EXCELLENCE in Patient Care
Memorial Health System Annual Report 2009
Recognizing the challenging economic climate all have faced, we are grateful and proud to report Memorial Health System has seen continued growth in 2009. What has been the catalyst for our growth? It has been the dedication our employees, volunteers and partnering physicians bring to our commitment to deliver excellence in patient care.

This is not a casual claim. We are driven to achieve our vision to become a national leader for excellence in patient care. Such an aspiration is not easily attained, but we are determined to achieve it because our patients deserve nothing less. As you will see in the pages of this year’s report, we are capable of achieving this goal.

During the last fiscal year, we served an estimated 500,000 outpatients, nearly 250,000 patients in our Memorial Physician Services clinics, nearly 94,000 people in our hospitals’ three emergency departments, almost 39,000 patients at our three ExpressCare sites, and more than 27,000 inpatients at our three hospitals.

While these numbers are extraordinary, they are more than just numbers. They represent individual lives. They are our neighbors, our families, our friends. They are people who trust us to provide excellent care that is second to none. The stories of a few of those lives are told in the pages that follow.

They include Rosemary Tuetken, a Hillsboro woman who went on to run four half-marathons following bariatric surgery; Linda Wright, a Springfield woman who received bereavement care from Memorial Home Services Hospice after losing both parents to congestive heart failure; Jean O’Brien, a Jacksonville woman who returned to run her pet-sitting business after receiving radioactive

Letter to the Community
seed implants to treat lung cancer; and David Stover, a Springfield man whose prostate cancer was treated with state-of-the-art robotic surgery.

These individuals represent a small fraction of those who have resumed and improved their lives after receiving excellent care through Memorial Health System. These great results would not be possible without an engaged team of employees who are fully committed to providing that level of care.

Proof of that commitment arrived in February 2009 when Memorial Health System was recognized as an Employer of Choice. We were one of fewer than 30 employers nationwide to earn this prestigious award. The award recognizes that our employees have the knowledge, experience and commitment to create great patient experiences and achieve great results.

We continue to be grateful for the trust that the people of central Illinois place in us to provide high-quality care to them and to their families. As we go forward, you can expect our focus on providing excellent patient care to grow. Our commitment to patient safety, clinical effectiveness and quality of care will continue to be at the forefront of all we do. This is what every patient deserves every time they choose Memorial Health System.

Sincerely,

Edgar J. Curtis
President and Chief Executive Officer

Mark H. Ferguson
Chairman, Board of Directors
When her sister died of leukemia in 2004, Rosemary Tuetken knew it was a wake-up call for her to pay attention to her own health. “That made me stop and look at myself and say ‘You have to do something or you’re not going to be around,’” the Hillsboro native said. She was only 5 feet tall but weighed 216 pounds, was diabetic and had high cholesterol. Diabetes and heart disease ran in her family.

She began reading about bariatric surgery and asked her family physician about it. He agreed she was a good candidate. A woman from a neighboring community who had bariatric surgery spoke highly of Max Hammer, MD, and the team with Memorial Bariatric Services. The following year, Rosemary had gastric bypass surgery.

Today, she weighs 123 pounds, having lost 100 percent of her excess body weight. Her diabetes is gone. And almost a year after her surgery, on April 26, 2006, Rosemary ran the first of four half-marathons, a 13.1-mile run in Nashville, Tenn. “I couldn’t have done this four years ago,” she said.

In addition to her annual half-marathon, Rosemary has taken part in other runs and two biathlons. She runs two or three days every week, either around town or on the treadmill. She works with a personal trainer in Hillsboro three days a week.

Rosemary is one of approximately 350 patients who have had bariatric surgery at Memorial Medical Center. They don’t all run half-marathons, but many of their lives have seen dramatic improvements. Most have lost at least 50 percent of their excess weight and kept it off for three or more years.

And consider these results: 97 percent have seen their Type 2 diabetes resolved or substantially improved, 85 percent with high blood pressure are back to normal or greatly improved, and 70 percent have seen their sleep apnea go away or considerably reduced. Those are great results for patients who struggle with obesity, a chronic disease that affects one in four Americans. And up to 15 million are morbidly obese, which means their conditions have become so severe that they’re at great risk of other diseases, disability and premature death. But bariatric surgery can help.

“I am not aware of any single line of therapy in medicine today that will resolve as many issues as significant weight loss,” said Dr. Hammer, medical director of Memorial Bariatric Services and a Springfield Clinic surgeon. “It’s been shown that people who resolve co-morbidities, such as hypertension and diabetes, see their life spans increase up to 15 years.”

Memorial Bariatric Services provides comprehensive care to patients before and after their surgeries. Patients receive a thorough evaluation to make sure they’re ready for the lifestyle change that bariatric surgery offers, and work with a registered dietitian, physical therapist and social worker.

Dr. Hammer has played a key role in developing the program since the first procedure was performed in 2002. Orlando Icaza, MD, another Springfield Clinic surgeon who has worked with Dr. Hammer, joined the bariatric program last year.

After surgery, patients continue to receive care from staff and can attend support group meetings where they talk to other patients about their successes and challenges. That follow-up is important, Rosemary said. “If you think you’re going in the wrong direction, it just turns you around.”

Now, she’s grateful to be headed in the right direction. “I have a lot to live for,” she said, including a second grandchild expected to arrive in early 2010. “If I hadn’t had this procedure, I cannot imagine where my life would be at now.”
Each morning, 59-year-old Tracy Green wakes up thinking about how he can help others, a vast change from his daily routine just two years ago.

In 2007, Tracy suffered a massive stroke and lost his ability to speak. He spent seven months relearning basic skills needed for everyday life and picked up several new interests along the way.

“I tell people I had a good life before the stroke, but my life is so much better now,” the former computer-system salesman said. “I was so busy; I really didn’t have time to think about anything. Now, knowing I’m doing something really good for the community and helping people – that’s what motivates me.”

Tracy is among the 25 Rehab Graduate Volunteers at Memorial Medical Center. The group members are recovering from strokes, traumatic brain injuries, amputations and long-term illnesses. They meet for breakfast each week, take regular bowling outings, attend art classes and volunteer in various capacities throughout the community.

“Many stroke survivors cannot go back to work and end up having a lot of time on their hands,” said Lisa Cline, certified senior therapeutic recreational therapist and Rehab Grad coordinator. “But through volunteering, they often discover a passion for giving back to the community.”

Tracy said he developed that passion as a result of the successful treatment and care he received at Memorial.

“They gave me my life back,” he said. “From the time I came into the Emergency Department, to Rehab, and to where I’m at now, these people saved my life. Now I get the chance to help others.”

Tracy was one of the 450 inpatients Memorial’s Rehab Services cares for each year for conditions like stroke, brain injury, spinal cord injury, burns and trauma. Memorial also provides more than 30,000 outpatient rehabilitation visits annually. The comprehensive rehabilitation program has received accreditation from the Commission on Accreditation of Rehabilitation Facilities in five program areas – including stroke specialty – a distinction achieved by only four rehab centers worldwide.

“Once the patient leaves Rehab, our care doesn’t stop,” Cline said. “The Rehab Grad program is an opportunity for us to stay connected and encourage self-confidence. They feel insecure at first. I want them to know they still have the abilities to help others.”

Since the group’s inception in January 2009, the Rehab Grads have volunteered for multiple events and programs across the community. Each month they help socialize animals at Sangamon County Animal Shelter, volunteer for special events such as Memorial’s Festival of Trees or YMCA Family Night, and log about 10 hours a month working for Habitat for Humanity of Sangamon County.

“There is a community stroke survivor that is waiting for a Habitat home,” Cline said. “All the hours we work go toward her family.”

Through the volunteer opportunities and frequent outings, the Rehab Grads stay very busy, which Tracy says helped with his recovery since he lives alone and has no family in town.

“I’m always looking forward to seeing the group. They are like family. And if you can be with people to help other people, life is good.”

The Rehab Grads recently donated hundreds of hats and scarves they knitted to local homeless shelters and other groups for the winter. The group met each week for eight months to learn the basics of knitting and create different design patterns. Every minute that was put into the project, Tracy said, was well worth it.

“Seeing the faces of the children and parents who know they’ll be able to stay warm during the winter, that’s why we do it. I just enjoy helping people now. It’s a great feeling. I don’t plan to stop.”

Pictured left: Tracy Green gives away hats and scarves he helped knit to children at Springfield’s Contact Ministries. Tracy discovered a passion for volunteering as part of his care at Memorial Medical Center’s Rehab Services.
On Jan. 13, 2009, Linda Wright’s mother passed away of congestive heart failure. The following day, she signed her dad up for hospice. Approximately six weeks later, he passed away from the same condition.

“It was all so overwhelming, and I think he just kind of gave up,” Linda said. “They had been married 62 years.”

A lifelong Springfield resident, Linda remained close to her parents throughout her adult life and continues to struggle with the loss.

“I checked in with them every day,” she said. “They were always there for me. To lose them so close together, I felt desperate.”

Both of Linda’s parents, Robert and Jacqueline Thompson, received care through Memorial Home Services’ Hospice program. Linda now falls into a special group referred to by caregivers as “bereaved loved ones.”

“We are involved in the healing process as much as the loved ones want us to be,” said Bitsy Knepler, Memorial Home Services bereavement volunteer coordinator. “Not everyone is ready at first, so we make sure to provide multiple opportunities for them to connect to our services.”

Bereavement care begins with a handwritten sympathy card. In the weeks and months following, loved ones receive telephone calls, home visits and educational mailings about the stages of grief. Families also are invited to attend support group meetings and, if needed, encouraged to work through their emotions with hospice counselors.

Each year, Memorial Home Services Hospice also coordinates memorial services for families that are held in Springfield, Jacksonville and Lincoln.

“The names of those who have passed that year are read aloud,” Knepler said. “We also have music, read scripture, and family members are able to set up photos of their loved ones. It’s another opportunity for us to assist the bereaved in their healing process.”

It is that same assistance and support Linda said helped her move forward with her own healing process.

“When both Mom and Dad passed, hospice came in and took care of everything,” she said. “But after that, when the hard part started, and I was faced with all the empty days, they stuck with me.”

Linda works two days a week as a medical secretary. She and her husband have one grown son, who lives out of town. The phone calls, educational mailings, home visits and counseling sessions she receives as part of her bereavement care are all things she both welcomes and appreciates. Although she admits each day is still a struggle, she knows with time, things will get easier.

“Just knowing you are on somebody’s mind and that what you’re still feeling is normal gives me hope,” she said. “I tell people that Memorial took care of Mom and Dad, and now they are taking care of me.”
After 32 years of marriage, David Stover refers to his wife, Janet, as “the best reason I know to awake and embrace the day.” The two have been partners for more than three decades – partners in marriage, partners in parenting and partners in business.

Their latest partnership was unexpected, and Janet’s support was never more important to David than the moment he was diagnosed with prostate cancer. He says hearing those words from the doctor “was stunning – like being hit in the stomach with a sledgehammer.”

“I felt stupid because I didn’t know anything about prostate cancer. It was an empty feeling,” said David, 63 and president and CEO of The Firm.

His first step was to make sure Janet was all right. Then he set about educating himself.

“I just about burned my eyes out doing research on the Internet. Educating myself was important. You need a lot of information to make decisions,” David said.

His decision to have robotic surgery seemed inevitable: Research supported it. Friends recommended it. His doctor specialized in it, and it was available locally – unlike some options he explored that would’ve required treatment in California.

The da Vinci Surgical System, breakthrough robotic surgical technology for patients requiring urologic, gynecologic, cardiothoracic and general surgery procedures, was installed at Memorial Medical Center in July 2009.

David’s urologist, David Lieber, MD, director of advanced urologic laparoscopy and robotics at Springfield Clinic, has performed about 200 robotic procedures in the last five years.

Dr. Lieber said there are several different treatment options for prostate cancer, and he likes to give patients all their options.

“If surgery is appropriate, there are several selling points to robotic surgery. The minimally invasive procedure provides better visualization for the doctor through 3-D, high-definition imaging. Patients lose less blood, experience less pain and often go home the next day,” he said.

Using the robotic system, surgeons operate while seated at a console viewing a 3-D image of the surgical field. The surgeon’s fingers grasp the master controls, and the system seamlessly translates the surgeon’s wrist, hand and finger movements into precise, real-time movements of surgical instruments inside the patient through incisions measuring between 1 and 2 centimeters.

Dr. Lieber said that robotic arms function like a surgeon’s, only smaller. “They can hold the camera and surgical instruments with exquisite accuracy. Even the steadiest surgeon’s hands can jiggle. The robot eliminates that.”

Dr. Lieber said patients are actively seeking out this technique. Patients like David are increasingly Web-savvy, well-educated healthcare consumers who are aware of their treatment options.

While robotic surgery has numerous benefits, Dr. Lieber noted that patients have to be counseled ahead of time about the risks.

“Patients come in with the mindset that minimally invasive means there’s minimal risk, but things can go wrong in any surgery. There are risks and benefits and potential complications,” he said.

Memorial Medical Center has adopted rigid standards for surgeons who use the robotic system, ensuring they have the experience and patient volumes to keep their skills sharp.

David’s preliminary post-operative test results look promising, and he hopes to share what he’s learned with others by writing a book.

“I have a new presence in my life called cancer. I think it’s going to be with me forever, even in remission. Not a day goes by that I don’t think about it,” he said. “But I’m better off as a result of talking about it, and I hope I can help others who face it.”
When twice-retired Jean O’Brien found herself with too much time on her hands, she decided that taking care of animals would make her happy. Now, the 76-year-old great-grandmother runs Jean’s Caring Service in Jacksonville to provide in-home care for pets while their owners travel.

The same decisive determination that helped her develop a successful business also served her well when she was diagnosed with lung cancer.

In otherwise healthy patients, lung cancer is generally treated surgically, according to P.J. Nanavati, MD, medical director of radiation oncology at Memorial Medical Center’s Regional Cancer Center. A lobe of the lung or the entire lung is removed, and the patient takes daily radiation treatments for five to six weeks afterward.

But patients whose lung function is diminished (as a result of emphysema or other illnesses) already have difficulty breathing and usually require oxygen, so they aren’t good candidates for surgery.

Brachytherapy (from the Greek brachy, meaning “short”) is a form of treatment where radioactivity is placed directly at the cancer site. Brachytherapy Iodine-125 seeds are commonly used to treat localized prostate cancer, but its use in lung cancer is unique. Stephen Hazelrigg, MD, professor and chair, division of cardiothoracic surgery with Southern Illinois University School of Medicine, performs the procedure using a scope, which makes it less invasive than traditional surgery.

Jean said she was familiar with radioactive seed implants.

“My brother-in-law had treatment using seed implants with such good results,” she said. “I knew for me that was the way to go.”

During surgery, doctors make three small cuts and use a scope to remove the cancer from the lung. Then a mesh square, which has radioactive seeds embedded every centimeter, is surgically implanted.

The “seeds” are made of titanium, which is body-compatible, and the mesh is the same used in hernia surgery. The implant is inserted over the suture line (the location where the cancer was removed), which is the most common place for recurrence of cancer. All four corners of the radioactive implant are sutured to the lung, and it stays in place permanently.

The low-level radiation treats only the suture line and doesn’t damage the surrounding tissue. Because the isotopes have a half-life of 60 days, in six to eight months, they are no longer radioactive.

Lung brachytherapy was first performed at Memorial Medical Center in 2003. Since then, 146 patients have benefited from the procedure, including 20 in 2009.

The outcomes are impressive. Twenty percent of patients with no implant experience a recurrence, as opposed to 6 percent of those who receive the implant.

“That’s a more than three-fold decrease in cancer recurrence,” Dr. Nanavati said. “Patients love it because they don’t have to take radiation treatment every day.”

Jean agreed that going to Springfield five days a week for radiation treatments would’ve been inconvenient.

“I could’ve driven myself back and forth from Jacksonville every day, but I’m not sure my daughter would’ve let me,” she said with a laugh.

Jean hasn’t experienced side effects from brachytherapy, and she’s been able to resume the activities she enjoys – reading, spending time with people and taking care of animals.

“Dr. Nanavati and Dr. Hazelrigg were both wonderful. I’m back on my feet and have my strength back,” she said. “I’m as busy as I’d like to be.”
On any given Friday, when the weather cooperates, a small handful of men in jeans and work gloves spend their morning bent over rows of produce and other plants at Springfield’s Jubilee Farm. One week they may devote to tossing weeds in a nearby wheelbarrow; another week they may pick vegetables.

For the hour and a half they are there, they are simply volunteers. Not drug or alcohol addicts. Not mentally ill patients. Just a few guys, working the earth to produce something pure and healthy.

Since 2006, these regular visits to Jubilee Farm have been the highlight of these patients’ weeks. Every Friday morning in the spring, summer and fall — weather permitting — they await their ride from their Mental Health Centers of Central Illinois case manager, Bill Irvin, to take them from their homes to the organic farm west of Springfield run by the Dominican Sisters.

Kevin, a 41-year-old Springfield man, has used treatment services provided by MHCCI, a Memorial Health System affiliate, for many years and battles both substance abuse and mental illness. Both Irvin and Kevin said the weekly farm visits, an outreach program that was recognized in 2008 with an Illinois Association of Rehabilitation Facilities Innovations Award, have become a motivator for Kevin to stay sober.

“I cannot think of anything I have done with clients that has been as valuable,” Irvin said.

Irvin has been taking a small group of his patients to Jubilee on a weekly basis for about three years since learning about the farm, which consists of more than 100 acres of land and features a large organic garden, more than a dozen egg-producing hens, a handful of llamas, a meditation labyrinth and children’s garden.

Because Irvin’s group is the farm’s only regular set of volunteers, the Sisters offered them a share of the crop to reward them for their hard work.

The opportunity to take home fresh eggs and produce is certainly appealing to the MHCCI patients who visit Jubilee, Irvin said. It also has taught them about good nutrition — many of Irvin’s clients now see the value in organic produce and enjoy making themselves healthy meals and snacks with the items they bring home from the garden — and the value of hard work.

The farm also provides them with a chance for social interaction, with each other and the Sisters and others who work there. At the same time, the farm acts as a sanctuary of sorts, which provides unending benefits, Irvin said.

“There are some clients I take out there who have not been out of town in years,” he said. “They enjoy the eggs and food they get to bring home, and if they come enough, they can see the progress of the plants week to week. The system tells them they can’t do anything – they hear it for years and years. Here, they’re able to see what they’re capable of. They can actually see what they’ve done. That beats any words.”

Kevin said he loves the time he gets to spend outside enjoying nature. The weekly trips, he said, help keep him healthy, “mentally, emotionally, physically and spiritually.”

“It’s a good job for me,” he said. “It’s kind of like rehabilitation, going out there and getting down in the dirt. It’s hot and sweaty. I have fun — it’s a little bit of hard work and responsibility. It’s pretty good, working out there on the farm.”
Memorial Health System – A Look Back at 2009

Two ExpressCAREs Open

In spring 2009, Memorial Medical Center's two new ExpressCare locations opened their doors to the public to provide greater access to healthcare for area residents.

"With three strategically located clinics, we can better serve the healthcare needs of patients requiring non-emergency treatment," said Tom Westrick, ambulatory services administrator for Memorial Health System. "And so far, total patient volume for the three locations has exceeded our expectations."

ExpressCare at North Dirksen opened April 6, followed by the South Sixth Street ExpressCare on May 11. The first location, Memorial ExpressCare at Koke Mill Medical Center, is located on the west side of Springfield. Patients are treated for minor ailments like sinus infections, earaches and cold symptoms without an appointment. Each clinic also features on-site outpatient radiology and laboratory services.

“We provide quality medical treatment fast with trained family medicine physicians," said Chrissy Stuenkel, a registered nurse and clinical operations manager for ExpressCare. “And now by checking wait times online, patients can decide which clinic is their best choice.”

Wait times for all ExpressCare locations, along with the number of patients waiting, can be found at memorialexpresscare.com. The site is updated every 10 minutes during ExpressCare's hours of operation from 9 a.m. to 8 p.m. daily.

The new ExpressCare locations also house North Dirksen Medical Associates and South Sixth Medical Associates. The practices are part of Memorial Physician Services, the network of primary care physicians with Memorial Health System.

ClinDoc Launched at Memorial

When the clock struck midnight on June 6, Memorial Medical Center launched an important piece of its electronic medical record initiative – Clinical Documentation (ClinDoc). The program enables staff to document patient care information electronically versus filling out paper forms to record the information.

In her many years working as a registered nurse, Donna Crompton, director of nursing operations and informatics, says she has never prepared for a change of such magnitude.

“It’s the biggest change that a bedside clinician will have to make in their working environment in their lifetime," she said.

The transition meant Memorial nursing staff stopped paper door-side charting on units. Now that same documentation is charted electronically on a computer at the patient’s bedside. It’s the next step toward an electronic health record. Though physician documentation remains on paper, physicians use ClinDoc to view a patient’s information entered by nursing staff and other Memorial departments who use the system.

ClinDoc provides a "wonderful opportunity" for the health system, Crompton said. By eliminating certain paper processes and providing a summary page of the patient’s health — including the last 12 vitals, recent lab results and more — for caregivers to view with the swipe of their ID badge, it speeds up care for patients, provides a more accurate, clearer picture of the patient’s health and standardizes the charting process. Additionally, a patient’s health record can be accessed anywhere regardless of where the patient is.

“This is a patient record that flows with the patient no matter where he or she is,” Crompton said. “It’s irrelevant what floor the patient is on. The information flows."
Patient Companions Extend Care

Mary Melissa Harris, a patient companion at Memorial Medical Center, believes she has one of the most rewarding jobs in the hospital.

In December 2008, MMC began using patient companions to assist with bedside patient care. Patient companions assist with caring for patients who need direct observation or those with no close family or friends who could benefit from human companionship. Previously, clinical staff would be pulled away from other duties to provide the supervision a patient needed.

Every work day, Harris, of Chandlerville, is assigned to a patient whose nurses have identified as someone who could benefit from a companion. Before settling in, she takes in the environment and checks with the nursing staff to learn of any special needs the patient may require.

“A lot of times I just talk and get to know them and find out what gets them to relax,” she said. “It’s a lot of one-on-one care. … If I can just make them as comfortable as possible, that’s rewarding for me.”

A patient’s safety is her main priority, but she also helps with meals and getting fresh water or clean linens. Additionally, she provides some respite to family members who may be hesitant to leave the patient’s bedside but could use a break.

MMC’s patient companions have contributed to increased patient and family satisfaction, as well as staff satisfaction. Val Floyd, RN, director of nursing resources and patient flow, said she sees the companions’ role as that of “patient care extenders.”

“They extend the ability of our direct care nursing staff to make sure we are meeting all of the individual needs that our patients have,” Floyd said. “I think it’s one of the greatest things we have done for patients and staff.”

Memorial Opens New Unit

To meet increasing patient demand, Memorial Medical Center opened a new patient care unit in December 2009 for medical-surgical patients. The unit on 3G houses 22 private patient rooms, two of which are designed specifically for bariatric patients, and five with patient lifts. Each room has its own private shower. Private rooms provide an increased level of comfort for patients, as well as important health benefits.

“Private patient rooms create a better healing environment in addition to the patient safety benefits realized. The data supports the notion that private rooms are better for the patient by reducing their exposure and therefore minimizing infections and other complications,” said Harry Schmidt, MMC’s vice president for Facilities Management. “This initiative is not only about increasing capacity but also for the patient’s health and well being. And it also creates a better, safer environment for families and friends who visit the patient.”

In another effort to meet increasing needs due to record-breaking patient volumes, Memorial began an extensive improvement project in November 2008 to expand and renovate its Surgery department. The renovations included a new visitor waiting room for family and friends of Surgery patients; two new operating rooms with cutting-edge technologies to increase efficiency and improve safety; expanded Stage 2 discharge area and pre-op holding bays; and a renovated post-anesthesia care unit. These changes also have allowed for renovation work to Memorial’s main lobby and overall expansion to the space; work on this project will continue into 2010.

Additionally, construction on a new, 503-car parking ramp at the corner of Rutledge and Miller streets began in October 2009. This project, with an expected completion date of summer 2010, will enable Memorial to pursue campus growth opportunities that will benefit patients, employees and visitors in the future.
Memorial Health System – A Look Back at 2009

Memorial Begins Therapeutic Hypothermia

Memorial Medical Center began using therapeutic hypothermia, a procedure in which patients’ body temperatures are cooled to improve their chance of surviving cardiac arrests, in May.

The procedure is for a specific group of cardiac arrest patients. In the first few months, the procedure has been used on an average of one patient per month. In therapeutic hypothermia, a special cooling device with pads wraps around the patient’s thighs and trunk. The patient’s internal body temperature is lowered to a range of 89.6 to 93.2 degrees Fahrenheit – or 5.4 to 9 degrees below normal. The process takes two to four hours, depending on the patient’s body temperature at the start of the process. Physicians and nurses monitor the patient to ensure the lowered temperature range is maintained for 24 hours before beginning a gradual warming process, which also lasts 24 hours.

Sudden cardiac arrest strikes 300,000 to 450,000 Americans every year, and more than 90 percent die, according to Theresa Jones, one of two registered nurses who co-chair the hospital’s Review and Evaluation of Stat Codes and Untoward Events (RESCUE) committee. The RESCUE committee began researching therapeutic hypothermia shortly after the American Heart Association endorsed the procedure.

Only about 25 percent of hospitals nationwide use the procedure. “Memorial’s innovative thinking allowed us to become one of the first hospitals in downstate Illinois to use therapeutic hypothermia,” said Linda Yusko, the RESCUE committee’s other co-chair.

Up to 30 percent of cardiac arrest survivors suffer permanent brain damage. With therapeutic hypothermia, Jones said, one in six cardiac arrest survivors will beat the odds, according to current studies.

“Therapeutic hypothermia means hope,” Yusko said.

Memorial Physician Services Expands Network

Launching 2009 with its new name, Memorial Physician Services saw significant growth that included medical offices opening their doors or joining the physician network and new doctors joining existing clinics.

Capitol Healthcare in Springfield, which has served the community since 1978, joined Memorial Physician Services’ network of physician offices and clinics in May and was renamed Capitol Healthcare Medical Associates.

In the fall, Memorial Physician Services opened two new offices in Springfield. Josh Ellison, MD, and Joe Bilyeu, MD, serve at North Dirksen Medical Associates, and Lydia Villafuerte, MD, serves at South Sixth Medical Associates. Both offices went live with an electronic health record in August, which will help improve patient care and keep records more secure.

Two pediatricians, Teena John, MD, and Ashish John, MD, joined Koke Mill Medical Associates, bringing the number of physicians to 15. Koke Mill Medical Associates also expanded into larger quarters in Memorial’s Koke Mill Medical Center on the west side of Springfield.

And Benjamin Montgomery, MD, a family physician, began accepting patients in Jacksonville.

Memorial Physician Services is one of the largest primary care physician networks in central Illinois with locations in Springfield, Chatham, Petersburg, Lincoln and Jacksonville. The network comprises more than 300 employees, who accommodate more than 250,000 patient visits each year.
YMCA, Memorial Join Forces

Memorial Medical Center has partnered with the Springfield YMCA to develop a 58,000-square-foot fitness and wellness facility on the west side of Springfield. The new YMCA facility will be on 40 acres at the intersection of Illes Avenue and Archer Elevator Road.

The hospital will occupy 10,000 square feet of the new building, which will be the home for Memorial’s SportsCare, a multidisciplinary sports medicine and athletic training program. Memorial will also offer outpatient orthopedic rehabilitation programs in the new building.

Memorial will provide $3 million toward the construction cost of its portion of the building. The hospital also will provide the YMCA with a $5 million community benefit grant to assist with the development of the remaining 48,000 square feet.

The building will have two pools: a competitive lap pool and a warm-water family fun/therapy pool. Other proposed features include a fitness center, an aerobics and multipurpose exercise studio, gymnasium and child care center.

Memorial Installs “Smart” Infusion IV Pumps

With grant support from the Department of Defense, more than 500 Sigma “smart” infusion IV pumps were activated in patient-care areas throughout Memorial Medical Center in 2009 to provide state-of-the-art fluid and medication management for patients. These pumps, which replace older IV pumps that had been in use for 10 years, hold an extensive drug library that enables safer selection of medications, fluids, dosages and flow rates. The library alerts a nurse when a drug is being programmed outside of the “normal” dose, thus preventing a medication error.

Transplant Program Reactivated

Memorial Medical Center reactivated its kidney and pancreas transplant program in August after receiving the go-ahead from the United Network for Organ Sharing.

The hospital had elected to voluntarily deactivate the transplant portion of its program in 2008 until a physician could be recruited to replace a retiring nephrologist. That new physician, Bradford West, MD, with Springfield Clinic, began his duties in August as medical director of Memorial Transplant Services, joining surgical director Edward Alfrey, MD, professor and chair of the division of surgery at Southern Illinois University School of Medicine.

While the transplant program was on inactive status, Memorial Transplant Services’ staff members continued to provide care to an estimated 250 post-transplant patients. Once reactivated, Memorial Transplant Services began to follow up with nearly 140 patients who chose to remain on the hospital’s waiting list during the hiatus.

Since its founding in 1973, the program has completed more than 740 kidney and pancreas transplants. The transplant program is a cooperative initiative involving Memorial Medical Center, SIU School of Medicine and Springfield Clinic.
Partnership with LLCC Aims to Ease Nursing Shortage

A new partnership between Memorial Health System and Lincoln Land Community College allowed for 20 additional students to enter the associate degree nursing (ADN) program in 2009. Under the agreement, Memorial provided two nursing faculty for supervision and teaching of the clinical portion of the nurses’ training as well as financial resources for the first year to allow LLCC to expand classroom training and accommodate a 10 percent enrollment increase.

“The number of graduates coming out of nursing programs is insufficient to meet the increasing demand for new nurses and to replace the large number of ‘baby boomer’ nurses who are now retiring after long and successful careers,” said Marsha Prater, RN, PhD, senior vice president and chief nursing officer. “Our innovative partnership will have a meaningful impact as we work to resolve this challenging need in healthcare.”

According to Cynthia Maskey, dean of health professions at LLCC, a shortage of clinical sites and lack of master’s degree-level faculty have been barriers to enrolling additional students in LLCC’s program, while hospitals continue to face a shortage of registered nurses.

“Memorial came to us asking how they could help more students enter our program, and this agreement is the successful result of those discussions,” Maskey said.

Memorial also established five scholarships that allow Lincoln Land ADN students to receive approximately $9,000 toward tuition, fees and books during the two-year program. Recipients pledge a work commitment to MHS following graduation.

ALMH Embraces Computerized Physician Order Entry

In September, Abraham Lincoln Memorial Hospital became a pioneer of new technology that improves patient care in a number of ways. Soon there will be no hand-written orders at ALMH, as nearly all physicians are using Computerized Physician Order Entry (CPOE). CPOE allows healthcare workers to enter medication and testing orders directly into an electronic medical record — eliminating the need for scanning, copying and transcribing orders, thus reducing human error that can occur at each phase. This new system also automatically alerts physicians about patient allergies, dosages, drug interactions, medical necessity and duplication of therapies.

“We are one of just a small percentage of hospitals in the United States to do this and feel it is an important part of providing great patient care,” said Melissa Cox, MD, internal medicine and pediatrics, Lincoln Healthcare Specialists.

This dramatic change required a team effort and involved every clinical department at ALMH, which is piloting CPOE for Memorial Health System. It’s one example of how Memorial continues to extend its commitment to improving the health of the people and communities it serves. In the first week using CPOE, 51 percent of all pharmacy orders and 54 percent of all medical orders were placed electronically.

Memorial’s Festival of Trees

Memorial’s 19th annual Festival of Trees raised more than $200,000 for Memorial Medical Center projects and programs. Held on the Illinois State Fairgrounds, the holiday tradition is one of the Memorial Medical Center Foundation’s largest fundraisers.

Nearly 30,000 people visited the nine-day family festival in November 2008. Hundreds of talented local designers and volunteers transformed the fairgrounds’ Orr Building into a winter wonderland of more than 140 exquisitely decorated showcases, trees, centerpieces and wreaths. More than 1,000 preschoolers and elementary students attended the Festival of Trees the week before it opened. The event’s theme was “A Winter Garden.”

The Festival has raised more than $2.2 million for healthcare since it began in 1989.
Memorial is First to Install World-Class Molecular CT

Memorial Medical Center was the first hospital in the world to install a 128-slice molecular CT for clinical use in June. The molecular CT is particularly helpful in diagnosing and planning the treatment that cancer patients receive.

“This new machine allows physician specialists to identify and diagnose cancer earlier and to design treatment plans specific to the patient’s type, stage and location of cancer better than we have ever been able to do before,” said Charles Neal, MD, a radiologist with Clinical Radiologists, S.C.

Combining the most advanced positron emission tomography (PET) and computerized tomography (CT) imaging technology available, the 128-slice Siemens Biograph mCT produces exceptionally detailed pictures of the body’s anatomic structures while pinpointing the precise location of cancerous cells. In addition, the scan time required to obtain a combined PET-CT image has been reduced by almost 70 percent.

The molecular CT obtains functional, anatomical and molecular information in one noninvasive diagnostic exam, making it more convenient for patients. The molecular CT is designed to accommodate all patients comfortably and easily. Conventional PET-CT systems were overly confining, causing claustrophobia in many patients. The molecular CT features a wider opening and shorter tunnel, which helps to alleviate claustrophobic feelings. The extra-wide table has a 500-pound capacity, which allows larger patients to be served.

The new molecular CT is installed in the hospital’s outpatient imaging center in the Baylis Medical Building.

PICC Team Goes to Patients

Rebecca Terpening is a big fan of PICC lines — peripherally inserted central catheters that make it possible for patients to receive treatments and nutrients intravenously without the need for repetitive needle sticks and IV starts. During her stay at Memorial Medical Center’s oncology unit in September 2009, the Greenfield resident said her PICC allowed her to rest more comfortably.

“I really like my PICC line — it’s like my best friend,” said Rebecca, whose PICC was used for chemotherapy treatments, blood drawings, saline drips and antibiotic treatments during her stay.

What made the experience even more comfortable for Rebecca is that the PICC was inserted in the privacy of her own room. Since October 2008, Memorial has used the services of a bedside PICC Team that travels to patient rooms instead of requiring transport services to the Radiology Department, sparing both time and expense, as well as providing a better patient experience.

Certified PICC nurses Paula Chatfield, RN, CCRN, CLNC, Kelsey Schwab, BSN, RN, Cathy Potter, BSN, RN, and Jim Roles, RN, travel throughout the hospital with a team of two others to perform the procedure. As of October 2009, the team had placed 1,615 PICCs at the bedside with a success rate of 97.9 percent.

“It has been a wonderful thing,” Chatfield said. “It has freed up nurses, freed up the respiratory therapists, freed up the transporters and freed up the radiologists to do bigger cases.”

Marjorie Calvetti, director of Radiology at MMC, estimates that the PICC Team provides a cost savings of $1,500 per patient.
**SportsCare’s Women’s Biathlon Draws Crowd**

SportsCare’s second annual women’s biathlon attracted 180 participants in September. The event featured a 20-kilometer bike ride and a 5-kilometer run. Eighteen teams took advantage of the opportunity to select a relay option in which one participant ran while the other rode a bike.

During the event, Friends of Memorial hosted a health fair inside the Koke Mill Medical Center, which featured blood pressure, glucose, cholesterol, vascular and bone density screenings. The fair also included medical equipment products and information from Memorial Home Services, body fat analysis, women’s heart information, healthy diet tips, advice on exercise during pregnancy, and hearing protection and hearing aid information.

**Memorial Launches Systemwide Web Site at ChooseMemorial.org**

MHS launched a new public Web site in October that represents the health system: ChooseMemorial.org. The new site provides links to all of Memorial’s affiliate Web sites and contains comprehensive information on the services provided at each location, as well as address and contact information. Visitors can access the career center, which posts job openings at all six affiliates and allows job seekers to apply online. News and other announcements also are posted on the site.

**2009 Memorial Teen Volunteer Program Gives Insight to Healthcare**

Sixteen central Illinois students ranging from high school juniors to college students participated in the 2009 Memorial Teen Volunteer program. The program is designed to give young people interested in healthcare careers the opportunity to learn about the operations of a major medical center. Sponsored by the Department of Volunteers and Community Service, the seven-week program allowed students to work with a volunteer mentor in a variety of settings at MMC. Students received hands-on experience in the Gift Shop, Surgery and ICU reception areas, the Emergency Department, Escort Services and other volunteer locations. Students worked at least four hours each week. Volunteers have welcomed and enjoyed the “summer help” since the program’s inception in 2005.

**Run/Walk Fundraisers Benefit Burn Victims, Transplant Patients**

Memorial Medical Center’s Regional Burn Center and Transplant Services together raised more than $18,500 in 2009 through 5K run/walk fundraisers that will benefit the patients and communities they serve.

The Burn Center’s third annual run/walk on July 18 at Springfield’s Washington Park brought in more than $8,500 and attracted 278 participants. The proceeds benefitted the center, which cares for more than 200 acutely burned patients annually, as well as burn outreach programs and community education programs, including the center’s annual Burn Survivor Dinner held in October.

The Transplant Services’ fifth annual 5K run/walk attracted more than 300 people Sept. 12 to Washington Park and raised more than $10,000. Proceeds benefit the MMC Transplant Patient Assistance Fund, which assists kidney and pancreas transplant patients and living organ donors who encounter situational financial hardship after transplant.
Memorial Medical Center employees set a new donation record in the 2009 annual employee-giving MASH campaign. Despite the tightening economy, 872 employees contributed more than $225,000 to pledge financial support for patient care initiatives as well as staff education programs and clinical research.

Employees’ contributions represented an increase of nearly 12 percent over the previous year. The total number of employees making pledges also increased by more than 5 percent. MASH (Membership Annually Supports Health) is one of the Memorial Medical Center Foundation’s largest annual fundraisers. More than $3 million has been raised through MASH since its inception in 1988.

Employees may designate their gifts to specific departments while others leave their gifts unrestricted to be used where the need is greatest. Employees can also target their contributions to SystemCare, which provides financial support to Memorial employees who experience a personal emergency, such as a fire or catastrophic illness in the family.

Grant Will Help MHCCI Improve Healthcare Access
Mental Health Centers of Central Illinois received a $50,000 planning grant in December 2008 to increase access to healthcare for children with disabilities. In partnership with SIU School of Medicine’s Department of Family and Community Medicine and Department of Psychiatry and The Hope Institute for Children and Families, MHCCI is exploring two initiatives that could increase healthcare access.

The group will explore ways to expand and integrate services at Springfield’s Noll Medical Pavilion by creating a medical home dedicated to children who suffer from mental illness or developmental disabilities. Its second goal is to explore the possibility of integrating behavioral healthcare within the SIU Family and Community Medicine clinics.

The grant, titled “The Children’s Healthcare Partnership: Integrating Primary Care and Mental Health Services and Creating a Medical Home,” was awarded by the Illinois Children’s Healthcare Foundation.

Make Memorial Your Facebook Friend
Memorial Health System joined the world of social networking when it unveiled a Facebook page in late August. The popular site provides an opportunity for Memorial to share real-time updates and reminders with its fans, including photos and videos of recent events. The page has grown quickly with more than 500 fans in the first month alone. Become a fan of Memorial at www.facebook.com/memorialhealthsystem.

ALMH Golf Outing Raises $20,500
This year’s FORE ALMH Golf Outing was one of the most successful to date, raising more than $20,500 for the Healthy Community Partnership’s HOPE Mobile.

For 15 years, golfers in Lincoln have raised money for hospital programs that reach out to those less fortunate in area communities. Since 2004, proceeds have benefitted HCP’s mobile health unit, which provides basic healthcare and education to rural residents in Logan County.

For the last three years, funds have been designated to the increasingly popular dental care program onboard the HOPE Mobile, which serves underprivileged children and pregnant mothers. The program’s aim is to reduce new areas of decay and maintain a higher retention rate of sealants.
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Memorial Health System and Affiliate Leadership

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Capitol Healthcare Medical Associates
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Family Medical Center, Chatham
Family Medical Center, Lincoln
Jacksonville Family Medical Associates
Jacksonville Family Practice
Jacksonville Pediatric Associates
Koke Mill Medical Associates, Springfield
Menard Medical Center, Petersburg
North Dirksen Medical Associates
South Sixth Medical Associates
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Women’s Healthcare, Springfield and Chatham

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Alliance Agreement Provider
Passavant Area Hospital
ALMH Launches Construction

No longer is a replacement hospital for Lincoln just an idea. In July, construction began on a new Abraham Lincoln Memorial Hospital on a large plot of land adjacent to Business I-55.

The new facility will offer more in the way of privacy, convenience, safety, efficiency, access and sustainability to patients, though they shouldn’t notice much of a change in the way ALMH operates.

That’s because despite an aging building, the people who work inside it have been saving lives every day since 1954. They’ve taken seriously the mission to improve the health of the people and communities they serve, and a new facility will simply better equip them to preserve ALMH’s mission today and for generations to come.

“For a lot of the community, we are their only choice. That’s something we take very seriously,” said Dolan Dalpoas, ALMH’s president and chief executive officer.

A two-story design will allow ALMH to better care for the growing number of outpatients on the ground level. Patient rooms will have more privacy and a family-friendly design. The emergency department will have twice as much space with all private rooms. There will be a warm-water therapy pool, more private treatment rooms and a walking track in the rehabilitation department. A fixed MRI will be available 24 hours a day in the new diagnostic center.

“The scope of the hospital won’t change. We’ll still have 25 inpatient beds. We’ll still offer a wide variety of outpatient services,” Dalpoas said. “What will change, for the better, is the manner in which care will be delivered to those we are so privileged to serve.”

MEMORIAL HEALTH SYSTEM FISCAL 2009 OPERATING STATISTICS

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>FY 2008</th>
<th>FY 2009</th>
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<tbody>
<tr>
<td>MEMORIAL MEDICAL CENTER</td>
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<tr>
<td>Licensed Beds</td>
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<td>MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS</td>
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* formerly Healthcare Network Associates
Taylorville Memorial Begins Phase Two

Taylorville Memorial Hospital broke ground on its outpatient services center in October, the second phase of a three-phase project that “will make it faster, easier, more convenient and more comfortable for patients to receive medical care,” said Dan Raab, the hospital’s president and chief executive officer.

The outpatient services center will include new locations for the emergency department, radiology and outpatient surgery, “providing us with the ability to serve patients efficiently and effectively,” Raab said.

The center will include a permanent MRI scanner, replacing a mobile MRI currently in use. The single-story center is designed for outpatients, who account for more than 70 percent of the services provided by Taylorville Memorial Hospital. The current hospital, built in 1954, was designed and constructed when the focus of care was on inpatients.

The outpatient services center will include new locations for the emergency department, radiology and outpatient surgery, “providing us with the ability to serve patients efficiently and effectively,” Raab said.

The center will include a permanent MRI scanner, replacing a mobile MRI currently in use. The single-story center is designed for outpatients, who account for more than 70 percent of the services provided by Taylorville Memorial Hospital. The current hospital, built in 1954, was designed and constructed when the focus of care was on inpatients.

The first phase of the project, a two-story medical office building with 42,000 square feet, was completed in August. The medical office building, Springfield Clinic Taylorville, has been completely leased by Springfield Clinic, consolidating its physicians, who previously had been at three locations in the community, into one building.

Taylorville Memorial Hospital is a 25-bed, critical-access hospital serving the people of Taylorville and Christian County. The plans for the outpatient services center were approved unanimously by the Illinois Health Facilities and Services Review Board in September. Construction is expected to be completed in early 2011.
Memorial Health System does more than treat injuries and illness. As a nonprofit provider of hospital and healthcare services, we respond to direct needs in our community. We do not receive payment to cover the costs of these programs and services.

Behind the numbers reflected on these two pages are individual stories. These stories may be nearly invisible unless you have been touched by a community benefit program and Memorial’s dedicated staff.

Your doctor, nurse or pharmacist may have received clinical training at Memorial Health System before they were licensed to take care of you. You may have taken a free class on infant safety, breastfeeding or dealing with a crying infant. Or your children learned about good nutrition and exercise through a Kids Heart Advantage program at their school or took a babysitter-training class.

Possibly you took advantage of free blood pressure, cholesterol or glucose checks at a health fair. Maybe family members have benefited from support groups that help people move forward with their lives as they receive treatment and recover from breast or prostate cancer, stroke or brain injury, heart failure, diabetes and many other illnesses.

Our three hospitals – Memorial Medical Center in Springfield, Abraham Lincoln Memorial Hospital in Lincoln and Taylorville Memorial Hospital – provide outstanding care to every patient who comes through the doors, regardless of their ability to pay. Someone you know may be among the 10,777 patient accounts that qualified for more than $16 million in charity care this past year, relieving families of a heavy financial burden they could not meet.

Memorial Health System provided more than $99.7 million in unreimbursed services to the people and communities we serve for the fiscal year that ended Sept. 30, 2009. This total represents 16 percent of our total expenses of more than $620.8 million. (See accompanying charts.)

Of that more than $99.7 million, the health system returned $80.3 million in community benefits. This total includes $51.5 million for the unpaid cost of public programs, $16.4 million for traditional charity care and $12.4 million for other community benefits, such as research, education and additional community support.

Memorial Medical Center returned $67.2 million in community benefits. That total includes $40.5 million in the unpaid costs of public programs. Traditional charity care and support of the Capitol Community Health Center totaled $14.8 million. The remaining community-benefit portion added up to $11.9 million.

Abraham Lincoln Memorial Hospital provided $4.2 million in community benefits to the citizens of Logan and eastern Mason counties. That figure includes $3.6 million in unpaid costs of public programs, $416,000 in traditional charity care and $212,000 to fund diverse health activities.

Taylorville Memorial Hospital supplied $3.7 million in community benefits. That amount includes $2.9 million in unpaid costs of public programs, $730,000 in traditional charity care and $122,000 in other community services.

Additional community benefits totaling $5.3 million came from Memorial Health System’s three other affiliates and Memorial Health Ventures, a nonprofit subsidiary of the health system. The total community benefits provided by each were $3.1 million from Memorial Physician Services, $1.2 million from Memorial Health Ventures, $902,000 from Memorial Home Services, and $60,000 from Mental Health Centers of Central Illinois.
Memorial Health System provided $99,740,000 in unreimbursed services to the people and communities we serve.

These expenses include Memorial Health System’s community benefits and unpaid patient debts (bad debt). This represents 16% of our total expenses of $620,891 million.
When Rich Huelskoetter began feeling unwell on a late Sunday evening in October 2008, he didn’t wait long to ask his wife to drive him to Memorial Medical Center’s Emergency Department.

“I knew something was not right,” said Rich, an active 57-year-old Springfield resident who has a family history of heart problems.

By the time he arrived at the ED triage area, he was feeling progressively worse. The ED staff quickly realized he was showing signs of a heart attack.

“It was a very short time from when I arrived at the Emergency Room to when they had me in the back working on me,” he said.

Within 62 minutes of arriving at the ED, Rich was transported to the Cardiac Cath Lab and received a stent in his blocked artery, which brought immediate relief by the restored blood flow to his heart.

The quick care Rich received was a result of Memorial’s *80 program, a team effort among staff and physicians in the ED and Cardiac Cath Lab to open the heart blockage in patients suffering acute myocardial infarctions (AMI) within 80 minutes or less. When it comes to heart attacks, every minute spared is heart muscle saved, so time is a crucial factor in ensuring a patient can resume normal activity after he or she heals.

Memorial’s target “door-to-balloon” time has been 80 minutes or less since March 2008. Previously, the team’s goal had been 90 minutes or less, which is the national standard set by the American College of Cardiology.

“We were meeting 90 minutes so often, we went to 80 to shave additional minutes for patients,” said Jennifer Boyer, a registered nurse and director of Emergency Medical Services. “The teams from the ED and the Cath Lab, along with the physicians involved, have such ownership in the process that they just go into action. And there’s great trust among all members of the team.”

MMC is a top performer in the state for its door-to-balloon times and continues to seek ways to improve the *80 process, said Karen Baur, a registered nurse and director of Cardiovascular Services.

“We have successfully committed resources to continually make improvements in the process for a long time,” she said. “You know you are making a difference when you are saving a patient’s heart muscle. It means a great deal to the entire team.”

Rich said he was resting comfortably in his room within an hour-and-a-half of arriving at Memorial’s door. After a brief stay and several weeks as an outpatient with Memorial’s Cardiac Rehabilitation department, he was able to resume the activities he enjoys. Recently retired as owner of R&M Cyclery, he often does side-jobs to keep himself busy and enjoys kayaking, riding his bicycle and motorcycle, and taking walks in the park with his wife of 30 years, Debbi, and their two dogs.

“When I think back on this, I believe Memorial took very good care of me,” he said. “I’ve got to give them a pretty big star for that, really.”
Memorial Health System’s six affiliates provide a full range of inpatient, outpatient, home health, hospice, behavioral health and primary care physician services. With three hospitals and other clinics in Sangamon and its neighboring counties, we deliver high-quality, patient-centered care in support of our mission to improve the health of the people and communities we serve. Visit choosememorial.org for access to all of our affiliate Web sites.

Abraham Lincoln Memorial Hospital
Our Lincoln hospital’s clinical services include 24-hour emergency medicine, general acute inpatient care, intensive care, pain management, orthopaedics, surgery and the Family Maternity Suites. ALMH also offers a full range of outpatient rehabilitation, therapy and diagnostic testing.

Memorial Home Services
Provides home nursing, home hospice care, home infusion therapy, home telehealth monitoring and durable medical equipment services (among others) across a 19-county region in central Illinois. It is one of the largest providers of home durable medical equipment products and services to central Illinois residents.

Memorial Medical Center
Our hospital’s Centers for Excellence include the Memorial Heart and Vascular Services, Memorial Rehab Services, Emergency Services, Family Maternity Suites, Regional Cancer Center, Regional Burn Center, Orthopaedic Institute, Memorial Behavioral Health Group and Memorial Transplant Services. Three ExpressCare clinics provide non-emergency medical care and laboratory and imaging services seven days a week. Memorial’s Koke Mill Medical Center, a satellite facility on Springfield’s west side, offers a full spectrum of outpatient medical services.

Memorial Physician Services
One of the largest primary care physician networks in central Illinois with 70 providers (including 53 physicians and 17 mid-level providers) and more than 250,000 patient visits each year. Our clinics are in Springfield, Jacksonville, Lincoln, Petersburg and Chatham.

Mental Health Centers of Central Illinois
Services include crisis intervention, extended care throughout a lifetime and brief care such as outpatient therapy. MHCCI also provides community support services, psychiatric and medication services, adult day treatment, inpatient care, vocational programs, supervised residential facilities and programs for those with developmental disabilities. Sites are in Sangamon, Menard, Mason, Morgan, Scott and Logan counties.

Taylorville Memorial Hospital
This hospital offers a full range of inpatient and outpatient services, including the Women’s Health Center, intensive care, acute care and surgical services, a skilled nursing unit, pediatric care, cardiopulmonary care, radiology and nuclear medicine, pulmonary rehabilitation and physical, occupational and speech therapy.