpentry skills. He warmed the couple's home and their hearts by repairing their damaged windows, and making them more energy efficient, at no cost.

When no one else can help, the Blessing Foundation and its supporters can and do.

At left is the damage left by the fire.

At right is the restoration provided by Tim Phillips and the Blessing Foundation.



## The big picture

The Foundation received total cash donations equaling \$7,459,539 from 20,239 gifts donated to 51 funds during Fiscal Year 2021. In addition to assisting patients, the Foundation provided \$1.7 million to health system affiliates for programs and services vital to improving the health of our communities but unable to financially support themselves.

## Supporting education

Forty-four active scholarships at Blessing-Rieman College of Nursing & Health Sciences are managed by the Foundation. During the 2020-21 academic year, Blessing-Rieman awarded \$1,473,516 in scholarships and grants to students.

Donors also began a new fund. The Health Sciences Fund will help students in the radiologic technology, respiratory care, medical laboratory and health information management programs with scholarships and/or in times of personal crises.

## Employees are donors, too

Caring Club donations are unrestricted and used for many health system requests, including assisting patients with unmet needs. Blessing Health System employees donated an amazing \$134,181 last year. This included Hannibal Clinic employees for the first time. The Community Caring Club Campaign raised an additional \$24,305.

## At year end

The Foundation's total assets at year end was \$63,504,917. Investments under management had a market value of \$47,094,653. Cash and other assets totaled \$1,276,622.

*Learn more about the Foundation, the people who support it and the stories of the people whose lives are changed by that support at [blessingfoundationconnects.com](https://www.blessingfoundationconnects.com)*



# THANK YOU, ANNA MAE

## “It’s quite a gift”

Every Sunday for more than 35 years Anna Mae Fehr donated her time and talent to Blessing Hospital and its patients by volunteering at the information desk.

Her generosity did not begin nor end there.

Over the course of her adult life, Anna Mae also shared her treasure with Blessing and its patients, making many financial gifts to support services and meet patient needs. When she passed away in 2020 at the age of 82, Anna Mae made her final donation, leaving the remainder of her estate to the Blessing Foundation. The gift made her Blessing’s third largest donor to date.



“What we do with those funds is enhance patient care through new and innovative initiatives,” said Ann Averkamp Dickson, administrative director, Blessing Foundation. “It’s quite a gift.”

Born an only child in the Scotland County, Missouri, community of Gorin, Anna Mae attended Gem City Business College in Quincy and went on to work at Moorman Manufacturing Company for 38 years as a secretary and administrative assistant.

Anna Mae made her first donation to Blessing in March 1984. In 2022, 38 years later, the Foundation expects to receive the final donation from her estate.

While Anna Mae was alive her gifts supported construction of the Blessing Cancer Center and Moorman Pavilion, and diabetes and hospice care.

Upon her passing, the Blessing Foundation invested Anna Mae’s estate. Each year a percentage of

“Anna Mae’s remarkable support will shape the future of the care Blessing will deliver for generations to come.”

investment earnings will be withdrawn to enhance patient care and providers’ knowledge and skills, based on requests from Blessing patient care leaders.

The Blessing Foundation Board of Trustees reviews and analyzes leaders’ funding requests and, with Blessing Corporate Services Board of Trustee approval, makes grants for selected requests each year in the fall.

The Foundation has used other investment earnings to acquire equipment for the Blessing Heart & Vascular Center Electrophysiology Lab, for a da Vinci surgical robot training program and to purchase two vans for Illini Community Hospital to bring patients, who have no other means of transportation, to and from appointments. Anna Mae’s gift will be used for similar initiatives to improve patient care for all.

Current and retired Blessing employees, including Mary McGrath, senior secretary, Blessing Corporate Services, fondly remember Anna Mae and encounters with her during her years as a volunteer.

“Blessing always had a place in her heart,” Mary said.

“While I believe Anna Mae’s giving spirit was shaped by her upbringing, I also believe her support of Blessing is a reflection of the culture of philanthropy with which she was associated in her professional life at Moorman Manufacturing,” said Patrick Gerveler, Executive Vice President, Chief Financial Officer, Blessing Health System. “The Moorman Foundation, (formerly known as the CFM Foundation) created by Charles and Fabiola Moorman, is the single largest donor to Blessing, supporting the education of nurses.”

“And just like that of the Moorman Foundation, Anna Mae’s remarkable support will shape the future of the care Blessing will deliver for generations to come,” he concluded.

# BLESSING-RIEMAN COLLEGE OF NURSING & HEALTH SCIENCES



**Brenda**

**Beshears**

President/Chief  
Executive Officer

## Back to class, face-to-face and excited

The 2020-21 academic year transitioned back to face-to-face learning. The transition required screening at the entrance, goggles/face shields and masks, frequent cleaning of high-touch surfaces, social distancing of students in the classrooms, and ensuring tools were in place to transition back to online delivery of education if needed.

The students returned to the classrooms and hospital floors excited to build on the previous year's knowledge and learn more about caring for patients. They also were excited to be back in the classroom setting, while anxious that we would be able to complete the year without transitioning to a virtual format.

## Retention and Return on Investment

Ninety-three nursing and health sciences students graduated during the 2020-2021 school year. Forty-seven graduates were pre-licensure, with 78.7% choosing to start their career at Blessing Hospital. Additionally, 8.5% stayed in our region. Retention of our graduates is an impressive outcome for workforce development in our area.

Many of these graduates would not have been able to fulfill their dream of becoming a health care professional without the Blessing Foundation and generous donors. The Foundation awarded \$1,473,516 in scholarships and grants to students during the 2020-2021 academic year. The College community is grateful for those who understand the impact of investment in education.

## Grads meet or exceed national testing averages

Our Medical Laboratory Technology May graduates delivered a 100 percent first time pass rate on the American Society for Clinical Pathology (ASCP) Board of Certification exam, with an average exam score more than 50 points higher than the national average.

Our 2020-2021 nursing graduates posted an 86% passage rate on the National Council of Licensure Examination (NCLEX), equal to the 2020 national first time pass rate. The NCLEX is a 250 question, six-hour examination. Passage of the examination is required to become a licensed, registered nurse.



## Accreditations earned

The Commission on the Accreditation for Respiratory Care (CoARC) accredited our Bachelor of Science in Respiratory Care program through July 2026. The Associate of Science in Health Information Management (HIM) program earned a seven-year accreditation from the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

## Areas of focus in 2022

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

# AUDIT AND COMPLIANCE COMMITTEE REPORT

The role of the Audit and Compliance Committee is to assist the Blessing Corporate Services (BCS) Board of Trustees in fulfilling its oversight responsibilities regarding the integrity of financial statements, internal control, and compliance with legal and regulatory requirements, the external audit performance and risk management. Among the Committee's responsibilities are:

- Review of all financial statements;
- Insure integrity of the Internal Audit Department;
- Recommend the appointment and provide oversight of the work of registered public accounting firms employed by the system;
- Resolve disagreements between management and auditors regarding financial reporting;
- Seek information, whenever needed, from employees and/or external parties; and
- Retain independent counsel, accountants or others to advise the Committee or assist in the conduct of an investigation, with Board approval.
- Review the Annual Workplan/Risk Assessment for the organization.
- Complete a review of "Board Independence" for the System Boards.

## Financial Statements/Bond Covenants

The Committee reviewed reports from the Chief Financial Officer (CFO) each quarter and year-end financials. The CFO also presented the compliance report bond covenant requirements for Blessing Hospital.

## Audit of Accounts

Gray Hunter Stenn presented the 2020 audit at the first meeting of the 2021 calendar year. All BCS Presidents and Board Presidents/Chairs were also 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 2021 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. Contractual Allowances vs. Actual Payments – Justin Hale
2. Info Security/Cybersecurity Report – Todd Haverstock

3. Enterprise Risk Management Update – Carolyn Bailey
4. Cares Act Funding Education- Ryan Stuckman

## 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.

## Independence

The Audit Committee has the responsibility for assessing the independence of all BHS boards and reporting to the BCS Board its findings. All Boards were determined to have a majority of independent members for 2021.

## General

The Audit Committee meets as often as needed, at least four times a year. Five members make up the Committee; three are BCS Board members, and two are non-Board members. Committee members must be independent, meaning they have not been employed by the Blessing Health System in an executive capacity within the last five years and are not affiliated with a company that advises or consults Blessing.

Audit Committee members must also be "financially literate," meaning having past employment experience in accounting or finance, professional certification in accounting or comparable experience or background, including having been a chief executive officer, chief financial officer or other senior officer with financial oversight.

BCS Audit Committee Members were:

- Mary Oakley Winters, Chair
- John Obert
- Vicky Eidson, D.Mgt.
- Chris Niemann
- Lynn House
- Maureen Kahn, President/Chief Executive Officer, Blessing Corporate Services and Blessing Hospital, is an ex-officio member of the Audit Committee.

The following BCS staff assisted the Audit Committee in fulfilling its duties:

- Pamela L. Stuart, BCS Compliance Officer
- Patrick M. Gerveler, Chief Financial Officer
- Danielle Graham, Senior Internal Auditor
- Nancy Barry, Senior Internal Auditor
- Krystina Logsdon, Internal Auditor
- Tim Moore, Chief Accounting Officer, Blessing Hospital
- Paulette Lane, Compliance Officer, Hannibal Clinic

# BOARDS OF TRUSTEES/DIRECTORS

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Timothy D. Koontz, *Chair*  
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Sayeed Ali  
Julie A. Brink  
Robert J. Hofmeister  
Lynn House  
Jerry D. Kennett, MD  
Jack R. Sharkey  
Mary Oakley Winters  
Maureen A. Kahn (*President/CEO*)

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Daniel Moore, MD  
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Nanjappa Somanna, MD  
Charone Tolbert, MD  
Jonathan Wilford, DO  
R. Scott Koelliker  
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David Boster  
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Austin Hake, MD  
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Christopher J. Niemann  
Harsha Polavarapu, MD  
Abby M. Reich, MD  
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## **Blessing-Rieman College of Nursing & Health Sciences**

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D. Reaugh Broemmell (*term ended 12/20*)  
David Boster  
Nikki Cain  
Thomas C. Dickerson  
Maureen A. Kahn  
Richard Saalborn, DO (*term began 1/21*)  
Chuck Scholz  
Kenton Snyder

Julie Stratman  
Celeste G. Taylor  
Brenda Beshears, PhD, RN  
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Maureen A. Kahn  
Jason R. Stratton  
Darin Thomas, MD, (*term began 4/21*)  
Amy Ruebush  
Christopher Wagoner, MD  
(*term ended 4/21*)  
Kathy Hull (*Administrator*)

## **The Blessing Foundation, Inc.**

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John J. Flynn, Jr.  
Phyllis J. Hofmeister  
Maureen A. Kahn  
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Jason Kvittle, OD  
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Scott T. Ruff  
William Spear  
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## **Hannibal Clinic, Inc.**

Patrick M. Gerveler  
R. Scott Koelliker  
Maureen A. Kahn, (*President/CEO*)

## **Hannibal Clinic Advisory Board**

Roderick M. Bartlett, MD  
Jeffrey T. Evans (*term began 1/21*)  
Aphrodite M. Henderson, MD  
Patricia L. Hirner, MD  
Zach Johnson, DO (*term began 1/21*)  
Bhagirath H. Katbamna, MD  
Erik J. Meidl, MD  
Susan M. Meidl, MD  
Prashanth Podaralla, MD  
Rodney Yager, DO  
Maureen A. Kahn (*President/CEO*)

## **Blessing Health Keokuk**

(*Terms began 3/21, except where noted*)  
Michael Maher, *Chair*  
Tom Richardson, *Vice Chair*  
Kyle Keck

Kiran Khanolkar, MD  
Michael Klauser, DVM (*term began 11/21*)  
Barb Smidt  
Donza Worden, MD

## **Blessing Health Keokuk Foundation**

Michael Klauser, DVM, *President*  
(*term began 11/21*)  
Sarah J. Vigen, *Vice President*  
(*term began 3/21*)  
Ed Bazow (*term began 3/21*)  
Robert Woodburn (*term began 3/21*)  
Michael Dunn (*term began 10/21*)  
Gerald Schleier, DDS (*term began 11/21*)

## **Denman Services, Inc.**

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Humam Farah, MD (*term began 4/21*)  
Gary Gillespie  
Maureen A. Kahn  
William M. McCleery, Jr.  
Todd J. Moore (*term ended 6/21*)  
Susan Long (*Chief Operating Officer*)

## **Current Health Solutions**

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Timothy A. Moore  
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Paula Mackrides, DO  
Erik Meidl, MD  
Randy Tobler, MD  
Christopher Solaro, MD, PhD, CPE  
(*Executive Director*)

## **Blessing Walk-In Clinic, LLC**

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R. Scott Koelliker  
Timothy A. Moore  
Maureen A. Kahn (*President/CEO*)

## **Blessing Assurance Company**

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Patrick M. Gerveler  
Maureen A. Kahn  
Timothy A. Moore  
Christopher J. Niemann  
Harold B. Oakley