



"This reinforced for me the importance of patient advocacy. It can change someone's life."

Emily Feenstra, APRN-FNP
Illini Rural Health Clinic



2024 Annual Report

(Oct. 1, 2023 through Sept. 30, 2024)

The Blessing Difference

“I feel like she would have been in prison”

It’s not unusual for a healthcare provider to see someone suffer. But what nurse Emily Feenstra saw during a visit to a nursing home was life changing for her and her patient.

Emily is a board-certified nurse practitioner with Illini Rural Health Clinic. In addition to seeing patients at the clinic, Emily and Dakota Lammy, MD, see patients in area nursing homes. During one of those visits, Emily came upon a commotion. It involved several staff members attempting to relocate a resident to the home’s memory care unit. The resident was upset, crying and calling out, ‘don’t put me in there or I will never get out.’

Emily recognized the patient.

“I had seen them multiple times. I knew the patient had the mental capacity to make their own decisions.”

Emily learned the patient’s power of attorney and home administration believed the move to the memory care unit would benefit the patient. Emily strongly disagreed.

“I feel like the patient would have been in prison, as a mentally competent person in a memory care unit,” Emily said. “I can’t imagine how much suffering that would have caused the patient before we – as her healthcare providers – learned they had been relocated to that unit.”

Emily immediately contacted Dr. Lammy and together they convinced home administration that the patient had no medical reason to be in the memory care unit. Not only was the patient returned to the home’s general population based on Emily and Dr. Lammy’s advocacy, a few weeks later they were able to be discharged home to live on their own.

Emily helped change this patient’s life – as much as if she had ordered an Xray that uncovered an aneurysm or a blood test that discovered cancer.

“It was a God thing,” Emily said. “I was in the right place at the right time. This reinforced for me the importance of patient advocacy. It can change someone’s life.”



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.



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Patient safety means striving, always, for zero harm. This remains at the forefront of what we do each day.

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



■ Among the four measures outlined in our Vision statement through which we strive to be exceptional is in providing a safe, high-quality healthcare experience. A key driver of that measure is our goal to reduce patient safety events with harm. We encourage employees to speak up, enter occurrence reports, and help improve the processes that impact patient care.

The Illini Community Hospital team led the way in this vital effort during Fiscal Year 2024, finishing the year with zero patient safety events with harm. This accomplishment is a source of great pride and motivation for all of us in the health system.

We also achieved a patient safety grade of “A” from the national Leapfrog Group during the fall 2023 (our FY 2024) survey period. “Earning an ‘A’ grade means Blessing Hospital made a true commitment to put patients first,” said Leah Binder, president and CEO of The Leapfrog Group.

Patients come to our organizations with an expectation that they will remain free of harm. It is our duty to live up to that expectation.

Exceptional numbers achieved for other goals

■ Patient experience is another key measure of our success. We realized accomplishments in this area, too.

Sixty-five providers ranked in the top 10% of their peer group nationally and 35 departments and clinics placed in the top decile group nationally.

In each of the four areas of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) national survey in which we participate - hospital, hospice, surgery and home care - we achieved double digit percentile rank improvement, ranging from 13 to 46 points.

■ The use of contract labor exploded nationwide during the pandemic to meet patient needs. Since then, hospitals and health systems have been working to reduce their reliance of this expensive staffing option. We reached our target in FY 2024, reducing contract labor by 80% and salary expense by nearly \$3 million. At the same time, the health system reduced turnover of registered nurses by nearly 4% and overall staff turnover by 2.6%.

■ And we achieved our goal of 200 days cash on hand. This is our reserve for an emergency, to make sure no matter what may arise - nationally, regionally, locally or internally - our doors can stay open and patient needs met.

Other ways we improved the health of our communities

■ Twenty-five physicians and 12 advanced practice providers were recruited to the health system in the specialties of cardiology, emergency medicine, endocrinology, hospital medicine, neurology, neurosurgery and orthopedic surgery.



ACPA

Approved Team

The Craniofacial Anomalies Team, led by plastic and reconstructive surgeon Arshad Muzaffar, was approved as a Cleft Palate Team by the American Cleft Palate-Craniofacial Association. At the time of its approval the team was one of only 200 approved in the United States and Canada and the only one within 100 miles of Quincy.

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The first ultrasound renal denervation procedure performed in Illinois took place at Blessing Hospital. The procedure is for patients with high blood pressure that has proven unmanageable through medication and lifestyle changes alone.

■ We earned US News & World Report High Performing Hospital status for chronic obstructive pulmonary disease, colon cancer surgery, heart attack and heart failure care.



The work of our providers and bedside staff, under the leadership of the Stroke Team, led to reaccreditation as a nationally recognized Primary Stroke Center and to a Get with the Guidelines Gold Plus award from the American Heart Association.

■ Denman Services achieved 97.3% overall customer satisfaction across all of its business lines and saw an increase of 5% in the number of orders processed for all its medical equipment stores contributing to revenue growth of 9.7%.



Blessing Health Hannibal installed a hybrid SPECT/CT Imaging system. Combining the technologies into a single scan provides double the clinical information in half the scanning time, with exceptional clarity and image quality.

■ Blessing-Rieman College of Nursing and Health Sciences earned the maximum 10-year reaccreditation from the Higher Learning Commission, achieved a 100% graduate employment rate and a 100% pass rate on the National Licensure Exam for nursing, and an enrollment increase.

■ The Blessing Foundation provided nearly \$1.9 million in grants to support services vital to improving the health of our communities, awarded \$1.6 million in scholarships and grants to Blessing-Rieman College of Nursing & Health Sciences students, and received more than \$1.5 million in donation income.



The Blessing Early Learning Center celebrated 50 years of helping attract and retain staff through the exceptional education and care of their children during the work day.

OPERATING SUMMARY

Blessing Health employment: 3,708

Blessing Health volunteers: 442 volunteers gave 48,397 hours of service

BLESSING HOSPITAL

Admissions..... 14,914
 Babies 1,157
 Outpatients 575,586
Total patient encounters 594,483
 Average Length of Stay 4.8 days

Total surgeries 15,240
 Including 165 open heart surgeries
 Lab tests 1,108,122
 Cardiopulmonary procedures..... 38,327
 Cardiology procedures..... 53,509
 Radiology procedures..... 126,256
 Physical Therapy & Rehab..... 140,077
 Emergency Center visits..... 40,821

ILLINI COMMUNITY HOSPITAL

Acute admissions 383
 Acute Average Length of Stay.. 2.7 days
 Swing bed admissions..... 71
 Swing bed length of stay..... 9.6 days
 Observation patients..... 197
 Outpatient visits 2,466
 Total surgeries..... 370
 Emergency visits 6,333
 Lab tests 72,108
 Respiratory treatments 641
 Radiology procedures..... 9,890
 Rural Health Clinic &
 Express Clinic visits..... 17,644

PROVIDER VISITS

Quincy

- Office visits..... 272,982
 - Walk-In Clinic..... 27,491
 - Express Clinic..... 17,281
Total visits..... 317,754

Hannibal

- Office visits..... 117,659
 - Walk-In Clinic..... 13,794
Total Visits..... 131,453

DENMAN SERVICES

Employees..... 167
 Medical equipment divisions
 New patient orders..... 36,145
 Recurring rentals..... 52,181
 Linen division
 Pounds of linen processed..... 16,315,000
 Biomedical division
 Pieces of Blessing equipment
 serviced..... 10,898

"From the time I checked in until the time I was discharged I felt like I was a family member. The facility was very clean. Every person I had contact with was polite, very professional, and all very caring. It was easy to see the staff is dedicated to making everyone feel valued."
From a patient survey

The year to come

■ During Fiscal Year 2025 we will celebrate the 150th anniversary of Blessing Hospital by doing what we have always done, improving the health of our communities.

■ We will continue our focus on the goals that will help us provide an exceptional experience for our patients, providers, staff, students and community: Delivering quality care/zero harm, increasing access to care, being the best place to work, providing the best patient experience and strengthening our fiscal health.

