DEAR FRIENDS,

It was another exciting year for Memorial Health System, as we continued to improve community access to our healthcare services and enhanced the comprehensive scope of care available to our patients.
This report highlights these remarkable developments and speaks to the quality of care we provide through the stories of some of those patients we are privileged to serve.

In 2011, we completed an all-encompassing renovation of our outpatient medical imaging center inside the Baylis Medical Building on the Memorial Medical Center campus. This center provides the most advanced diagnostic imaging technology in a setting that meets patients’ needs for convenience, privacy and comfort. We also expanded Memorial Medical Center’s Emergency Department by eight rooms and opened a new Infusion Services unit that will serve approximately 1,000 patients annually in a comfortable, spacious and private setting.

Last spring, we opened the new Abraham Lincoln Memorial Hospital in Lincoln. Designed to accommodate the growing needs for outpatient medical tests and procedures, the new hospital also features inpatient rooms that offer more privacy and a family-friendly design. At Taylorville Memorial Hospital, a new outpatient services center that includes an expanded Emergency Department, three new state-of-the-art operating rooms and advanced medical imaging services also opened this spring. Additionally, we expanded our primary care physician network, already one of central Illinois’ largest, as seven new physicians joined Memorial Physician Services.

Regardless of where a patient’s health journey begins at Memorial, he or she has access to a full continuum of care that ensures a great patient experience. Throughout the next several pages, you’ll meet just a few of the thousands of patients who have recently benefited from our comprehensive line of services. Many of these patients and family members have been cared for at more than one of our health system’s six affiliates. At Memorial, our teams work very closely together as we help each patient meet his or her healthcare goals.

Moving forward, we will continue to seek ways to improve the care we provide. We are deeply proud of our achievements this year, and through them, we are providing the more than 1 million patients we serve annually with access to high-quality, patient-centered care. These achievements are driven by our mission to improve the health of the people and communities we serve and our vision to be a national leader for excellence in patient care. Each of us at Memorial is committed to building on these achievements and fulfilling our mission through the care we deliver to every patient we serve.

It is our privilege to be trusted as your resource for healthcare, and we will continue our hard work to ensure we deepen that trust in the years ahead.

Sincerely,

Edgar J. Curtis
President and Chief Executive Officer

Joseph M. Hurwitz
Chairman, Board of Directors
One of the leading healthcare organizations in Illinois, Memorial Health System is a community-based, not-for-profit corporation based in Springfield that is dedicated to patient care, education and research. Our 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.
OUR AFFILIATES

MEMORIAL MEDICAL CENTER
Memorial Medical Center is an acute care hospital in Springfield that offers comprehensive inpatient and outpatient services. Since 1970, Memorial has been a teaching hospital affiliated with Southern Illinois University School of Medicine for the purpose of providing clinical training for residents. Our hospital’s featured services include Heart and Vascular Services, Rehab Services, Emergency Services, Family Maternity Suites, Regional Cancer Center, Regional Burn Center, Orthopedic Services, Behavioral Health, Bariatric Services and Transplant Services. | MemorialMedical.com

TAYLORVILLE MEMORIAL HOSPITAL
Taylorville Memorial Hospital is a critical access hospital offering a full range of inpatient and outpatient services to a service area of 34,000 in Christian County. New in 2011 is a 32,000-square-foot Outpatient Services Center that includes state-of-the-art surgical and emergency services and medical imaging facilities and technology. Other services include the Women’s Health Center, acute care, a skilled nursing unit, home health services, pediatric care, cardiopulmonary care, pulmonary rehabilitation and physical, occupational and speech therapy. | TaylorvilleMemorial.org

ABRAHAM LINCOLN MEMORIAL HOSPITAL
Having moved to its new, 116,000-square-foot facility in March 2011, ALMH is a critical access hospital serving the people and communities of Logan and eastern Mason counties. Clinical services include 24-hour emergency medicine, general acute inpatient care, intensive care, pain management, orthopedics, surgery and the Family Maternity Suites. ALMH also offers a full range of outpatient rehabilitation, therapy and diagnostic testing. | ALMH.org

MEMORIAL HOME SERVICES
Memorial Home Services provides home health, hospice and medical equipment services across an 18-county region in central Illinois. Home health services include skilled nursing, maternal-child program, wound care, telehealth, social services, rehabilitation and more. Home hospice services include pain and symptom management, bereavement care and emotional care. Home Services is one of the largest providers of home durable medical equipment products in central Illinois. | MemorialHomeServices.com

MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS
MHCCI offers a full range of behavioral healthcare and rehabilitation services in Sangamon, Menard, Logan, Mason, Scott and Morgan counties. MHCCI provides crisis intervention, extended care throughout a lifetime and brief care such as outpatient therapy. Services include community support services, psychiatric and medication services, adult day treatment, inpatient care, vocational programs and supervised residential facilities. | MHCCI.org

MEMORIAL PHYSICIAN SERVICES
MPS is a primary-care network serving more than 250,000 patients each year in 15 central Illinois locations. Our network includes: Menard Medical Center in Petersburg; Family Medical Center in Lincoln; Capitol Healthcare Medical Associates, Koke Mill Medical Associates, North Dirksen Medical Associates, South Sixth Medical Associates and Women’s Healthcare in Springfield; Family Medical Center in Chatham; Jacksonville Family Medical Associates, Jacksonville Family Practice, Jacksonville Pediatric Associates, Dr. David Coultas, Dr. Benjamin Montgomery, and Dr. Michelle Colen in Jacksonville; and, as of Nov. 1, 2011, Vine Street Clinical Associates. | MemorialMD.com
CONNECTING RESOURCES TO SAVE LIVES

John Mammen had finished mowing, showered and sat down for dinner on a late spring evening when a strange pain began to creep into his chest.

“I had this feeling, a pain I never had before,” said the 38-year-old father of two from Lincoln. “I lay on the bed to stretch out. I couldn’t kick it.

I told my wife, ‘Something just isn’t right.’”
The former volunteer firefighter knew that when the pain had moved into his left arm, it was time to get to the closest hospital. After a fast diagnosis of a blocked artery at Abraham Lincoln Memorial Hospital’s Emergency Department, John was transferred to Memorial Medical Center.

John received a life-saving angioplasty procedure within 80 minutes. He credits the excellent treatment he received from Lincoln and Springfield, combined with cardiac rehabilitation at ALMH, for kick-starting his new life.

“They immediately get you in there, and their whole team is involved,” John said. “We got to Memorial, and everybody was ready in the Cath Lab. The entire medical experience was great all along.”

For heart attack patients, the clock begins ticking when they enter an emergency department. According to national guidelines, “door-to-balloon” time — the time from when a patient enters the hospital to when the heart blockage is cleared — should be 90 minutes or less to minimize heart damage. A 30-minute delay increases the risk of dying by 42 percent.

Heart attacks occur when clogged arteries prevent enough oxygen and blood from reaching the heart. Annually, about 250,000 Americans suffer a major one like John, where a main artery is completely blocked. The best remedy is angioplasty, where physicians push a tube through the artery and inflate a tiny balloon to flatten the blockage. A mesh stent is inserted to keep the artery open.

Not all hospitals perform angioplasties and therefore must transfer patients. ALMH’s relationship with MMC means patients who present at the 25-bed critical access hospital can be stabilized and immediately transferred to MMC. The ALMH emergency team is prepared to quickly diagnose and transfer its approximately 20 heart attack cases annually.

“From the time they come through our door, we have 30 minutes to get them back out,” said Jeanne Dennis, manager of the ALMH Emergency Department. “In 95 percent of the cases, we’re faster than that.”

Since his heart attack, John, who has a family history of hypertension, has changed the habits that led to his heart trouble. He quit smoking, lost 40 pounds, gave up drinking soda and watches his fat and sodium intake.

John comes to ALMH’s cardiac rehabilitation program weekly during his lunch hour from his job as a warehouse manager. His heart rate, blood pressure and weight are all monitored.

“The cardiac rehab nurses are great,” he said. “Everybody’s been awesome, really friendly. They all really care.”
HELPING GRIEVING FAMILIES HEAL

Nothing in life prepares you for the death of a child.

On June 20, 2011, Brenda Sunderland’s oldest son, Brandon M. Varvel, 21, was killed in an auto accident. His unexpected early death turned the Stonington woman’s world upside down. Brandon was an outdoorsman at heart, with a love for hunting, fishing and other outdoor activities. His philosophy: “If duct tape couldn’t fix it, nothing could,” Brenda said.
In September, Brenda, along with Brandon’s other family members and friends, honored his memory at a Service of Remembrance held at the First Presbyterian Church in Taylorville. The Service of Remembrance is an annual service held on the last Sunday of September by Taylorville Memorial Hospital’s Pastoral Care department and Memorial Home Services Hospice. Hospice is a comprehensive and coordinated program offering care to terminally ill people and their families in the comfort of their own home, a nursing home, or an assisted living or other long-term care facility.

The Service of Remembrance honors the memory of all those who have died during the past year at TMH and through the hospice program. TMH employees are also invited to remember their deceased patients and loved ones.

At the 2011 service, the church was full of Brandon’s family members and friends. His photo and the photos of the other loved ones were displayed at the front of the church. Brenda and others wore camouflage shirts bearing Brandon’s picture.

As the names of the deceased were read aloud, family and friends came forward to light a candle in each one’s memory. All in attendance were given a small memory stone after the lighting of the candles. The service also consisted of hymns sung by the Presbyterian Church Women’s Choir, Scripture, and words of comfort offered by the Rev. Dayle Badman, on-call chaplain at Taylorville Memorial Hospital.

“It was a really nice service,” Brenda said. “I’m very glad they provided that.”

After the service, Brenda, along with Brandon’s other family members and friends, attended a reception in the church basement. Both the service and the reception are good opportunities to reconnect with members of the Taylorville Memorial Hospital Pastoral Care team, Memorial Home Services Hospice team, volunteers, clergy and other families who have experienced the loss of a loved one.

Brenda said the Service of Remembrance provided another opportunity to celebrate Brandon’s life, and for that she is grateful. Lighting a candle in her son’s name and honoring his memory was a touching experience for her.

Sister Rose McKeown, manager of Pastoral Care at Taylorville Memorial Hospital, said she sees the value and importance of the Service of Remembrance.

“This service helps heal the pain of grief,” she said. “At the Service of Remembrance, family members and loved ones are comforted because they are with other people who are also grieving.”
INSPIRING PATIENTS TO OVERCOME CHALLENGES

Tell Dennis Tibbs he can’t do something, and he’ll do his best to prove you wrong. That determined nature, combined with excellent care on behalf of several employees at Abraham Lincoln Memorial Hospital, Memorial Medical Center and Memorial Home Services, is why Dennis, of New Holland, was able to walk into MMC with the help of only a cane just six months after losing nearly all of his extremities.
Dennis was delivering mail in August 2010 on one of the hottest days of the year. It was a rural route, and his vehicle had no air conditioning. His body overheated and within hours he sought help at ALMH’s Emergency Department in Lincoln. His heat stroke was so bad that his body began shutting down. He was rushed to MMC via ambulance and admitted to the ICU. To complicate the situation, Tibbs developed disseminated intravascular coagulation (DIC), which affects the body’s ability to circulate blood and ultimately led to him losing the lower parts of both legs, his right hand and all but two fingers on his left.

His two-month stay at MMC was full of challenges, but helping him along the way for the majority of the journey was the staff of Memorial’s 2E Medical unit, where he stayed for several weeks once he left the ICU. There, the nursing staff rallied around him.

When he mentioned wanting a room with a view, staff found one and moved him in. When his hands were bandaged like boxing gloves, they helped him achieve basic tasks like getting a drink of water via a straw. When he felt like giving up and passing on treatments, staff convinced him to keep pressing on.

Once Dennis had healed enough, he transitioned to MMC’s inpatient rehabilitation unit, where he spent three weeks relearning everyday tasks.

“We went from having to feed him (on 2E Medical) to, on the Rehab unit, him eating spaghetti on his own,” said Kathy Evanick, RN, one of Dennis’ 2E Medical nurses. “It was really great to see him advance that far.”

When Dennis left MMC, he did so in a wheelchair. Memorial Home Services’ staff visited him at home, and he underwent several weeks of outpatient therapy. Months later, he stopped by MMC to visit staff. He was managing so well on his prosthetic legs that he was only relying on one cane. He had driven from his home alone. And the day before, he had mowed his lawn for three hours.

Dennis said he credits the strong collaboration among him and the Memorial staff for his excellent patient experience and inspiring outcome.

“They helped in every way imaginable,” he said. “It meant a lot that they were looking to improve things for me.”
When Janet Ginger signed up to serve patients as a home hospice volunteer for Memorial Home Services in early 2011, she didn’t know at the time that her husband, Nathan, would soon become a hospice patient. Nathan battled heart disease. In August, following a hospital stay at another facility, it was recommended that Nathan and Janet consider home hospice care. “I immediately knew where we were going to go. We called Memorial,” Janet said.
Memorial’s home hospice services are provided to patients and their families in the comfort of home focusing on the management of pain and symptoms as well as spiritual and emotional support. Services include nursing, volunteers, emotional care, as well as bereavement services.

Janet and Nathan knew many Memorial employees, but they had never before met John Baker.

As a medical service technician for Memorial Home Services, Baker delivers medical supplies and equipment to patients throughout an 18-county region in central Illinois. Wheelchairs, beds, walkers, canes, bandages, oxygen tanks — you name it, Baker delivers it. He also spends a lot of time getting to know the patients and families.

Baker arrived at the Gingers’ home with supplies a day after Nathan was discharged from the hospital. He noticed after a few minutes that the couple could use an over-bed table to organize the room.

“We didn’t even know we could ask for the over-bed table. John immediately saw the need and responded,” Janet said.

Baker spent some time getting to know the couple and quickly created a rapport with them, “which was pretty nice,” he said.

It was during that conversation that he learned of one more item he might be able to deliver to Nathan; one that doesn’t usually show up on his delivery list.

“Nathan was lamenting about not staying at Memorial for his last trip to the hospital. If he had known, he would’ve gone to Memorial and had the chicken strips. He kept telling John about the chicken strips,” Janet said.

Baker told Nathan he’d be happy to pick up some chicken strips in the hospital cafeteria and bring them back with the over-bed table.

“He thought I was just kidding,” Baker said.

He wasn’t.

“After about an hour-and-a-half, John came back with the over-bed table and a big box just full of chicken strips,” Janet recalled. “Nathan just about broke down. The kindness was almost more than he could handle.”

According to Baker, it was just part of the job. “(It was) a simple task; an everyday thing I do. I didn’t think anything of it,” he said.

For Janet and Nathan, it meant much more. “He listened to Nathan. That’s what I like about all Memorial employees. It meant so much to have that kind of care during the last days of Nathan’s life,” Janet said. “Out of all the memories, that tops them all.”
Providing Hope for the Future

Demetrius Kremitzki’s smile can light up any room he enters. But the 24-year-old has not always had much to smile about. Demetrius has struggled with symptoms of schizophrenia since he was a teen. But today, thanks to participation in new evidence-based treatment at Mental Health Centers of Central Illinois and a multidisciplinary approach to his care, Demetrius has hope for the future.
It has been a difficult, painful path for Demetrius to reach this point in his recovery. Schizophrenia is a challenging medical illness. Although Demetrius received treatment on and off for more than five years, it just didn’t work for him. He struggled to stay on his medication, and as a result, his symptoms would worsen. He would make gains and then relapse. He was hospitalized several times, spent time in jail and found it challenging to stay connected to his family. His life was being derailed by his illness.

Then Demetrius began receiving services through a unique team approach to treatment that helped him take steps toward regaining his health and independence. MHCCI offers its patients a wide array of behavioral health services. The Assertive Community Treatment program involves a multidisciplinary team of professionals including a nurse, psychiatrist, case managers, and employment and recovery specialists. By combining clinical and community support services, they helped Demetrius begin to manage his symptoms and obtain stable housing.

In the spring, Demetrius took another big step toward recovery. He began participating in a Wellness Self-Management Group as part of an evidence-based pilot program at MHCCI. One of 10 such pilot programs nationwide, Advancing Standards of Care for People with Schizophrenia was launched by the National Council for Community Behavioral Healthcare to improve the daily functioning of people with schizophrenia by raising expectations of what is achievable.

In the group, Demetrius says he is learning about barriers to recovery, what is healthy and what is not. Ben Yamnitz, a case manager and the group leader, says Demetrius is setting new goals and developing action steps to accomplish them.

“They helped me get access to more information. I am learning about schizophrenia, the illness itself, and how the medicine works for me,” Demetrius said. “I learned about recovery and avoiding relapse.”

One of Demetrius’ goals is to get a job. During the summer, he began volunteering to get some work experience. Now, he is volunteering four days a week for several hours — an accomplishment he says he is proud of.

“It’s a goal and a community service,” he said. “The group is helping me recover and become part of the community.”

Demetrius thinks about the future with optimism. He said wants to earn his GED and hopefully go to college.

“I’m glad I have information provided where I can take action in my life,” he said. “I want to succeed, to take the steps to get there. I will get there, I hope.”
Breast cancer doesn’t run in Elena Hornshaw’s family, but the 61-year-old Springfield woman has always recognized the importance of taking time for an annual mammogram. Late last June, she scheduled her mammogram, right after a family vacation to Michigan’s upper peninsula with her husband, Tom.
When her doctor’s office called her a few days later to come in for a second mammogram and ultrasound, she wasn’t alarmed. Just a routine precaution, she thought. But right after those tests, the doctor told Elena that she had cancer in her right breast, and a biopsy needed to be scheduled.

“I felt like the deer in the headlights,” she said.

In the weeks that followed, that feeling of helplessness eased as she went to Memorial for her diagnostic evaluations followed by her treatment on the hospital’s main campus.

The first step in her journey was a biopsy in Memorial’s new Outpatient Imaging Center at Baylis, which recently had been expanded and renovated to provide patients with even greater ease of access to comprehensive imaging services. The center houses some of the most advanced technology available to provide superior diagnostic care to patients while meeting their needs for convenience, privacy and relief from anxiety.

The 16,785-square-foot space on the first floor of the Baylis Medical Building was “designed with patient safety, privacy and comfort as our top priorities,” said Tiffany Lowers, the Outpatient Imaging Center’s manager.

The facility serves over 26,000 patients every year, with many traveling from 60 to 75 miles away, and provides a variety of imaging services: CT scans, molecular imaging, MRI, mammography, ultrasound, X-ray and lab.

“Everybody was very nice and caring,” Elena recalled. “They explained everything that was going to go on. I felt very much at ease even though I was apprehensive.”

Dr. Lisa Wichterman, a certified breast imaging specialist with Clinical Radiologists, held her hand and said, “We already know this is breast cancer, but it was small and they caught it early.”

Elena was diagnosed with invasive ductal carcinoma. Less than two weeks later, she went to Memorial Medical Center for a sentinel node injection. This procedure involves injecting a radioactive isotope into the breast to help identify the first lymph nodes to which cancer cells are likely to spread.

The next day, she returned to Memorial for a lumpectomy and was able to go home the same day. Because Elena’s cancer was caught early and was so small, she didn’t need to undergo chemotherapy. She did have 20 sessions of radiation treatment over four weeks in Memorial’s Regional Cancer Center. Her outlook is good, but the whirlwind of activity stole away her summer.

She’s looking forward to spring when she can resume her gardening, growing tomatoes and peppers and converting them into her prize-winning salsa.

“I’m so grateful to each person I encountered on my journey. I appreciated all the respect, kindness, dignity – and warm blankets.”
EMPOWERING PATIENTS TO REACH THEIR FULLEST POTENTIAL

When Springfield resident Bryan Harvey was 30 years old, he went temporarily blind on a golf course. Seven years later, what he and his wife, Susan, thought was increased klutziness was diagnosed as primary progressive multiple sclerosis. The diagnosis is the rarer form of MS that doesn’t include relapse periods but worsens over time, gradually leading to disability.

At 43 years old, he had to retire from his job running a newspaper delivery agency. Eventually he was confined to a wheelchair. As a competitive former athlete, the transition was difficult physically and emotionally.
That’s when he went to see Nicole Florence, MD, at Memorial Physician Services’ Koke Mill Medical Associates.

“There was one point after an experimental treatment in Chicago didn’t work that I was very upset and felt there was no hope,” Bryan said. “I explained this to her, and that’s when she came up to me, gave me a hug and said ‘I’ll pray for you.’ I’m not even a religious person but her statement was so moving. I’ll never forget it.”

With Dr. Florence’s support, Bryan began to work toward improving his mobility. Although his balance was unstable, he still had good muscle in his arms and legs. A short time later, he took his first steps using the parallel bars after three years of not walking.

“I started to cry,” he said. “It was wonderful.”

Bryan started walking a little bit each day. Parallel bars were set up in his home. He stretched with his wife each day. At that point, he realized he was ready for something more.

“Bryan had never felt empowered in his condition,” Dr. Florence said. “All the medicine in the world can’t create that. It’s important to let people who think they are ordinary realize they can do extraordinary things.”

Bryan and his wife began keeping track of his laps. It took three months to walk three miles and complete his first 5K. That was followed by a 10K and then a half marathon. Competitive athletes themselves, Dr. Florence and nurse practitioner Melanie Reynolds became some of his biggest cheerleaders.

“I had become so disenchanted with doctors,” Bryan said. “Nobody had encouraged activity before, and not being active had become extremely depressing. Dr. Florence wasn’t just an amazing doctor, she had become a good friend.”

The relationship Dr. Florence shares with Bryan is a connection she strives for with all of her patients.

“They must feel comfortable enough to tell us what’s truly happening,” Dr. Florence said. “We love the patients, and we want to take care of the whole family. It’s not just about that illness. It’s the whole picture we’re looking at.”

Now 58 years old, Bryan remains active with daily laps on the parallel bars and wheelchair rides through Washington Park alongside his wife and dog. His condition will continue to worsen, but his outlook on life is as strong as ever.

“My goal now is a marathon,” he said. “But if I don’t make it, I’ll be just as proud knowing I did the best I could.”
Memorial Medical Center learned on June 15 that it had achieved redesignation as a Magnet® hospital, the highest national recognition for nursing excellence as determined by the American Nurses Credentialing Center (ANCC). MMC is one of fewer than 390 hospitals nationwide to achieve the ANCC’s Magnet Recognition for Excellence in Nursing Services. Only an estimated 6 percent of the nation’s hospitals have achieved Magnet status.

Recognized as the gold standard for nursing excellence, the ANCC’s Magnet Recognition Program honors healthcare organizations that demonstrate excellence in nursing practice and adhere to national standards for the organization and delivery of nursing services. Standards of nursing care evaluated by the Magnet program include nursing leadership and clinical expertise, support for continuing education and certification of staff, commitment to quality of care, and emphasis on teamwork and interdisciplinary collaboration.

All Magnet hospitals must apply for redesignation every four years. Memorial achieved its initial Magnet designation in November 2006. To earn designation a second time, Memorial employees continued to strengthen their commitment to provide excellent patient care by implementing process improvements, introducing new technologies and applying evidence-based research.

“We earned Magnet status due to our delivery of excellent nursing care to patients, positive patient outcomes, and the strong teamwork among our nurses and their interdisciplinary colleagues and leaders,” said Marsha Prater, RN, PhD, NEA-BC, FACHE, senior vice president of patient services and chief nursing officer for Memorial Health System. “This redesignation reflects the unwavering dedication of all our staff members and their tireless efforts every day to deliver great care to our patients.”
FITNESS EVENTS RAISE FUNDS FOR COMMUNITY

Each year, some of Memorial’s service lines sponsor events that combine fitness with the opportunity to raise funding to benefit patients and the community as well as raise awareness on important health issues.

- Memorial’s Regional Burn Center’s fourth annual 5K Run/Walk took place June 5. The event attracted 232 attendees and raised more than $5,900 for community outreach programs as well as the annual Burn Survivors dinner.

- More than 200 people laced up their sneakers for the second annual Road to Recovery 5K Run/3K Walk in May. The event is co-sponsored by Mental Health Centers of Central Illinois and the Springfield chapter of National Alliance on Mental Illness. Road to Recovery aims to reduce the stigma of mental illness and encourages the importance of physical health and surrounding yourself with a support system.

- On Sept. 17, Memorial Medical Center’s Transplant Services held its seventh annual 5K Run/Walk to raise money for its Transplant Patient Assistance Fund. The 2011 event raised $10,000 and attracted 385 participants, including transplant recipients, living donors and families of deceased donors.

- Memorial’s fourth annual SportsCare Women’s Biathlon took place Sept. 25. The event attracted nearly 300 participants and raised about $6,000 to help support women’s health initiatives in the community.

- More than 75 people ran or walked in Abraham Lincoln Memorial Hospital’s first 5k, Moving Forward, held in Edward Madigan State Park in October. ALMH plans to hold the event ever year to inspire the community to set fitness goals.

MHS AMONG TOP 100 INTEGRATED HEALTH SYSTEMS

For the third consecutive year, Memorial Health System was named one of the nation’s top 100 integrated health systems. The Springfield-based health system is one of only four health systems in Illinois to make the annual list, compiled by SDI, a Pennsylvania-based healthcare analytics company. SDI’s annual ranking recognizes the 100 most integrated healthcare networks nationwide, graded annually on operations, quality, scope of services and efficiency.

The survey evaluated 576 health systems across the nation. Memorial Health System was 93rd on the list.

MEMORIAL RECEIVES THIRD EMPLOYER OF CHOICE® AWARD

Memorial Health System was recognized once again as an Employer of Choice – one of only four healthcare providers from across the nation to earn the award for at least three consecutive years. The national award recognizes an employer’s dedication to its employees. Employer of Choice Inc. of Greensboro, N.C., is an organization comprised of a national team of experts on employee retention and workplace trends.

“Receiving this consistent level of recognition wouldn’t be possible without our employees’ commitment to provide the greatest degree of patient safety, clinical effectiveness and quality of care at each of our six affiliates,” said Ed Curtis, president and chief executive officer of Memorial Health System.
Two Memorial Health System affiliates made significant strides in patient safety and quality of care by implementing new electronic processes for charting and recording patients’ health information.

Memorial Physician Services clinics completed the transition to an electronic health record (EHR) system, Allscripts/Touchworks, in March 2011. This comprehensive EHR includes physician and nursing documentation, computerized physician order entry, registration, scheduling, scanning of outside documents, single sign-on authentication, and interfaces. The successful implementation of this initiative means an improved opportunity to deliver safe and effective quality healthcare throughout the MPS network, made up of 15 physician clinic sites.

In May 2011, Memorial Medical Center launched two additional electronic medical record systems. Computerized Provider Order Entry (CPOE), an electronic order entry system, allows patients’ care providers to enter orders directly into the computer instead of the traditional method of handwriting an order and passing it to a staff member. Provider Documentation (ProDoc), an electronic charting system, records physicians’ daily progress notes in an electronic form that can be accessed by the entire healthcare team. CPOE and ProDoc are modules of Memorial’s long-lasting Cerner Inpatient EHR. Memorial will continue to build upon a long-established system within MMC.

These new systems improve patient safety and increase healthcare efficiency by eliminating errors from deciphering handwritten instructions, reducing repeat tests, improving turnaround time for results and enhancing communication between physicians and among the entire care team.
In a continued effort to meet patients’ needs for accessible non-emergency healthcare, Memorial’s South Sixth ExpressCare location, 2950 S. Sixth St., began offering extended hours Feb. 7. The site is now open 15 hours daily, from 7 a.m. to 10 p.m. The other two ExpressCare locations — North Dirksen ExpressCare, 3220 Atlanta St., and Koke Mill ExpressCare, 3132 Old Jacksonville Road — continue to serve patients from 9 a.m. to 8 p.m. seven days a week.

As an additional convenience, wait times for all three ExpressCare locations became available beginning Feb. 7 by texting “wait” to 411217. The sender receives a reply text that lists how many people are waiting to be seen at each location followed by the length of the longest wait.

“Our expanded hours at South Sixth ExpressCare and our text messaging for wait times both provide our patients with greater convenience and quicker access to the non-emergency care they need without an appointment,” said Chrissy Stuenkel, RN, clinical operations manager of ExpressCare.

All three ExpressCare locations have on-site physicians, lab services and medical imaging services. In 2011, ExpressCare saw nearly 75,000 patients, an increase of about 10,000 patients from 2010.
In March 2011, staff and patients at Abraham Lincoln Memorial Hospital moved into a new, 116,000-square-foot hospital building at 200 Stahlhut Drive along Business 55 in Lincoln. The new facility enables staff to deliver even better patient experiences thanks to a design that enhances safety, quality, convenience and privacy, as well as improves access to emergency, medical imaging and surgical services.

This move allowed for several enhancements, including a larger Emergency Department, which doubled in size and features 10 patient rooms, two of which are specially outfitted as trauma rooms and are located near the emergency entrance. With state-of-the-art surgical lighting and clinical booms containing oxygen, suction and monitoring equipment, these rooms give staff the ability to provide improved care to cardiac and trauma patients. The Emergency Department also has an isolation room and a private triage area across from the registration desk.

The rehabilitation gym doubled in size as well and includes a walking track. And for our growing number of outpatient visitors, the hospital’s design allows for a more efficient and private process for laboratory and radiology patients to come in for testing.

Jeanette Evans, 42, said she immediately took notice of the improved access to diagnostic radiology testing. She visited the old hospital in December 2009 for an MRI, which then was available only a few days a week on a mobile unit parked outside. She has since been to the new ALMH for two MRIs.

“I didn’t have to walk outside,” she said of her experience. “It was easier to relax, more comfortable. I like this better.”

In addition to being available every day, the new MRI also has the capability to perform more tests and accommodate larger patients because of a wider bore, the platform on which patients lie. Another all-new service patients can benefit from is the warm-water therapy pool in rehab.

The warm-water therapy pool has enhanced Caryn McLaughlin’s healing process. She had a non-malignant brain tumor removed more than four years ago that left her with stroke-like symptoms including paralysis from her left shoulder down her left side.

“We’re trying to work on balance and overall fitness because I have never been able to exercise in four years. I can’t do anything without my walker,” McLaughlin said. “I love it here. This has helped so much and it relieves my back pain.”
MEMORIAL HOME SERVICES EXPANDS IN LINCOLN

Memorial Home Services’ medical equipment retail store relocated to the Heritage Plaza Shopping Center in Lincoln on June 20. The store offers expanded hours and features many new products in the larger showroom space.

“With this new location, we’ll be able to better serve our community’s medical-equipment needs in a larger retail space and with a wider product selection,” said Tom Westrick, administrator of ambulatory services for Memorial Health System.

Among the services and products the store provides are: oxygen and respiratory services, wheelchairs, aids to daily living and other equipment to assist with mobility.

The store’s new location is less than a half-mile from the new Abraham Lincoln Memorial Hospital, which improves access to medical equipment for the hospital’s inpatients and outpatients. And with its larger store size, Home Services is able to provide a wider selection of products for its customers.

Memorial Home Services has three other retail locations in Springfield, Jacksonville and Taylorville.

ALMH WINS FIVE QUALITY INCENTIVE AWARDS

In 2011, Abraham Lincoln Memorial Hospital won five awards in the Centers for Medicare & Medicaid Services (CMS) Hospital Quality Incentive Demonstration project, including two Top Performer awards and three Attainment awards. Top Performer awards are given to the top 20 percent of hospitals in each clinical area. Attainment awards are given to hospitals that attain or exceed the median level benchmark scores for quality compared to scores from two years prior.

ALMH HONORED AS DISTINGUISHED BUSINESS OF THE YEAR

Abraham Lincoln Memorial Hospital was recognized as the 2011 Distinguished Business of the Year by the Lincoln/Logan Chamber of Commerce.

“The decision was unanimous, for the construction of the new facility and the promise of not leaving the old hospital standing empty, which the community is so grateful for,” said Andi Hake, executive director of the chamber.

ALMH employees helped to plan several successful public events and training sessions in the two weeks leading up to the opening of the new hospital in March 2011. Events were used to prepare their co-workers and public service employees to work in the new building, as well as to educate and inform the community about the new facility and the impending move. They also volunteered in many roles at the events, including as tour guides so the public could get a rare behind-the-scenes glimpse of their community hospital.
In March, patients in Taylorville and the surrounding communities began accessing expanded surgery services and the latest advanced technology closer to home. Outpatient Surgery is one of three departments located in the new center; the others are Radiology and Emergency Medicine. The center totals 32,000 square feet and houses three new operating suites.

“With advanced technology, new equipment and state-of-the-art accommodations — as well as the same surgeons who would otherwise perform these procedures in Springfield or Decatur — there’s no reason to leave Taylorville for quality medical care,” said Dan Raab, president and chief executive officer of Taylorville Memorial Hospital. “The facility, the technology and the physicians are all here at home.”

Outpatient Surgery performed about 1,100 procedures each year before the new center opened. Plans are now in place to grow the annual volume to more than 1,450. Some of the more common procedures performed include upper and lower endoscopies, hernia repairs, carpal tunnel release and knee arthroscopies, cataract surgeries, podiatry procedures and gynecologic laparoscopies. New services now offered locally include high-field strength MRI procedures available seven days a week.

The new operating rooms feature ceiling-mounted booms with LED surgical lighting, fiber optic flat-panel arms, anesthesia booms and high-definition surgical-grade LCD monitors. The booms keep many electrical cords off the floor and provide a safer work environment. Two individual assessment rooms provide patients with private and secure initial interviews, allowing for a confidential and comfortable preparation before their procedure. Three pre-surgical holding bays are immediately adjacent to Outpatient Surgery’s sterile corridor. Lockers are available to secure patients’ belongings during their procedures. After their procedures, patients are taken to one of five large recovery bays, each directly visible from the nurses’ station.

“We’ve designed our Outpatient Surgery area with a continuous patient flow to provide our patients with ample space and comfort during their stay,” Raab said. “It’s a state-of-the-art facility where our staff can provide an outpatient surgical experience that’s second to none.”
MEMORIAL USES SOCIAL MEDIA TO CONNECT WITH COMMUNITY

As an extension of our mission to improve the health of the people and communities we serve, Memorial continues to expand how it shares health and wellness information with the community through the use of several social media channels.

Since joining Facebook in fall 2010, Memorial Health System has attracted more than 1,300 “fans” to its page, which provides important healthcare information on a variety of topics and events. Memorial’s Facebook presence is used for posting breaking news and announcements, publicizing upcoming events and classes and as a means to share employment information. More importantly, Facebook offers a two-way communication channel in which members of the community can ask questions, write comments or respond to our posts. To view the page, visit Facebook.com/MemorialHealthSystem.

In May 2011, Memorial launched its first blog, LiveWellMagazine.org, an interactive website providing visitors with consumer-focused healthcare information. From nutrition tips to exercise physiology, heart health to injury prevention and recovery, the blog is intended to be a resource readers can use to live a healthy life. Blog posts draw on the expertise of our employees and physician partners and reflect the commitment and compassion they bring to our community. The blog also features videos as well as links to the health system’s Facebook, YouTube, Twitter and flickr pages. Memorial Medical Center joined the micro-blogging site Twitter (@MemorialMedical) in July 2011 to share links to blog articles, TV and radio interviews and other health-related tips.

TAYLORVILLE MEMORIAL REACCREDITED AS CRITICAL ACCESS HOSPITAL

The Joint Commission in June granted Taylorville Memorial Hospital with its Critical Access Hospital accreditation for the full three years. TMH is one of 51 CAHs in the state. CAHs must be located in a rural area, be more than 35 miles from another hospital and have a maximum of 25 acute care inpatient beds. Being recognized by the Joint Commission visibly demonstrates to the community that TMH is committed to providing the highest level of safety and quality to its patients and seeks to achieve continuous organizational improvement.

BARIATRIC SERVICES EXPANDS TO BLOOMINGTON-NORMAL

Memorial Bariatric Services, a comprehensive weight-loss program introduced by Memorial Medical Center and Springfield Clinic in 2002, is now available to residents of Bloomington-Normal and the greater McLean County region through a partnership with Advocate BroMenn Medical Center in Normal. BroMenn staff provides pre- and post-operative nutrition, physical therapy, social work, laboratory and imaging services for patients in Normal. Max Hammer, MD, FACS, FASMBS, and Orlando Icaza, MD, FACS, both established bariatric surgeons affiliated with Springfield Clinic who specialize in minimally invasive approaches, perform the bariatric surgical procedures at Memorial Medical Center.

More than 650 bariatric surgeries have been performed at Memorial over the last nine years. In 2011, four of those procedures were BroMenn patients. Three types of bariatric procedures are offered: laparoscopic roux-en-y bypass, laparoscopic adjustable gastric banding and laparoscopic vertical sleeve gastrectomy.
MHCCI RECEIVES $2 MILLION GRANT FOR CHILDREN’S MENTAL HEALTH INITIATIVE

Mental Health Centers of Central Illinois learned in August that it will receive $2 million in funding over the next three years to create a comprehensive, coordinated and integrated community-based children’s mental health system. Funding will support The Children’s MOSAIC Project — Providing Meaningful Opportunities for Success and Achievement through Service Integration for Children.

Springfield is one of four community grant recipients in Illinois funded by the Illinois Children’s Healthcare Foundation (ILCHF) to create a community-based model to transform and improve the way mental health services are provided to children and youth.

MHCCI is the lead agency representing a community-wide collaboration. Other partners include: Springfield Public School District 186; The Springfield Project; Southern Illinois University School of Medicine; City of Springfield; Community Foundation for the Land of Lincoln, United Way of Central Illinois; The Greater Springfield Chamber of Commerce; University of Illinois at Springfield; Springfield Urban League; Sangamon County Department of Public Health; The Hope Institute for Children and Families; Memorial Physician Services and other health and social service providers. (Representatives of these groups are pictured below.)

The project’s partners hope to weave together an array of mental health services and support systems that often operate in isolation to better meet the social and emotional health needs of local children and families.

“This is a true community collaboration. The MOSAIC Project will help Springfield strengthen the partnerships among community stakeholders and integrate primary care, education, mental health services and other support for children and their families,” said Janice Gambach, president of MHCCI and system administrator of Behavioral Health for Memorial Health System. “We hope this funding will support a system of care that meets the needs of children and families at their doorstep, at the right time, in the right amount, and with the right kind of support.”
MHCCI RECEIVES CARF ACCREDITATION

Mental Health Centers of Central Illinois once again received the maximum three-year Commission on Accreditation of Rehabilitation Facilities accreditation in all 15 programs surveyed in October 2010. Accreditation from CARF represents quality, safety and client satisfaction.

MHCCI also received three-year accreditation by CARF in 2004 and 2007. Some strengths reported by surveyors in 2010 include:

- Clients noted that they made significant progress toward their recovery as a direct result of the services and supports from the organization.
- MHCCI has enthusiastic staff members at all levels who exhibit a strong degree of commitment to maintaining high-quality services in a difficult economic environment.
- Clients and their families identified staff as being helpful, respectful and effective.
- The organization enjoys a positive presence in the community and a long and respected history of service in the region.

The Children’s MOSAIC Project will target three specific settings: high-risk neighborhoods where children live, schools where children learn and primary healthcare settings/medical homes where children’s health needs are met. The community partners’ focus on neighborhoods will center on areas that need more intensive efforts of engagement and support.

“The mental health system of care has to be built from the ground up to be accessible and helpful to each child and family,” said Melissa Stalets, director of The Children’s MOSAIC Project. “It cannot be defined by providers but must begin, end and be owned by those most influential in a child’s health and life – caregivers, neighbors, educators and primary healthcare providers. Together we will create an integrated mosaic of services, networks and informal organizations that maximize the health and well-being of children.”

FESTIVAL OF TREES A FAMILY TRADITION IN THE COMMUNITY

Memorial’s 21st annual Festival of Trees raised more than $274,000 and saw record-breaking attendance in November 2010 to benefit patient care, research and education at Memorial Medical Center. The annual event, held during the week of Thanksgiving at the Orr Building on the Illinois State Fairgrounds, is one of the largest family-oriented holiday traditions in the state. The 2010 theme was “All That Glitters.”

About 30,000 visitors enjoyed the nine-day festival, which was transformed into a winter wonderland thanks to the hard work of hundreds of local designers and volunteers. More than 150 beautifully decorated showcases, trees, wreaths and centerpieces filled the room, as well as longstanding favorites such as the Candy Cane Express train, Holiday Market, Gingerbread Village and Santa Claus.
Memorial’s Regional Cancer Center underwent two significant renovations in 2011 to improve delivery of patient care and to bring some of the best technology available in the world to patients battling cancer.

**RADIATION THERAPY**

The Department of Radiation Therapy underwent a dramatic transformation to install two new Varian TrueBeam linear accelerators for delivering radiation therapy. Linear accelerators (shown above) shape the high X-ray beams used for radiation therapy to treat cancer and/or prevent additional tumor growth by damaging the cancer cells to stop them from growing and dividing. The X-rays can conform to the shape of a patient’s tumor to precisely target cancer cells while preserving the normal tissue that surrounds them.

“It really advances the way you do treatment planning by delivering higher doses of radiation with better precision faster than you can on other types of equipment,” said Linda Jones, DNS, RN, AOCN, administrator of Oncology, Pulmonary and Clinical Research Services at Memorial. “We anticipate a lot fewer side effects and long-term complications for patients because it reduces the amount of normal tissue in the treatment field.”

The first accelerator went live in December 2010, and the second in August 2011. The machines are the 37th and 118th produced, respectively. These new machines treat the tumor in a manner that’s up to seven-times quicker than the center’s previous accelerators and are more accurate, meaning a better overall experience for patients.

The department also installed a new platform for stereotactic radiosurgery (SRS) that integrates with the Varian equipment. The SRS program allows high-dose treatment of small brain lesions, both malignant and non-malignant tumors that are not easily removed using open brain surgery.
This transition to the TrueBeam system means Memorial has one of the most modern radiation treatment facilities in the world.

About half of all cancer patients receive some type of radiation therapy during their treatment process. Radiation therapy is used to treat cancers of the lung, breast, brain, prostate, cervix, uterus and other body organs.

**INFUSION SERVICES**

For patients requiring infusion treatments such as chemotherapy, Memorial Medical Center expanded and relocated its Infusion Services unit in June 2011 to a new 2,600-square-foot space on the hospital’s lower level. The unit also has access to up to four beds in Memorial’s expanded Emergency Department area for patients who have lengthy infusions or need additional nursing care during their infusion stay.

The new unit includes 12 patient bays with recliners — twice the number available to the department in its former location adjacent to the inpatient oncology unit — that provide patients more space and privacy. Each bay is equipped with a television with a private speakerphone, and colorful nature scenes overhead provide patients with soothing imagery while receiving their treatments.

The outpatient Infusion Services department is staffed by specially trained oncology nurses. In addition to offering cancer chemotherapy in the form of injections or infusions, the unit also provides services including the infusion of medication, fluids for hydration and blood products to patients with many different noncancerous diagnoses. In the past year, patients made more than 5,000 visits to Infusion Services.

**MHS EARNs BEST AWARD**

Memorial Health System was one of 31 organizations from around the world to receive a BEST Award in 2011 from the American Society for Training and Development (ASTD). The BEST awards recognize organizations that consistently and efficiently demonstrate success in employee learning and development throughout all levels of their organizations. The 31 chosen organizations excel in creating innovative learning cultures that clearly align with strategic business goals.

For Memorial, that involves making sure that “learning and development are connected to our strategies and grounded in the needs of our organization,” said Aimee Stash, PhD, system administrator for Organization Development with Memorial Health System. “Making sure we meet and exceed the learning needs of employees throughout the health system is vital to ensure we are fulfilling our mission.”

**MMC EMERGENCY DEPARTMENT EXPANDS**

Memorial Medical Center’s Emergency Department added eight beds in April 2011 to better serve the needs of the approximately 200 patients who come to Memorial for emergency care daily. The expanded facility, which also includes a nurses’ station, will help improve efficiency and enhance patient privacy and safety. Four of the patient treatment bays are designed for dual use as beds for outpatient infusion patients.

This is the second expansion of the hospital’s Emergency Department in five years. In January 2006, it increased patient care capacity by nearly 50 percent when a 3,000-square-foot, 14-bed expansion was opened to accommodate dramatic growth in patient visits. The number of patients who come to Memorial Medical Center with emergency medical needs has grown by more than 50 percent, to more than 68,000 annually, since 2003.
MEMORIAL PERFORMS 500TH ROBOTIC SURGERY

Memorial Medical Center performed its 500th minimally invasive surgical procedure using the da Vinci surgical system on Sept. 16, 2011. MMC began using the da Vinci system in July 2009. Because of its popularity and success in its first two years of use, a second da Vinci system was installed in September 2011. Memorial is the ninth hospital in Illinois to use two robotic surgical systems.

The da Vinci surgical system offers what is described as the most effective, least invasive surgical treatment option available today for patients requiring urological, gynecological and general surgery procedures. A number of procedures that could not be performed using traditional minimally invasive surgery technologies can now be performed using the da Vinci surgical system. The advanced system enables surgeons to perform more procedures through incisions measuring between 1 to 2 centimeters.

“By performing minimally invasive surgery using the da Vinci robotic surgery system with a credentialed surgeon, patients experience less pain following surgery, have shorter hospital stays and can return to work and their daily routines sooner,” said Sandy Flattery, RN, Memorial’s director of Perioperative Services.

Trained surgeons manipulate the robotic system’s four arms. One arm holds a tiny camera in place, another holds surgical instruments, and the other two perform the surgery. Surgeons operate while seated at a console viewing a 3-D image of the surgical field. The surgeon’s fingers grasp the master controls, with hands and wrists naturally positioned relative to his or her eyes. The system seamlessly translates the surgeon’s hand, wrist and finger movements into precise, real-time movements of surgical instruments inside the patient.

Nearly half of the da Vinci procedures (46 percent) performed at MMC have been hysterectomies; more than one out of four (26 percent) has been prostatectomies; and the rest included gynecological procedures (16 percent); partial kidney removals (7 percent) and colon resections (3 percent).
Memorial's Transplant Services program, a cooperative with Southern Illinois University School of Medicine and Springfield Clinic, was renamed the The Alan G. Birtch, MD, Center for Transplant Services at Memorial in May 2011 to honor the program’s founder and longtime medical director, Alan G. Birtch, MD (pictured below, center).

Dr. Birtch was recruited to join the SIU School of Medicine faculty to help launch the transplant program in 1972. He performed the first of 345 transplant procedures in July 1973. Under his leadership, the transplant program offered a personal, holistic approach that involved patient education, coordination of long-term medical care, social work support and helping patients resolve concerns about costs for necessary medications. He served as medical director for the program through his retirement as professor emeritus at the SIU School of Medicine in 1996.

In 2011, the 30-year-old transplant program experienced another successful year. From October 2010 to September 2011, the program’s staff performed 32 organ donations, including 10 live-donor kidney transplants, 18 deceased donor kidney transplants, and 4 deceased donor kidney-and-pancreas transplants. In September 2010, the program began offering a minimally invasive live-donor kidney surgical technique known as a laparoscopic nephrectomy. Because of the availability of this new procedure, the number of live-donor transplants is increasing and now account for nearly 50 percent of total transplant volume.

Memorial Medical Center was recognized in late 2010 with a silver medal of honor from the U.S. Department of Health and Human Services (HHS) for exceeding the federal government’s organ donation goals. Hospitals, together with their partners in 58 federally designated organ procurement organizations (OPOs), receive the Medal of Honor for Organ Donation for achieving and sustaining national goals for donation, including a donation rate of 75 percent or more of eligible donors at their facilities. Memorial’s rate for Oct. 1, 2008, through March 31, 2010, was 87.5 percent. The hospital partners with Gift of Hope, a federally designated not-for-profit agency that coordinates organ and tissue donations. Memorial Transplant Services provided 22 solid organ transplants during fiscal year 2010, including 20 kidneys and two pancreas transplants. Since its founding in 1973, the program has completed more than 750 transplants and currently manages the care of approximately 250 post-transplant patients.

This was the first time MMC received this award from HHS and represents a significant step forward in our efforts to provide families with the opportunity to choose organ donation and to work collaboratively to make those organs available for life-saving transplants.
LUNG VOLUME REDUCTION SURGERY PROGRAM RECERTIFIED

Memorial Medical Center received a two-year recertification for its lung volume reduction surgery program, becoming one of only six healthcare facilities in the nation – and the only one in Illinois – to earn the achievement from the Joint Commission.

Lung volume reduction surgery offers an improved quality of life for qualifying patients with severe emphysema. Through this procedure, 20 percent to 30 percent of the lung area damaged by emphysema can be removed to allow the remaining tissue and surrounding muscles to work more efficiently, making breathing easier.

“There’s no cure for emphysema, but we can improve the lives of those patients who meet the criteria for this procedure,” said Dr. Stephen Hazelrigg, a cardiothoracic surgeon with Southern Illinois University School of Medicine, who has performed lung volume reduction surgery in Springfield for more than 420 patients. “For emphysema patients who qualify as candidates, this procedure can prolong their lives.”

To receive Joint Commission certification, a disease-management program undergoes an extensive onsite evaluation by a team of Joint Commission reviewers. Memorial first earned certification for its lung volume reduction surgery program in December 2006 and received its first recertification approximately two years after that.

REMEMBERING THOMAS G. SHANAHAN, MD

The Springfield medical community lost an innovative physician and teacher with the death of Thomas G. Shanahan, MD, in November 2011. Dr. Shanahan lived a life of service through his medical practice in radiation oncology and his commitment to community service.

Dr. Shanahan served in the U.S. Army from 1975 to 1978 and later graduated from Southern Illinois University at Carbondale in 1982 with a bachelor’s degree in physiology. He earned his medical degree from Northwestern Medical School in 1986.

Dr. Shanahan’s career brought him to Memorial Medical Center as a radiation oncologist/brachytherapist practicing with University Radiologists in 2000. He also served as a clinical assistant professor for the Department of Surgery (specializing in brachytherapy, an advanced cancer treatment that involves radioactive seeds being placed in or near a tumor) at Southern Illinois University School of Medicine. Throughout his years of service at MMC, he served thousands of patients and performed 1,359 prostate seed implants.

Additionally, Dr. Shanahan collaborated with international colleagues to introduce brachytherapy in Trinidad and the Caribbean and teach the process of using his seed implant techniques in South Africa, Japan and Jamaica.

He authored numerous clinical and research articles in cancer journals, and for five years held a seat on the executive committee and chaired the radiation oncology committee of the North Central Cancer Treatment Group. Since 1995, he was included on the annual Best Doctors in America list.

It is with immeasurable gratitude that Memorial remembers Dr. Shanahan for the profound impact he had on the lives of the patients for whom he cared, the colleagues with whom he worked and the community in which he lived.
Combining health education with shopping and entertainment, Memorial’s first annual Be Aware Women’s Fair on Oct. 16, 2010, attracted more than 1,000 attendees to the Orr Building on the Illinois State Fairgrounds.

The health awareness event included several free health screenings and speakers on various health topics of interest to women.

“Because we recognize that women are often taking care of the health of everyone else in their families, including their children, partners and parents, we wanted them to be able to take some time for themselves,” said Tiffany Lowers, manager of Outpatient Imaging Services at Baylis and chair of the Be Aware Women’s Fair organizing committee.

Proceeds from the event went toward a mammography patient assistance fund.

Memorial Medical Center’s Emergency Department again has achieved a four-year recertification as an Emergency Department Approved for Pediatrics (EDAP) by the Illinois Department of Public Health’s Emergency Medical Services for Children program. MMC’s Emergency Department has been continuously certified as an EDAP since first seeking the designation in 2002, via ongoing conformance with requirements for pediatric-specialized equipment, clinical protocols and staff training. In FY11, approximately 9.3 percent (7,241) of patients seen in the ED were younger than 16.
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MEMORIAL HEALTH SYSTEM
CONSOLIDATED STATEMENTS OF OPERATIONS

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<table>
<thead>
<tr>
<th>Expenses</th>
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<tr>
<td>Salaries and Benefits</td>
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<td>Physician Fees</td>
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<td>Interest Expense</td>
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<td>Excess Available for Facilities Improvement Funds</td>
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<td>Total Expenses</td>
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*(dollars in thousands)*
MEMORIAL HEALTH SYSTEM OPERATING STATISTICS

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<tr>
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<th>FY2011</th>
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<td>MEMORIAL MEDICAL CENTER</td>
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<td>Licensed Beds</td>
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<td>Births</td>
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<td>Clinic Visits</td>
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<td>MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS</td>
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<td>Total Clients Served (unduplicated)</td>
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<td>Mental Health Clients</td>
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<td>Memorial Counseling Associates Clients</td>
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<td>Developmentally Disabled Clients</td>
<td>287</td>
<td>293</td>
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Robert W. Kay, Secretary/Treasurer
Edgar J. Curtis, Director
Douglas L. Rahn, Director
Paul R. Kasa, MD, Director
Mark E. Hansen, MD, Director

ADVISORY COMMITTEE
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James L. Gildner, MD
Marshall Hale, MD
Mark Hansen, MD
Paul R. Kasa, MD
Steven Lillpop, MD
Gerald D. Suchomski, MD

CLINIC SITES
Capitol Healthcare Medical Associates, Springfield
Michelle Colen, MD, Jacksonville
David D. Coultas, MD, Jacksonville
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, Springfield
South Sixth Medical Associates, Springfield
Benjamin E. Montgomery, MD, Jacksonville
Vine Street Clinical Associates, Springfield
Women’s Healthcare, Springfield
No matter how many times you say thank you, it’s never enough.

When the Land of Lincoln Honor Flights leave Springfield’s Abraham Lincoln Capital Airport with a plane full of World War II and Korean War veterans heading to Washington D.C. for tours of the nation’s war memorials, going along are dozens of donated wheelchairs from Memorial Home Services. Each flight is supplied with wheelchairs and oxygen tanks as needed so the vets can tour throughout the day in comfort and safety. The community turns out with cheers and flags to welcome them home and thank them for their service.
CHARITY CARE PROGRAM ASSISTS PATIENTS IN NEED

Mason City resident Dale Nelson had a long career as a truck driver until heart disease left him out of work. Until then, he was making a good living and had health insurance. In 2003, he received a coronary stent to help relieve a blockage, for which insurance helped pay.

After losing his job and insurance, however, Dale experienced additional cardiac problems in 2008 and had two surgeries in one day at Memorial Medical Center. He didn’t know how he would cover the $73,000 in expenses but found out that he qualified for charity care assistance that paid his entire hospital bill.

At Memorial, we believe that everyone has a right to medically necessary healthcare and equal access to treatment, no matter what their financial status. Charity care assistance provides free or discounted services to patients who cannot afford to pay all or part of a bill. In fiscal year 2011, Memorial Health System provided $18.2 million in charity care assistance to people who qualified for assistance.

Since his 2008 heart surgeries, jobs have been hard to come by for Dale, 51. Still, he worked odd jobs when he could get them, but heart problems arose again in June 2011.

“I had four stents put in this time,” he said. “I can’t say thank you enough to my cardiologist, who provided excellent care, and to Memorial Medical Center for providing my hospital care and covering those expenses.

“While I was at Memorial, people came to see me in my room to offer assistance with the bill, which was over $46,000. It’s taken a huge burden off me and relieved a lot of stress. And I know I’m not the only patient that Memorial is helping. Even if people are uninsured, they should still get their health issues checked. Help is available to them. A life can’t be replaced.”

FREE CLASS PREPARES BIG SIBLINGS

Friends of Memorial, which supports Memorial’s mission through various outreach and education efforts, began offering a new sibling preparation class in 2011 designed for soon-to-be big brothers and sisters ages 8 to 11 years old. The class includes a discussion of the big brother/big sister roles as well as the opportunity to practice burping, holding, diapering and swaddling a life-size doll. They also visit the Family Maternity Suites and to see a newborn baby. The children each receive a special certificate and the book, “What Baby Needs.” Friends of Memorial also offers a sibling-prep class for younger children ages 3 to 7.
Memorial Health System provided $126,646,000 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 17.4% of our total expenses of $727 million.

Our three hospitals — Memorial Medical Center in Springfield, Abraham Lincoln Memorial Hospital in Lincoln and Taylorville Memorial Hospital — strive to provide quality care to every patient who comes through the doors, regardless of their ability to pay. In 2011, patients at our hospitals qualified for nearly $17.6 million in charity care, relieving patients and families of a financial burden they otherwise could not meet.

For the fiscal year ending Sept. 30, 2011, Memorial Health System provided more than $126.6 million in unreimbursed services to the communities we serve, including $107.6 million in community benefits such as unpaid cost of public programs ($70.7 million), charity care ($18.2 million) and other forms of community support ($18.7 million).

In total, unreimbursed services including bad debt represent 17.4 percent of the health system’s total expenses of more than $727 million.

Specifically, Memorial Medical Center returned $90.2 million in community benefits, which included $57.3 million in the unpaid costs of public programs. Traditional charity care and support of the Capitol Community Health Center totaled $15.1 million, and remaining community benefit dollars totaled $17.8 million.

Abraham Lincoln Memorial Hospital provided $6.3 million in community benefits to the citizens of Logan and eastern Mason counties; that total includes $4.6 million in unpaid costs of public programs, $1.3 million in traditional charity care.
Because of its move to a new building, Abraham Lincoln Memorial Hospital was able to gift the Lincoln community several pieces of property in 2011. The bulk of the land where the old hospital and its predecessor sat for a combined 109 years was given to the city of Lincoln. Mayor Keith Snyder announced that a health park designed with community input will be created on the 5.5-acre site.

ALMH also legally transferred its former finance department building, 304 Eighth St., to Lincoln Elementary School District 27, which is using the 6,481-square-foot building for much-needed office and training space.

The hospital also donated about a half-acre parcel to St. John United Church of Christ. ALMH previously leased a part of the property to the church so it could erect a garage needed for bus parking and storage. It now gains an additional parking lot with the donation. St. John, at the corner of Seventh and Maple streets, helped establish the Deaconess Hospital, the predecessor to ALMH.

MHCCI collaborated with the Illinois Principals Association to develop a webinar, “Suicide Prevention and Intervention in Adolescents and Teens,” for school guidance counselors, teachers, social workers and other school personnel who work with youth in seventh through 12th grade. The webinar assists personnel in identifying the warning signs of suicidal behavior and the appropriate intervention and referral techniques.

MHCCI employees researched, scripted and designed the 11-minute webinar, which is available to the public on MHCCI.org and MemorialCounselingAssociates.org.

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CPR PROGRAM EMPOWERS YOUTH TO SAVE LIVES

Since 2009, Kelly Corcoran, Memorial Medical Center’s AHA Training Center coordinator and a member of the Organization Development Operations team, has provided more than 180 basic life support classes in the community on behalf of Memorial Medical Center. Her students have saved lives using the training, including her father, who encountered a woman suffering a heart attack in a parking garage last year.

In 2011, Corcoran expanded her efforts through a program funded by a grant from the Memorial Medical Center Foundation and the American Heart Association called “CPR Anytime.” The free program targets children in sixth-, seventh- and eighth-grades throughout the Springfield area.

“I firmly believe in our hospital’s mission, and when the AHA came out with CPR Anytime, I decided that this would be the perfect opportunity to reach out to the younger demographic of our community,” Corcoran said. “We want to provide students with the skills necessary to save a life, and we also want to empower them to step into a teacher role and educate their friends and family on how to save a life.”

Corcoran envisions a movement of CPR Champions who pledge to train 10 other friends or family members, who pledge to train 10 others, and so on.

“It is only logical that the more people we have trained in CPR, the more likely a person is to receive help if suffering from a heart attack,” she said.

TAYLORVILLE SCRUBS PROGRAM ATTRACTS FUTURE HEALTHCARE PROVIDERS

Scrubs, co-sponsored by Taylorville Memorial Hospital and Lincoln Land Community College, is a healthcare career exploration program for eighth-grade students. The program is geared toward students who have a true interest in exploring healthcare professions.

Scrubs participants meet once a week after school at Taylorville Memorial Hospital and get the opportunity to experience an array of healthcare careers. The students get to interact with healthcare workers in Radiology, Pharmacy, Laboratory, Nursing, Rehabilitation Services and the Emergency Department. Additionally, Scrubs students get to learn about new advancements in medicine, gain hands-on experience and observe professionals during a mock drunk-driving accident.

A graduation ceremony, with family members in attendance, is held the last evening of the Scrubs session. The students are presented with a certificate along with their own personal set of scrubs.

Graduates leave the program with a better understanding of different healthcare professions and of the requirements for a successful healthcare career.

MEMORIAL CONDUCTS COMMUNITY HEALTH NEEDS ASSESSMENT

During the past year, Memorial’s three hospitals conducted community health needs assessments in their respective counties, relying on county-specific health data to identify priority health issues.

“Each hospital then convened an advisory committee of community members to give additional insight into local health needs,” said Mitch Johnson, senior vice president and chief strategy officer for Memorial Health System. “Final approval of our priorities will take place early in fiscal year 2012.”

You can read more about the assessment and access health data for Sangamon, Christian and Logan counties at ChooseMemorial.org/HealthyCommunities.