Your legs ache with every step. Each breath of cold air that you pull into your lungs seems to burn. Your body cries out for rest. But your eyes are focused on the goal. A few hundred yards and you’ll reach the peak of the mountain. This is not the time to slack off. This is the time to muster all the energy within you to press on.

When you reach that pinnacle, you realize it’s been worth every moment, every struggle, every sore muscle. You’re in an elite group, after all. Few have the energy and determination to reach this point. You soak in the breathtaking view. And then you see it.

Another mountain. And it’s higher than the one you’re on.

You have two choices: Stay and enjoy the self-satisfying reward of reaching this point or conquer this new mountain.

At Memorial Health System, there’s no choice. We never want to settle for good when we can achieve great.

That’s why we want to climb the next mountain. Not for ourselves. It’s for the people we serve.

At Memorial Health System, we all work together to achieve great levels of care.

Everyday acts of compassion. A commitment to excellence in all we do. A desire to serve the people who entrust their health to us. They’re all parts of the same equation that add up to Memorial Health System’s mission to maintain, restore and improve the health of the people and communities we serve. A mission whose roots stretch back to 1897 when the Springfield Hospital and Training School first opened its doors to the community.

In this report, you’ll discover the story of what makes Memorial Health System the care provider people choose above all others. You’ll discover snapshots illuminating how each of our affiliates in this past fiscal year has helped us fulfill our commitment to be the leading health care system in central Illinois. You will learn what we have achieved in pursuit of greatness as your healthcare provider.
DEAR FRIENDS,

It has been an exciting and gratifying year at Memorial Health System. Exciting because of several important initiatives that were introduced in 2004 and the exceptional achievements that were realized in all corners of our organization. Gratifying because our commitment to excellence in healthcare led to ongoing success in pursuit of our mission of helping to maintain, restore and improve the health of the people and communities we serve. We look back on 2004 as the year we recrafted our strategic plan. The direction our plan offers includes the same strategies for success. However, our path will now be even more clear to everyone. All that we do will be with the intent of creating GREAT patient experiences…making Memorial Health System a GREAT place to work…and getting GREAT results.

We have placed these strategies on display throughout the pages of this report. You will see how these strategies are being applied and you will learn how they are leading to improvements in patient safety, quality and clinical effectiveness. The depth of our commitment is also found in our investment in new equipment and the right technology to enhance patient comfort and improve diagnosis, treatment and care. We opened new facilities, including the newly constructed solarium at St. Vincent Memorial Hospital’s skilled nursing unit as well as a consolidated clinic and office site for Mental Health Centers of Central Illinois and Memorial Behavioral Health Group.

This year, we also introduced the Women’s HeartAdvantage program in our region. Knowing that heart disease kills more than 500,000 women every year, we want all women to know their risk; recognize the signs and symptoms; and communicate with their physicians about how they can reduce their personal risk for heart disease. We have communicated this message with tens of thousands of women since launching this program in January.

Other exciting developments this year involve several very important members of our health care community. In March, ground was broken for Springfield Clinic 1st, a four-story medical office building to be located on the Memorial Medical Center campus. The building will be leased to Springfield Clinic. When construction is complete in late 2005, the facility will be occupied by 60 surgeons.

Plans for the SIU Cancer Institute in Springfield also continue to unfold. We are proud to work closely with Southern Illinois University School of Medicine as it plans a new facility that will house cancer programs focusing on cancer research, physician and public education and treatment for patients from across central and southern Illinois. The facility will be built adjacent to Memorial Medical Center.

We served a growing number of patients in fiscal year 2004 (which ended Sept. 30, 2004). We appreciate the confidence and trust in us. Our pledge for this next year is to continue creating great patient experiences…making Memorial Health System a great place to work…and getting great results. We thank all of you for making that possible.

Sincerely,

Robert T. Clarke
President and Chief Executive Officer
Martha S. Sumner
Chairman
Board of Directors
One of the most prominent ways our commitment to greatness was manifested occurred in January 2004 with the launch of the Women’s Heart Advantage. The health system launched this initiative to reduce the number of women who die from heart disease in central Illinois. The statistics are staggering. Nearly nine out of 10 women in the Springfield region have two or more risk factors for heart disease, yet barely a third believe they are personally at risk. Every year since 1984, more women than men have died of heart disease. And heart disease each year kills more women than the next eight causes combined.

That’s why we’ve joined more than 80 hospitals and healthcare organizations across the country in this effort. We’ve distributed nearly 15,000 comprehensive information kits at no charge to women requesting them. The kits provide a step-by-step guide to help women determine their personal risk for heart disease and information to help them talk with their personal physicians about how to develop a heart-healthy lifestyle.

This has also been a year where we’ve made great strides in men’s healthcare, notably in the area of prostate health. Memorial Medical Center was the first hospital in the region to pioneer a new outpatient laser technique to help men with prostate enlargement. This breakthrough procedure is an alternative to the more common invasive procedure and uses a high-powered laser to precisely and quickly vaporize the targeted prostate tissue. The benefits include reduced hospitalization, less time to perform the procedure, decreased risk of surgical complications, and a quick return to daily activities.

Two other minimally invasive procedures help men battling prostate cancer. Memorial was the first hospital in the area to offer laparoscopic radical prostatectomy, a revolutionary procedure, in which the surgeon makes several small abdominal incisions to insert specially designed surgical instruments and cameras. Patients recover more rapidly after surgery while achieving the same results as the traditional, more invasive procedure.

In March 2004, Memorial’s Regional Cancer Center reached a significant milestone when the 500th prostate brachytherapy procedure, another minimally invasive procedure, was performed. In June 1999, the health system was the first in the region to offer prostate brachytherapy, the surgical implanting of radioactive “seeds” into the prostate gland. The seeds deliver a prescribed dose of radiation directly to the cancer cells, decreasing the risk of potentially harmful radiation to surrounding tissues and organs. Patients resume normal activity within a few days.

Tiny radioactive seeds implanted into the prostate gland directly target cancer cells. More than 500 patients have chosen to have this procedure performed at Memorial Medical Center.
tomography (CT), the scanner allows the health care team to rapidly perform both PET and CT scans in a single session, often less than 30 minutes, without having to move patients. Physicians can make earlier and more accurate diagnoses and develop more precise treatment plans for a variety of cancers, including breast, esophageal, cervical, lung, melanoma, lymphoma, colorectal, head and neck, and ovarian cancer. Once again, Memorial Medical Center became the first hospital in the Springfield area to offer this effective technology.

The right technology also helps us make vast improvements in the way we stage and treat many forms of cancer. Combining the best of two scanning technologies, a new diagnostic imaging system at Memorial Medical Center has been helping doctors more accurately detect cancer and pinpoint its exact location in the body. Combining technology from a positron emission tomography (PET) with a computed tomography (CT), the scanner allows the health care team to rapidly perform both PET and CT scans in a single session, often less than 30 minutes, without having to move patients.

Physicians can make earlier and more accurate diagnoses and develop more precise treatment plans for a variety of cancers, including breast, esophageal, cervical, lung, melanoma, lymphoma, colorectal, head and neck, and ovarian cancer. Once again, Memorial Medical Center became the first hospital in the Springfield area to offer this effective technology.

At St. Vincent Memorial Hospital of Taylorville, that great service is evident in the completion of a new solarium that provides an open and bright place for Pauline Neal (left) and activity assistant Pamela Graham to do crafts.

Not only have we made significant strides to achieve better results for our patients, we are committed to making the health system a better place to do our jobs. A leading example of this is the implementation of a wireless voice communication system, called Vocera, at Memorial Medical Center to help nurses and other clinical staff provide greater patient care.

Using Vocera, staff can place and receive phone calls instantly without having to leave a patient’s bedside. They simply speak the name of the person or department they need to call into the lightweight badge that hangs around their neck, and Vocera makes the call. They don’t have to take time to look up phone numbers or extensions.

Available on all of the hospital’s nursing units, Vocera’s proven to be a time-saver for staff, and that leads to better patient care. Nearly 370 devices have been put into use. Vocera logs an average of more than 4,000 calls each day. The system also reduces recurring tasks that interrupt care, such as waiting on hold away from the patient, and allows staff to stay with a patient while they request supplies and other assistance.

With all these advancements, it’s the patient that remains at the center of all we do, enabling us to provide service that’s second to none.
For cigarette smokers and other tobacco users frustrated by their inability to “kick the habit,” Memorial Medical offered QuitSmart to help them reach their dream of a nicotine-free lifestyle. The smoking-cessation program, created by the director of the well-known Duke University Stop-Smoking Clinic, is taught at Koke Mill Medical Center by one of Memorial’s three licensed, doctoral clinical psychologists, each a certified QuitSmart leader. So far, more than two-thirds (69 percent) of our graduates remained smoke-free six weeks after classes.

Another success story can be found at ExpressCARE (formerly UrgentCare), Memorial’s non-emergency care center in the Koke Mill Medical Center. Patients receive hassle-free walk-in appointments for fast care of minor cuts, twisted ankles, sudden sore throats and so on. The community is responding. ExpressCARE has seen a 19 percent growth in the number of patients seen, averaging more than a thousand each month in fiscal 2004.

KIDNEY/PANCREAS TRANSPLANTS

Strategic partnerships also help us deliver solid benefits for our communities. Memorial’s Kidney/Pancreas Transplant Program, for instance, reached a milestone when it performed its 600th transplant on Sept. 28. The program is a cooperative initiative between Memorial Medical Center and Southern Illinois University School of Medicine. The transplant program has been a leader for transplant and donation services in Illinois since its inception in 1973.

Partnerships

Construction progresses on Springfield Clinic 1st, the $27 million, four-story building on First Street, between Miller and Dodge. Memorial Health System broke ground on the 118,000-square-foot medical office building in March 2004. The facility will be leased to one of our valued partners, Springfield Clinic, which continues to grow and recruit more physicians to our community. The building will consolidate 60 Springfield Clinic physicians and surgeons, along with more than 200 staff, benefiting patients and providing more convenient access to services.

Research

Sidney Shonkwiler, MT(ASCP) (left), the Regional Cancer Center’s coordinator for the STAR breast cancer clinical trials, meets regularly with participants like Betty Spencer of Chatham.

Clinical Trials

Access to services extends to patients participating in the cancer clinical trials offered through the Central Illinois Community Clinical Oncology Program (CICCO). The National Cancer Institute notified the health system that we received a nearly three-quarters of a million dollar grant renewal, marking the 19th year that CICCO, a consortium between Memorial Medical and Decatur Memorial Hospital, has received this funding. The full award is $727,346. Since 2001, Memorial’s CICCO site has enrolled more than 600 patients in cancer prevention and treatment trials, making additional experimental treatment options available.

CICCO’s accomplishments were further recognized with a STAR (Study of Tamoxifen and Raloxifene) Clinical Center Performance Award by the study’s sponsor. CICCO was acclaimed for its ranking as the fifth most active center out of nearly 200 STAR centers across the country. Memorial enrolled 120 women.
Two key additions to Memorial Health System’s executive staff occurred in fiscal 2004. In May, Michael K. Schroyer was named executive director of cardiac and vascular services, coordinating initiatives to achieve operational excellence through customer-responsive and cost-effective patient services. In September, Elena Z. Kezelis became executive director of the Memorial Medical Center Foundation, where she is responsible for developing and implementing a comprehensive fund development program.

Several divisions within the health system earned significant recognitions in fiscal 2004. St. Vincent Memorial Hospital earned reaccreditation from the Joint Commission on Accreditation of Healthcare Organizations. Memorial Medical Center’s Regional Rehabilitation Center was awarded triple reaccreditation from the Commission on Accreditation of Rehabilitation Facilities—one of only two healthcare organizations in Illinois and less than 70 worldwide to earn the triple honor. The hospital’s Radiology Ultrasound Department received three-year reaccreditation from the American College of Radiology. The hospital’s Vascular Laboratory earned reaccreditation from the Intersocietal Commission for the Accreditation of Vascular Laboratories. A three-year reaccreditation was also awarded to the Echocardiography Laboratory by the Intersocietal Commission for the Accreditation of Echocardiography Laboratories. The Memorial Medical Center/SIU School of Medicine Sleep Disorders Center garnered a five-year reaccreditation from the American Academy of Sleep Medicine.

Our most valued partner is the healthcare consumer, and we have continued our commitment to support initiatives that provide them with access to objective healthcare information so they can make well-informed decisions about the quality of care they receive. That’s why Memorial Health System’s three hospitals continue their participation in two nationwide programs—that are part of the Centers for Medicare and Medicaid Services’ (CMS) Hospital Quality Initiative. Through the Premier Hospital Quality Incentive Demonstration, a crucial step toward developing quality standards and practices that will translate into improved patient care, consumers can already begin to access initial data on the CMS Web site.

Memorial Medical Center is in the top 50 percent of hospitals for treating acute myocardial infarction (heart attack) as well as heart failure. St. Vincent Memorial Hospital and Abraham Lincoln Memorial Hospital also placed in the top 50 percent for treating community-acquired pneumonia.

With a few keystrokes, consumers can access further details on how our three hospitals performed in those areas. It’s all at www.cms.hhs.gov/quality/hospital. At that same Web address, consumers can access details about the National Voluntary Hospital Reporting Initiative and view how our hospitals perform in key quality measures.

We supported the summer launch of Quality Check, a Web site of the Joint Commission on Accreditation of Healthcare Organizations. By visiting www.qualitycheck.org, consumers can review objective and measurable information to compare their hospitals with others. All these efforts are good news for consumers because they hold participating hospitals, including our own, accountable for the care they provide.

Our partnership with our patients is another reason we continue to work aggressively to ensure medication safety. Across the nation, medication errors remain a significant factor leading to patient harm and even death. That’s not acceptable at Memorial Health System, and we are committed to improving the medication management process. We require telephone orders to be read back, developed a standardized protocol for ordering heparin and demand clear abbreviations and legible handwriting for medical instructions. Further, Memorial Medical Center is adding the electronic capability to link pharmacists, nurses and doctors throughout every step of the patient medication process, reducing risks and ensuring efficiency and safety.

All these snapshots are reflections of what we’re about at Memorial Health System. We’re on a journey to conquer the next mountain. As Jim Colias says in the powerful opening sentence of his book, Good to Great, “Good is the enemy of great.” It’s easy to rest on your laurels and say we’re a good place. It’s easy to remain comfortable. It’s altogether different to say that whatever it takes, we’re going to make the extra effort to be great. Those we serve deserve nothing less.
OUR COMMITMENT

MEMORIAL HEALTH SYSTEM

MISSION:
To help maintain, restore and improve the health of the people and communities we serve.

VISION:
To be the leading healthcare system that people choose over all others.

The organizations that make up the MEMORIAL HEALTH SYSTEM exist to serve the needs of our patients, physicians and community at large. In pursuit of that mission, the people of the Memorial family commit to the following VALUES:

◗ Always do what is best for patients.
◗ Consider patients as partners.
◗ Exceed patients’ expectations.

Create a Great Patient Experience.

◗ Make MHS a great place to work.
◗ Promote teamwork.
◗ Involve employees in decisions.
◗ Help employees develop and achieve their goals.

Create a Great Place to Work.

◗ Get great results.
◗ Achieve excellent clinical outcomes.
◗ Provide cost-effective care.
◗ Achieve excellent financial outcomes.

Create Great Results.

What is Memorial Health System?

From a humble beginning as a 12-bed Springfield hospital in 1897, Memorial Health System has grown to serve the healthcare needs of residents throughout central Illinois. Today, the Memorial family comprises seven affiliates, all working together to achieve that mission. Like the interlocking pieces of a completed puzzle, their diversity and the healthcare services they deliver fit together to meet the varied healthcare needs in our communities.

As you review the eight pages that follow, you’ll find snapshots of each affiliate. These portraits reveal the important role each plays and how they help Memorial Health System become the healthcare provider that people choose above all others.
community scenes, such as a grocery store and a park. Reflecting the places people go every day, these modules make rehabilitation more realistic, more interesting and more effective.

And it doesn’t stop there. Memorial provides industrial rehabilitation services in Springfield and Jacksonville to help injured workers return to work quickly. Planning is under way to take the rehabilitation center to its next level of superior clinical performance.

It’s one way that Memorial Medical Center lives out its mission to restore, maintain and improve the health of the communities it serves. The hospital’s Centers for Excellence offer comprehensive inpatient and outpatient services.

These Centers for Excellence include Memorial’s Heart Center, where comprehensive heart care has been provided since 1973. As one of the largest providers of heart care in Illinois, Memorial’s Heart Center staff perform about 500 bypass surgeries each year. Additionally, more than 10,400 procedures were performed in Memorial’s five cath labs this year.

The Regional Cancer Center uses a team approach in providing cancer care, combining Memorial’s resources and research knowledge to bring patients the very latest in cancer education, detection, treatment and research.

Other Centers for Excellence include the Center for Neuromuscular Sciences, Emergency Services, Family Maternity Suites, Regional Burn Center, Orthopaedic Institute, Memorial Behavioral Health Group and Regional Kidney Center.

Helping People Home. That’s the goal of the dedicated staff of the Regional Rehabilitation Center at Memorial Medical Center. They help people recovering from disabling medical illnesses and injuries to improve their functional living skills through intensive inpatient treatment from an interdisciplinary team.

It’s the premiere program in central Illinois for rehabilitation services. This high-quality resource is one of only two programs in the state—and less than 70 worldwide—to earn triple reaccreditation from the Commission on Accreditation of Rehabilitation Facilities. CARF recognized the rehabilitation center in the areas of comprehensive inpatient, brain injury and spinal cord system of care.

Another unique aspect of the rehabilitation center is Independence Square, a naturalistic treatment environment that duplicates everyday...
Providing reliable and comfortable access to quality healthcare for the people it serves, Abraham Lincoln Memorial Hospital in Lincoln placed a new Care-A-Van on the road in February 2004. Care-A-Van fields 1,500 transportation requests each year.

The custom-built, full-size van provides non-emergency transportation for patients in wheelchairs and others who need help to reach appointments with their doctors, dentists, or at the hospital. Inpatients can also request transportation home via the Care-A-Van.

Abraham Lincoln’s Auxiliary provided the funding for the vehicle through a two-year campaign. The vehicle’s continued operation and maintenance will be assisted by the hospital’s auxiliary funds. The vehicle’s continued operation and maintenance will be assisted by the hospital’s auxiliary funds. It’s the third vehicle for Care-A-Van since the program began in 1996. The previous vehicle logged more than 140,000 miles.

The service is one example how Abraham Lincoln fulfills its vision to be the best rural hospital in America. They move closer to that goal every day with their laser-sharp focus on quality, safety, and clinical effectiveness. As the only hospital in Logan County, they have provided healthcare to the communities they serve for more than 100 years. This community-based general hospital serves the people of Logan and eastern Mason counties.

Clinical services include emergency medicine, general acute inpatient care, intensive care unit; pain management; orthopaedics; obstetrics and gynecology; surgery; intermediate level of care; and skilled level of care.

Abraham Lincoln’s ancillary and support services include laboratory; radiology; pharmacy; clinical dietetics; physical, occupational, speech and respiratory therapy; cardiac and pulmonary rehabilitation; audiology and sleep studies.

St. Vincent Memorial Hospital in Taylorville is getting the message out to some of the younger members in its community that healthcare is a rewarding career. The hospital launched SCRUBS, a monthly after-school program that explains different healthcare vocations to eighth-grade students. Twenty young teens went through the program in the 2003-04 school year. SCRUBS focuses on one medical specialty each session.

St. Vincent Memorial Hospital is the only hospital in the state of Illinois to be designated as a critical access hospital. It operates 25 acute-care beds and 50 skilled nursing beds as it strives to be the "first choice" for healthcare services in Taylorville and Christian County.

Co-sponsored by the Adorers of the Blood of Christ, U.S. Province, and Memorial Health System, St. Vincent provides a wide variety of services, including Women’s Health Center; inpatient and outpatient services; a skilled nursing unit; home health services; pediatric care; physical, occupational and speech therapy; cardiology; radiology; and nuclear medicine.

SCCRUBS students experience the world of respiratory therapy as Bonnie Hicks, RRT, demonstrates lung function and pulmonary testing.
Several new faces have joined the ranks of our physician team that provides care to the residents of central Illinois through HealthCare Network Associates (HCNA), a growing provider network of nearly 40 physicians, seven nurse practitioners and a physician assistant in 10 office locations.

HCNA healthcare professionals handled more than 230,000 patient visits during fiscal 2004, an increase of nearly 3 percent over the previous fiscal year.

HCNA healthcare professionals handled more than 230,000 patient visits during fiscal 2004, an increase of nearly 3 percent over the previous fiscal year.

Dr. Tracy Aldridge, family practice/obstetrics, and Dr. Amanda Meeks, family practice, joined Menard Medical Center in Petersburg.

Dr. Jane Arbuthnot, gynecology, serves patients at Women’s Healthcare, along with four other physicians. They see patients at locations in Springfield, Chatham and Petersburg.

Dr. Stanley Allen, who had served at Menard Medical Center since 2000, joined the 12 physicians at Koke Mill Medical Associates (previously Sangamon Medical Associates) at Memorial’s Koke Mill Medical Center in Springfield.

Other affiliates include Family Medical Center of Chatham, Family Medical Center in Lincoln and Mason City, Jacksonville Family Medical Associates, Jacksonville Family Practice, Jacksonville Pediatric Associates and Dr. David Coulta in Jacksonville.

Assisting dying patients and their families is a challenging calling. And it’s one that the workers and volunteers in the hospice program of the Visiting Nurse Association of Central Illinois compassionately face every day.

Hospice Care of Illinois has nearly 30 staff members and more than 80 trained volunteers who provided care to 446 patients during the first nine months of the recent fiscal year. The average daily census was 69 patients. The hospice program has seen steady growth, with a 30 percent increase from the previous year.

Staff members are seasoned professionals. More than half have worked here for more than 10 years; several have been with the program since its inception. They receive extensive training in end-of-life care at orientation and regular continuing education. The volunteers provide respite and bereavement care to patients and their loved ones.

With offices in Springfield and Jacksonville, VNA provides hospice care and home health services across a 10-county region. Home health services include skilled nursing, high-tech nursing, psychiatric nursing, a maternal-child program, wound care, nutritional services, social services and rehabilitation. Hospice Care of Illinois offers pain and symptom management as well as emotional and spiritual care for terminally ill patients and their families.
An innovative oxygen-delivery system now available through Memorial HomeCare Network is helping patients breathe easier.

Traditionally, breathing-impaired patients relied on cumbersome cylinders or liquid oxygen canisters. They required frequent refills each month. Going out in public was challenging as they carted tanks with them wherever they went.

A new system from Invacare places an oxygen compressor in a patient’s home. The machine supplies oxygen by concentrating it from the air. Patients can attach...
OPERATING STATISTICS

MEMORIAL MEDICAL CENTER

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<thead>
<tr>
<th></th>
<th>FY 2003</th>
<th>FY 2004</th>
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<tbody>
<tr>
<td>Licensed Beds</td>
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<td>562</td>
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<tr>
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<tr>
<td>Births</td>
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VISITING NURSE ASSOCIATION OF CENTRAL ILLINOIS

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<td>Hospice Days of Care</td>
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<td>Home Health *</td>
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HEALTHCARE NETWORK ASSOCIATES

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ABRAHAM LINCOLN MEMORIAL HOSPITAL

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<td>Outpatient Visits</td>
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ST. VINCENT MEMORIAL HOSPITAL

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CONSOLIDATED STATEMENTS OF OPERATIONS

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<td>Other Operating Revenues</td>
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<td>Total Operating Revenues</td>
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<td>Total Non-Operating Gains, Net</td>
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<tr>
<td>Total Revenues</td>
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<tr>
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<td>Expenses</td>
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<td>Excess Available for Facilities Improvement Funds</td>
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<tr>
<td>Total Expenses</td>
<td>$392,245</td>
<td>$461,596</td>
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* Unduplicated patient census
** St. Vincent Memorial Hospital gained critical access hospital status in 2004.

In January 2004, surgical technologist Leann Cole celebrated her golden anniversary with Memorial Medical Center, becoming the first 50-year employee in its history. Bob Olke, president and chief executive officer (left), and Ed Curtis, executive vice president and chief operating officer, recognized her contributions to Memorial.

CONGRATULATIONS 50 YEAR S
Volunteers play an indispensable role in the life of Memorial Health System. They take on tasks that include transporting patients, delivering flowers and providing assistance at Memorial’s Festival of Trees. Every year, hundreds of volunteers provide more than 70,000 hours of service.

Memorial Medical Center Foundation works to secure charitable gifts, identify needs and provide funding through grants that support patient care, education and research. Gifts to the Foundation ensure quality healthcare continues and that it will be there for generations to come.

Memorial Medical Center volunteers help throughout the hospital. (Right) Hazel Lewis (center) and Nancy Covets (far right) visit with VNA employee Deidre Chasten and her new son, Connor, as they bring the hospitality cart to patient care areas. (Below) Volunteer Madeline Kester offers smiles along with the flowers she delivers to Thomas Metzger of Springfield.

As a nonprofit health system, Memorial Health System is guided by its mission to maintain, restore and improve the health of the people and communities we serve. We recognize our responsibility for providing quality healthcare, regardless of one’s ability to pay. Through our charity care, the health system provides financial assistance to patients unable to pay for their medical services.

For the fiscal year that ended Sept. 30, 2004, Memorial Medical Center returned $27,281,765 in community benefits. That total includes the unpaid costs of public programs totaling $17,012,135. Traditional charity care and support of the Capitol Community Health Center totaled $5,569,586. Other direct community benefits delivered through research, education and additional community support added up to $4,700,044.

Memorial Medical Center once again topped the list of the United Way of Central Illinois’ Pacesetter companies. Through a variety of Memorial Medical Center Foundation efforts, the health system provided more than 70,000 hours of service in 2004.
UNITED WAY

Abraham Lincoln Memorial Hospital in Lincoln provided $1,795,695 in community benefits to the citizens of Logan and eastern Mason counties. That total includes $1,672,311 in unpaid costs of public programs, $79,834 in traditional charity care and $43,550 to fund diverse health activities. Some of these activities include community health screenings, a three-day camp for diabetic youth, and scholarships for local youth planning healthcare careers.

St. Vincent Memorial Hospital in Taylorville supplied $2,672,175 in community benefits. That amount includes $2,474,776 in unpaid costs of public programs, $98,626 in traditional charity care and $98,772 in other community services. Some of these include screening events for blood pressure, cholesterol, glucose, bone density and skin cancer. Staff prepared more than 16,000 meals for the Meals on Wheels program. The hospital sponsored or partnered with other community groups to provide education about asthma, diabetes and baby care among other topics.

Just weeks after completing the CPR for Babysitters class offered by Friends of Memorial in September 2004, 11-year-old Roxy Woodrum (left) used her new knowledge to save the life of her cousin, Rayna Judd, 7, who was choking on a piece of candy. A volunteer organization, Friends of Memorial was established in 1997 to support Memorial’s mission by providing health education and other services to the community. Educational programs like those presented by Friends of Memorial support the health system’s mission of helping to maintain, restore and improve the health of people and communities we serve in central Illinois.

EDUCATION

ON OUR FRONT COVER

For more than a quarter-century, Memorial Health System’s logo has represented a multi-layered approach to medical care by means of a cross with shadows of the cross receding into the background. The three crosses represent Memorial’s three endeavors: patient care, teaching and research. The crosses are open on one side to symbolize an attitude open to new ideas and change. On the cover, the multi-colored crosses behind the logo symbolize the diverse ways that the health system, through its seven affiliates, fulfills its mission. The upward slant of these crosses represents the continuing journey toward greatness.