

B *BLESSING HOSPITAL*



Community Benefit Report Fiscal Year 2020 • 10.01.19 – 09.30.20





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**Blessing Hospital
absolutely, without
a doubt in my mind,
saved my life.**

Linda J. Taber
COVID-19 Survivor

— ” —



SCAN ME

Scan this QR code to learn more about Linda's story of survival, and the stories of people who treated her and others with COVID-19, in an emotion-packed video presentation, "Fighting COVID Together."

Some Commitments are Pandemic-Proof



Most of us are hard-pressed to name something that did not change as the result of the COVID-19 pandemic. I have one – Blessing Hospital’s community benefit investment. For fiscal year 2020, the hospital’s community benefit investment totaled nearly \$77 million (see financial report on page 8 of this booklet.)

Even a worldwide pandemic could not stop that, not that it did not try!

Through special status granted to us by the federal and state governments and, by extension, the residents we serve, Blessing Hospital operates as a not-for-profit, tax-exempt organization. It gives us the responsibility to reinvest funds left over at the end of a year, after all bills are paid, in programs and services that are vital to improving the health of our communities, but don’t generate enough money to support themselves. Annually we report our community benefit investments to the government, and you, in order to retain our not-for-profit, tax-exempt status.

While 2020 was very much a year of numbers – number of COVID cases, number of hospital beds and ventilators available, number of calls to the Blessing COVID-19 Hotline, and number of vaccines administered – numbers cannot tell the story of the pandemic. Only people can tell that story. That’s what you will find on the following pages of this community benefit report, the stories of people who needed care and provided care during the pandemic and the character, courage and commitment it took to reach the place we are today.

Thank you for your support and for providing us the ability to fulfill our mission.

A handwritten signature in black ink that reads "Maureen Kahn".

Maureen Kahn, RN, MHA, MSN
President/Chief Executive Officer
Blessing Health System and Blessing Hospital



COVID-19 Had Providers Hitting the Streets

Doctors go “old school” with new disease.

After spending two weeks in Blessing Hospital for COVID-19 treatment, a Quincy resident was able to go home – home, but still in need. The patient required a mandatory hospital discharge follow-up visit.

“When I reviewed the patient’s history – the length of stay, the hospital treatment required and medical history – I felt the best thing for the patient was to go visit them in their home,” said Andrew Dunn, DO, family medicine, Blessing Physician Services. “I would go to them.”

Dr. Dunn did not know the patient. He stepped forward to meet the patient’s need because their primary caregiver was unavailable.

While a virtual visit was an option in a situation like this, since the patient was discharged on oxygen, Dr. Dunn felt he needed to see the patient first-hand to assess thoroughly their respiratory progress.

“You cannot replace that part of the exam in another way,” the doctor said.

Arriving at the patient’s home, Dr. Dunn used a secondary entrance to the house to don his personal protective equipment – including an N95 mask, goggles, gown and gloves – and conducted the required hospital discharge follow-up visit.

Other Blessing Physician Services family medicine providers made home visits to patients with physical limitations and medical conditions that did not allow them easy access to an office visit, yet required a thorough assessment that could best be done in person.

“As providers, we signed up to take care of people, no matter if it’s in the hospital, in the office or at home,” Dr. Dunn said.

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Andrew Dunn, DO
Family Medicine
Blessing Physician Services

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Questions Asked, Prayers Answered



COVID Hotline offered much-needed support during difficult times.

Late on a Friday night, a worried and tearful mother needed answers to her questions. With one phone call she received answers to her questions and to her prayers.

The Pike County, Illinois, woman called the Blessing COVID-19 Hotline and talked to registered nurse Kellea Hendrian. The woman's young child tested positive for COVID-19 and she needed to know how to quarantine the child effectively within a home with other children.

Blessing Health System established the COVID Hotline in March 2020 as part of its pandemic response. The registered nurses who answered Hotline calls worked to reduce transmission of the virus by providing accurate information to callers, assessing the people with symptoms of respiratory illness to reduce unnecessary emergency department visits, and directed callers to COVID-19 testing, if needed.

"As I shared the information with the woman, I could tell her fears and anxiety decreased," Kellea observed. "It also became clear the family had more needs than just understanding quarantine guidelines."

The mother shared that she and her significant other were no longer working due to the pandemic, causing concern about a lack of necessities in the home to take care of the children. Before the call ended, Kellea ensured the family had necessities for the weekend.

But she could not stop thinking about the family. Monday morning, Kellea contacted the Blessing Health System Outpatient Care Coordination department. The Care Coordination team consists of nurses, caseworkers, and therapists who work with individuals and families in the region to ensure access to the right healthcare at the right time, and connecting people with other services they need to improve their health and quality of life.

Fueled by the information Kellea shared, social service case workers, Linnie Tunget and Leslie Henry, immediately contacted organizations within Pike County and the Blessing Health System to obtain resources the family needed.

Leslie packed donations of groceries and cleaning supplies from the Pike County Health Department and Reach Out Center into her car for delivery to the family. Because of the positive COVID-19 case in the home, Leslie unloaded the donations onto the driveway as the family watched from a window.

"It was the most bittersweet moment," she stated. "As I was leaving, I turned to wave at them and the dad yelled an emotional, 'thank you.'"

In addition, the Blessing Foundation paid the family's current month's rent, the Pike County Unmet Needs program paid the family's back rent and internet, so the children could continue their school work through remote learning, and the staff of the family's pediatrician paid the family's utility bill.

Blessing COVID-19 Hotline nurses answered tens of thousands of calls during the pandemic, oftentimes not knowing the value of the help provided to the person on the other end of the telephone line.

Except this time.

"As a registered nurse and mother myself, I am proud to be a member of the Blessing Health System team where I can collaborate with other experts to assist families in need," Kellea said.

Tackling COVID with Teamwork



Mackenzie Gronewold

Guilt gripped Mackenzie Gronewold as COVID-19 seized the region.

“I felt bad. I was not going into COVID rooms, but they were.” Mackenzie was speaking of her Blessing Hospital Radiology Department coworkers.

When the pandemic arrived, Mackenzie learned she was pregnant with her second child. With an eye on rapidly changing guidelines, her supervisor decided that if other staff were available to provide care to COVID patients, Mackenzie would not enter those patient rooms.

“There was so much unknown about being pregnant during COVID,” Mackenzie said.

With the support of her coworkers Mackenzie’s guilt eased, and she filled other roles to help battle the pandemic. As a “runner” who brought supplies to inpatient units, Mackenzie saw how fellow caregivers dealt with their symptoms of the pandemic.

“Seeing them and talking to them, you felt their stress. But how they handled it was awesome,” Mackenzie said.

Mackenzie was one of the hundreds of Blessing employees who delivered care differently as a result of the pandemic, thanks to the support of Blessing leadership. Five hundred staff members whose jobs relied heavily on postponed elective procedures cross-trained to fill jobs different than their own to remain working and in the pandemic fight.

Nicole Klossing

Instead of helping women register for mammograms at the Blessing Breast Center, Nicole Klossing became an overnight door screener at the Blessing Hospital Emergency Center.

“I have a family,” she said. “I need a paycheck and insurance.”

Nicole appreciated remaining employed and valued helping people who could not accompany their loved ones into the Emergency Center because of pandemic restrictions. “I would have hours and hours of conversations with them,” Nicole said. “I loved talking to those people. I think it helped them while they waited. If they had questions, I was the middle person for them.”



Justin Harvey

Instead of buying supplies for the Blessing outpatient surgery center, Justin Harvey joined a temporary program called “Compassion Companions” and visited with patients because their loved ones could not during the pandemic.

Justin vividly recalls the stroke patient he visited regularly for several weeks. “It felt I was part of the family, and she was a family member of mine,” he stated. “Everything is all business in my usual work world. This gave me the human connection.”



Alice Glasgow

Alice Glasgow’s job at Illini Community Hospital was also affected by the pandemic, but differently. As a clinical nurse educator with 20 years of nursing experience, she was called on to work in whatever hospital department needed extra help on any given day.

“Wherever I needed to be, they put me where I needed to be,” Alice stated. “We have excellent nurses throughout Illini Community Hospital. They just needed another pair of hands during the pandemic.”

With no cure for COVID, Alice helped patients manage their fear.

“COVID is lonely,” she observed. “It was holding peoples’ hands, talking to them, and listening to their fears. I had one patient; he just started crying. I knelt by him and reassured him that everything was ok.”



Erica Carmean

Erica Carmean’s regular job as an administrative assistant was unaffected by the pandemic. But she was affected by it. “I was looking for a way to help,” Erica said. “I felt I needed to help Blessing help the community.”

In addition to her full-time job, Erica became a door screener, working 12-20 hours a week during evenings and weekends. “I developed some great relationships with families. I may not know their name, but I can pick them out in the crowd, and they can pick me out,” she said. “They are some great people.”



BLESSING HOSPITAL

Community Benefit Report 2020

Total Cost of Community Benefit
\$76,978,334

Health Professionals Education

SIU Residency Program	4,458,145
Blessing-Rieman College of Nursing	2,282,109
Preceptors	941,171
Radiology School	315,217
Lab School	58,605
Total Community Benefit Investment	\$8,055,247

Subsidized Health Services

Care Coordination	2,487,678
Blessing Home Care	148,429
Horizons Social Services.....	975
Total Community Benefit Investment	\$2,637,082

Community Health Improvement Services

Psychiatric services	170,042
• SIU Center for Family Medicine-Quincy	
• Chaddock	
• Transitions of Western Illinois	
Patient Transportation & Lodging	154,713
Adams Co. Health Dept. Dental Program.....	100,000
Charity Pharmacy Prescriptions	47,498
Medical supplies/Services for patients.....	43,252
Health Screenings/Education	43,146
Mental Health Education Programs.....	13,710
Medical Interpreting Services	2,160
Total Community Benefit Investment	\$574,521

In-Kind Contributions/Donations

Donations/Sponsorships	219,160
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Community Benefit Operations

Community Health Needs Assessment.....	62,819
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Charity Care



\$6,696,893

*Uncompensated healthcare to patients who stated **before receiving care** that they had no ability to pay.*

Bad Debt



\$3,940,251

*Uncompensated healthcare to patients who stated **after receiving care** that they had no ability to pay.*

Medicare Funding Shortfall



\$54,792,361

The difference between what Medicare paid for patients covered by the program and what it cost Blessing Hospital to provide for their care.

CONTACT US

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