



Deep Roots, Wide Branches

Sarah Bush Lincoln
2017 Annual Report

Administration

Jerry Esker
President & CEO

Eric Benson
*Vice President, Human Resources
and Wellness*

Lisa Hernandez, DNP
*Vice President, Patient Care Continuum
and Chief Nursing Officer*

Jim Hildebrandt, DO
Vice President, Medical Affairs

Dennis Pluard
CFO & Vice President, Operations

Greg Taylor
Vice President, Practice Management

Kim Uphoff
Vice President, Development



1977: Opening Year Highlights

- The world's first personal computer, the Commodore PET, was demonstrated at the Consumer Electronics Show in Chicago.
- Jimmy Carter succeeded Gerald Ford as President.

I'm in the unusual position to be celebrating my employer's 40th anniversary not only as president and CEO and as a community member, but also as a 33-year employee. The perspective I've gained from so many years on the job, first as a pharmacist, and then as a manager and executive, has been invaluable.

I imagine that the community leaders who conceptualized Sarah Bush Lincoln would be thrilled to know that, 40 years after SBL's opening, the mission of the Health Center remains unchanged: to provide exceptional care for all, regardless of their ability to pay for services.

Through wise management over the years, Sarah Bush Lincoln has remained not only financially viable, but it has remained independent. Being independent offers many advantages. It allows us to respond very quickly to situations that arise, enabling us to make process improvements as needed, with input and approvals from a local board of directors, for example.

Our vision is to be a leading healthcare system in the nation by providing quality care and outstanding patient service. We're going to remain a strong, independent healthcare system where decisions are made locally and revenue is reinvested in our community.

In a rural setting, it's unusual to have the breadth and depth of specialties we offer, but doing so keeps our patients close to home. This contributes to our financial success and to our ability to remain independent. Sarah Bush Lincoln ranks nationally in the top decile on many metrics that measure the quality and performance of hospitals, and that speaks to the incredibly good care we provide.

Fiscal Year 2017 has been another good year for Sarah Bush Lincoln – a wonderful way to cap off 40 years. We are happy to share highlights of both the fiscal year and the previous four decades within.

Jerry Esker, President and CEO

Forty years ago, Sarah Bush Lincoln set down roots in the community when it opened its doors on Mother's Day – May 10, 1977 – to the cheers of community members who had worked tirelessly for almost a decade to overcome the many obstacles that are an inevitable part of an undertaking of that magnitude. Patients were moved from hospitals in Mattoon and Charleston to the new regional provider, and Sarah Bush Lincoln was on its way. Over four decades, the Health Center's tender roots grew deep and wide.

Its frail branches grew to expansive canopies, stretching to shelter people in many communities. In fact, Sarah Bush Lincoln has grown faster and larger than any other organization in the area by staying on the cutting edge of technology and by providing excellent patient care. Interestingly, Sarah Bush Lincoln's nearly 40 clinics have become the front door to the organization, as more patients receive services at clinic locations than at the Health Center itself. Clinic expansion, especially since 2007, has resulted in significantly more visits, specialty referrals and income from necessary labs and diagnostic imaging.

Sarah Bush Lincoln will continue to grow by expanding its services and geographic reach – putting deeper roots down and wider branches out into the community.

When community members attended the grand opening of Sarah Bush Lincoln Health Center 40 years

ago, they received a gift that would seem laughable today: an ashtray imprinted with the Sarah Bush Lincoln Health Center logo. At the time, however – when 38 percent of the US population smoked – passing out ashtrays seemed like a good idea.

This gesture is symbolic of how much has changed in healthcare and at Sarah Bush Lincoln Health Center over the last 40 years. To begin, only 15 percent of the US population smokes, thanks to extraordinary and sustained educational efforts, including SBL's own smoking cessation programs. Sarah Bush Lincoln has grown into a sprawling main campus that now covers 120 acres and houses two medical office buildings, the Regional Cancer Center and the Center for Healthy Living. The employee base has grown from 200 to 2,340 people over the last 40 years, plus it now has nearly 170 employed medical staff members who specialize in everything from anesthesiology to wound care. Additionally, Sarah Bush Lincoln provides primary care in 12 distinct communities, and it provides Reference Lab and post-acute care in up to 20 counties. The little acorn has grown into a mighty oak.

While this year's annual report focuses on accomplishments that occurred between July 1, 2016 and June 30, 2017, it also includes reflections from long-term employees who celebrate the many accomplishments that have occurred over Sarah Bush Lincoln's 40-year history.

"I remember bringing a patient over in an ambulance on the day we opened. I thought, 'Wow! This is the big time' with everything being new and bright in color. It seems ironic that I will retire working with the ambulance crews."

Shirley Sherwood, EMS coordinator
Employed since 1974 (Charleston Community Hospital)

Patient Experience, Safety & Quality

The Centers for Medicare & Medicaid Services (CMS) rated Sarah Bush Lincoln four stars of five for addressing patient experience, safety, quality and efficiency. CMS withholds two percent of reimbursement until it measures safety, infection rates, 30-day mortality, early elective deliveries and Medicare spending per beneficiary. Sarah Bush Lincoln's patient experience scores for the inpatient nursing units remained in the top quartile nationally for the fiscal year, with three departments finishing the year above the 90th percentile and often scoring above the 90th percentile throughout the year. Four other departments scored above the 75th percentile. Our safety and clinical scores improved and many met or surpassed the national benchmarks. As a result, Sarah Bush Lincoln received the full two

percent reimbursement, plus an additional .59 percent. Staff members are laser-focused on providing the best possible care to all the people who seek care from SBL.

Connecting with the Community

Finding effective ways to connect with community members can be challenging since personal preferences impact the type, frequency, volume and format of information that people want to receive. Thus, we use traditional printed materials, radio, television and billboards to communicate with community members about issues of health and medicine. We also use a wide variety of electronic tools, as well: Facebook, Twitter, Pinterest, LinkedIn and YouTube are among them. Blogs allow us

to reach people who are interested in specific areas, and a new app, SBL Babies, helps expectant parents quickly connect with us. Our goal is always to help people improve their health by better understanding health in general and by becoming familiar with the many community resources available to support them.

3D Virtual Tours

In an effort to help people feel more comfortable with their surroundings, we began providing 3D virtual tours of the Regional Cancer Center, the Center for Healthy Living and the Women & Children's Center at www.sarahbush.org. They work much like home tours that are popular on real estate sites.



"Where were you on the horrific day of September 11, 2001? I was at my desk when someone came in and said the World Trade Center had been hit. We found the nearest television and witnessed the second tower being hit. Everyone was in shock.

Shortly after the events began, the Education Center was turned into an 'informational center.' Employees were allowed to take their breaks to keep updated on the events. Administration also had a chaplain available in the Chapel for employees who wanted to talk, and they held a prayer session around the flagpole for employees who wanted to participate. This was truly an experience I will never forget. In that moment of tragedy, everyone came together. SBL is truly a family-oriented organization."

Jan Davis, Administration
Employed since 1987

"I had one of the most impactful patients of my career about seven years ago. The patient was looking for the Emergency Room. As we were walking there, she stopped near Admitting and asked if I 'knew this hospital.' I told her I had been involved with the hospital for my entire career-- and more than half of my life.

Then I noticed her flat affect. She started to tell me about a horrific ordeal she endured and ended with 'I need help, and I don't trust myself to be alone.'

I told her that she would not be left alone, and we would take care of her. If someone has a broken arm, we at SBL help them. If someone has a broken heart, we help them too; there is no difference to us. She had come to the right place. She just cried and cried. When we got to the Emergency Room, the staff was very professional and hopped into action.

I've helped to save lives before, but it always involved electricity or medications. I have no doubt that we saved this woman's life by being mission-driven and providing behavioral health support. We are this way because of the extraordinary leadership of our then CEO Gary Barnett. He instilled that commitment in all SBL staff, which CEO Jerry Esker continues today. I'm so proud to have served here for 34 years."

Theresa Quinn, RN, The Heart Center
Employed since 1983



Infant hearing exam



Early laproscopic surgical procedure

1977 Highlights

- The "Roots" miniseries began.
- NASA's first orbiter – Space Shuttle Enterprise – took its first test flight.

Quality and Safety

SBL Named One of America's Best for Orthopedics

Sarah Bush Lincoln received the 2017 Women's Choice Award as one of America's Best Hospitals for Orthopedics. The designation evaluates Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results along with primary research about women's healthcare preferences. Also measured was the incidence of surgical complications and infections. Of the more than 5,500 registered hospitals nationwide, SBL was one of 374 to earn this designation.

Teleneurology

Telemedicine is again improving the delivery of care provided by Sarah Bush Lincoln. This time, stroke patients benefit. For many years, the clot-busting drug tPA has been available to people who arrive at the hospital following a stroke. The gold standard of care includes that Emergency Department medical staff consult with a neurologist before the drug is administered and, with few exceptions, tPA must be given within three hours of a stroke to improve the chances of recovery.

Because seconds count in stroke recovery, Sarah Bush Lincoln partnered with *Specialists On Call*, a company that provides teleneurology services around the clock, to ensure the best possible outcomes for stroke patients. *Specialists On Call* physicians work with Emergency Department medical staff to assess people presenting with stroke symptoms. This access eliminates many patient transfers and therefore enables patients to receive care close to home.

Cerner Go Live

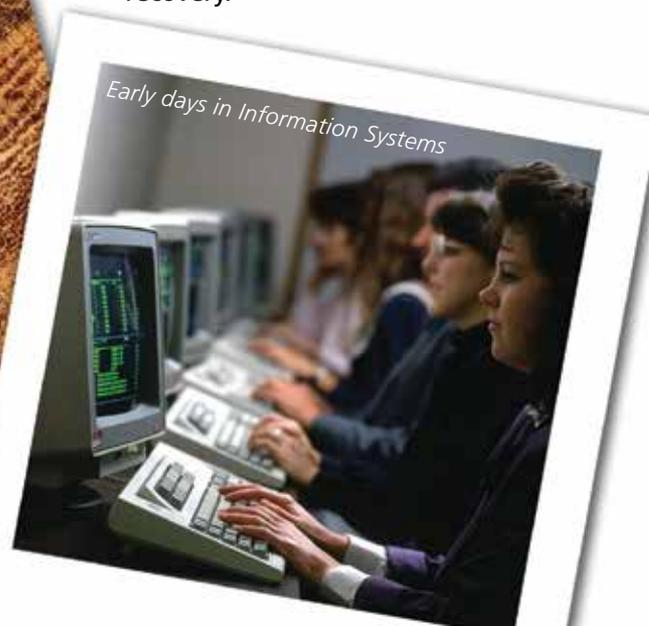
For more than two years, Sarah Bush Lincoln had been working toward the launch of a new electronic medical record to enhance the safety of care provided by offering several key features that automatically checks for drug interactions, allergies and similar concerns. The new system is designed to support workflows and the exchange of information across the continuum of care. Staff members were deeply immersed in its construction, and all appropriate staff members were trained on its use. The system went live at 12:01 am on April 1, marking the largest undertaking in the history of the Health Center.

The Joint Commission

Every three years, The Joint Commission sends a team of surveyors to examine the Health System to ensure performance standards are in place that address crucial elements of operation, such as patient care, medication safety, infection control and consumer rights. In October 2016, a team visited Sarah Bush Lincoln and found the organization to be operating at a high level. It received a full accreditation.

"When I began working at Sarah Bush Lincoln, the only piece of office equipment that was computerized was the mammoth billing machine. This equipment took up the majority of space in a large office. At that time, most of the offices were using typewriters; however, there were two word processors in the hospital. The word processors at that time were stand-alone devices described as 'a machine for storing, manipulating and formatting text entered from a keyboard and providing a printout.' One of my first tasks was to listen to a cassette tape and learn how to operate the word processor. This 'new technology' was fascinating to me, and within five years, SBL transitioned to first generation computers that were linked to a central network. SBL has come a long way in office and medical technologies since we opened our doors in 1977."

Sara East, Administration
Employed since 1982



Advanced Wound Center Honored

Sarah Bush Lincoln's Advanced Wound Center was recognized with a national award for clinical excellence: the Center of Distinction award, given by Healogics, the nation's largest provider of advanced wound care services. To earn the award, the Advanced Wound Center achieved outstanding clinical outcomes for 12 consecutive months, including patient satisfaction higher than 92 percent, and a wound-healing rate of at least 91 percent in less than 31 median days.

The Advanced Wound Center celebrated its fifth anniversary at Sarah Bush Lincoln this year, having opened in July 2012 to meet the area's growing needs for wound care treatment.

Decreasing Readmissions

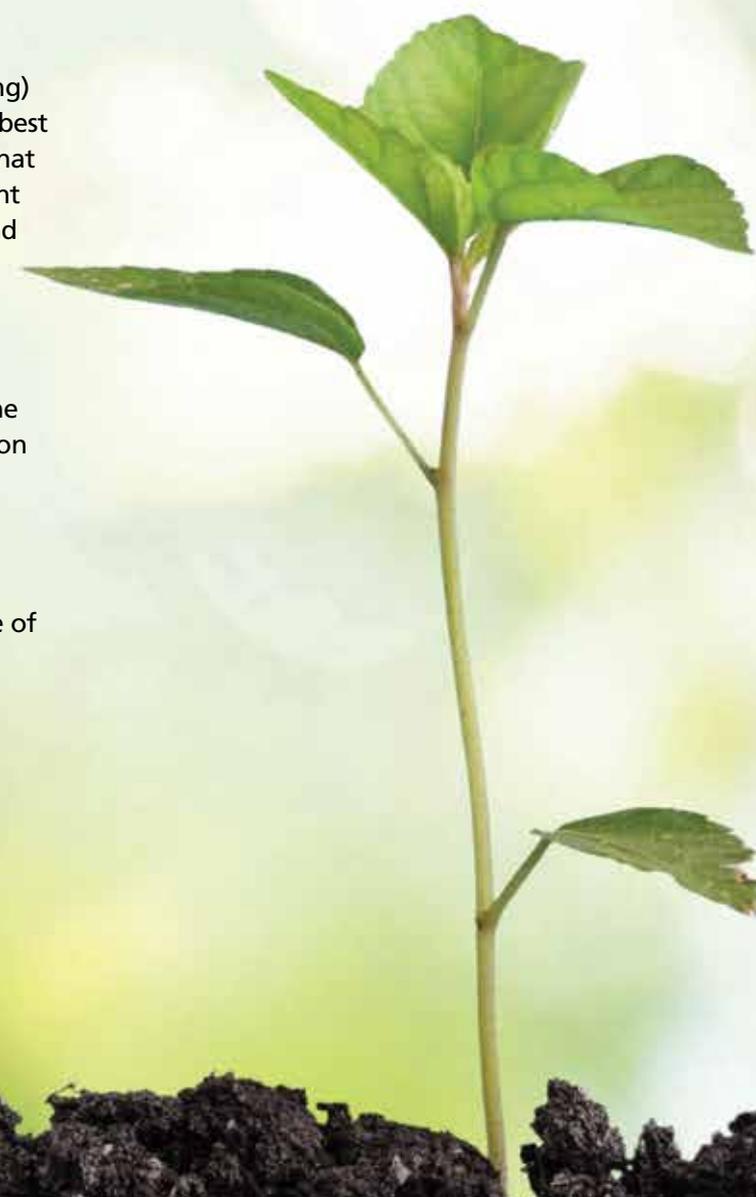
One of the medical-surgical-telemetry units has been bringing together congestive heart failure and pneumonia patients in a trial effort to decrease readmissions for these diagnoses. Staff members work with patients to increase their understanding of their disease process and their role in monitoring their symptoms, taking medications and attending their follow-up appointments.

Mammography

The Diagnostic Imaging Department began offering tomosynthesis (or 3-D breast screening) in July, following the arrival of the latest and best in breast imaging equipment. Studies prove that this breakthrough technology offers significant benefits for detecting breast cancer earlier and reducing the number of patients who return for additional "views."

The technology works by capturing multiple images throughout the breast, rather than one image being captured with the superimposition of tissues on that image. This minimizes the effects of overlapping tissues on an image.

In other news, SBL's Mammography program earned accreditation by the American College of Radiology.



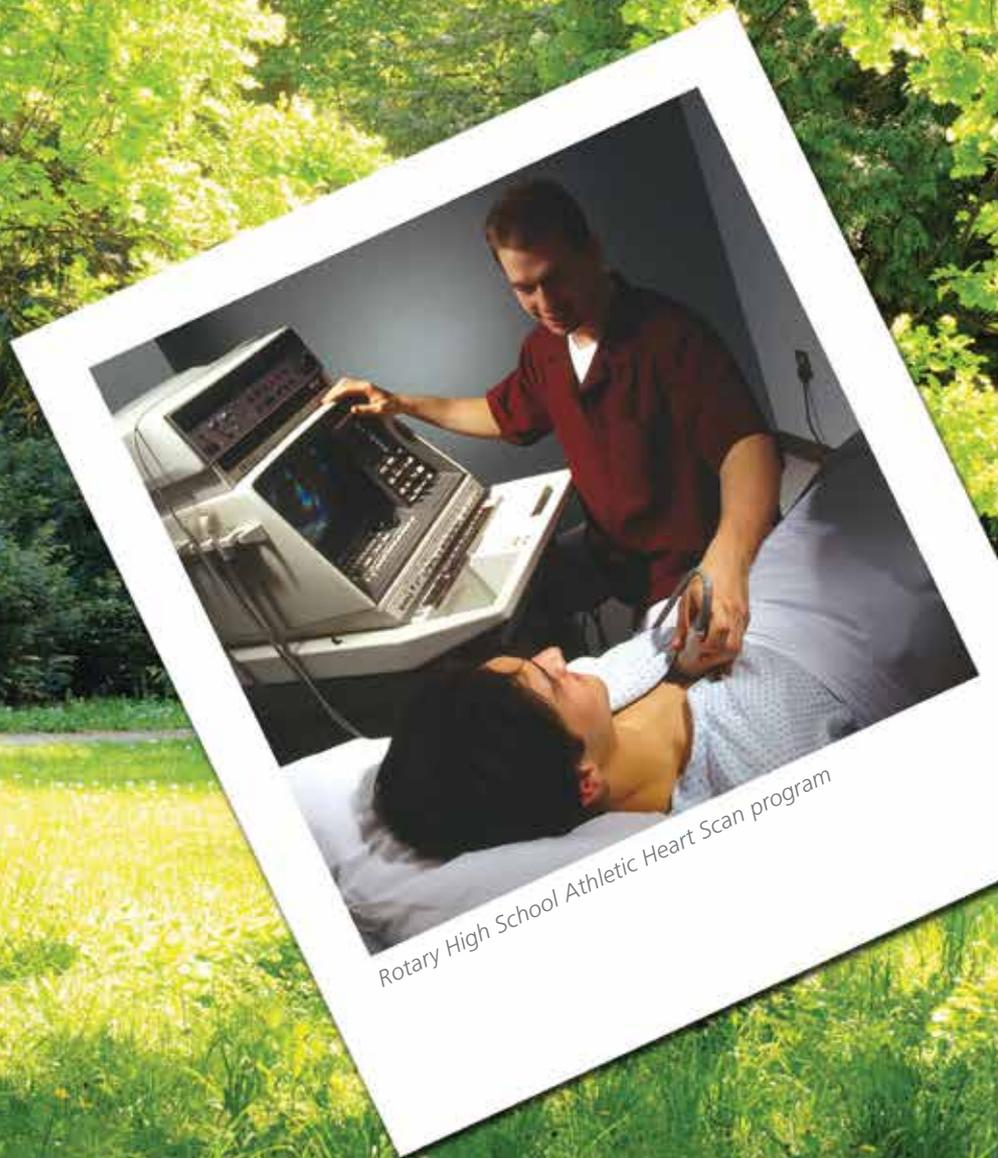
"When we began our journey of Excellence a Way of Life in 2007, it was a game-changer for Sarah Bush Lincoln. We all began rowing in the same direction, understanding our goals and how we were going to achieve them. It was transformational for our culture and how we cared for our patients."

Patty Peterson, director of Public Relations

Employed since 1990

1977 Highlights

- The first MRI scanner was tested in Brooklyn.
- The first Apple II computers went on sale.



Rotary High School Athletic Heart Scan program

SBL Has Astonishingly Low Nurse Vacancy Rate

While the national vacancy rate for registered nurses is 8.5 percent, Sarah Bush Lincoln's average bedside RN rate is 1.4 percent with an average overall vacancy rate of 2.7 percent. To stay so well staffed, we work with area nursing schools to cultivate an excellent field of candidates, and then we provide graduates with a quality work environment. In fact, at 2,340 employees, we are now one of the largest employers in the region and an economic engine for the community at-large.

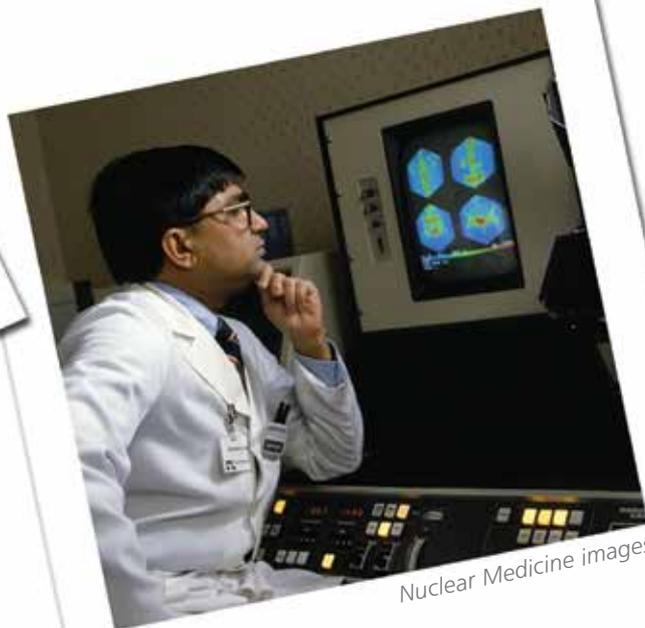
Prairie Family Practice

Family Practitioner Lucas Catt, MD, was awarded a Preceptor of the Year award by Southern Illinois University for his work with students training to be physician assistants. Of the nearly

600 preceptors in the SIU Physician Assistant Program, only nine received the award; they are nominated and chosen by students and site coordinators. Dr. Catt was recognized for exemplifying the standards of ethical and professional conduct, giving timely and meaningful feedback, being an excellent role model, practicing with passion and enthusiasm, facilitating teamwork, fostering innovative learning, and for his subject knowledge.

Scribes

SBL began providing medical scribes in high-volume clinics and in clinics where paper records were still in use (Surgery and Oncology). Medical scribes perform clerical responsibilities that would otherwise slow physicians down and pull them away from patient care. Typically, they shadow physicians and enter documentation into electronic medical records while physicians interact with patients.



Nuclear Medicine images



Linear accelerator used in radiation treatments for cancers

"When I was hired in 1987, I was very pleasantly surprised by what a nice organization SBL was. It was small and friendly. Our services were somewhat limited, but the staff was committed to taking care of patients well.

Over time, we began to expand our services – most notably with the addition of Dr. Stanley Huffman, a gastroenterologist, and then Dr. Ned Hoppin, an oncologist. The addition of those physicians and their medical services signaled an expansion of our ability to care for patients.

The next turning point was the addition of employed physicians. Our rapid growth in medical staff and services really brought us to the next level as a healthcare organization. With that expansion, we evolved from the very basic primary care/urgent care hospital to a robust health system that offers healthcare services across the spectrum of needs. Our community is very fortunate to have a health system of this magnitude in a primarily rural area."

Mike Craig, Oncology Pharmacist
Employed since 1987



Growth

SARAH BUSH LINCOLN ANNUAL REPORT **DEEP ROOTS, WIDE BRANCHES**

Cardiology Services

Cardiac Services has grown in recent years with overall clinic volume having increased by nearly 20 percent over the last two years. There are now three full-time Prairie Heart Institute cardiologists on staff at SBL to meet non-invasive, invasive and interventional cardiac needs. A Prairie Heart electrophysiologist rotates from Springfield two days per month to care for patients experiencing complex arrhythmias. This enables staff to provide full-service quality cardiology care close to home with a patient satisfaction score at the 97th percentile.

The Catheterization (Cath) Lab continues to expand services and offer additional treatments in the peripheral vascular market. Staff use drug eluting (coated) balloons and orbital atherectomy (a specialized catheter) to remove atherosclerotic plaque from within the peripheral vessel. Orbital atherectomy may be used as a complement to angioplasty and stenting by removing significantly hardened blockages from the leg artery, allowing

for the insertion of a balloon and stent. Our peripheral vascular program has also expanded services in the treatment of vein diseases in the leg; those services have increased by 73 percent.

Since Fiscal Year 2014, the Device Clinic has experienced a 51 percent increase in the monitoring of pacemakers, implantable cardioverter defibrillators (ICDs) and implantable cardiac monitors (ICMs). All of these devices are inserted in the SBL Cath Lab. By transmitting device readings from home and visiting SBL annually, patients can now save hours of travel and wait time.

Echocardiography has grown at SBL by more than 8 percent since FY14. This department has recently been granted adult transthoracic accreditation by the Intersocietal Accreditation Commission (IAC). The IAC evaluates the skill of the technologist, the type of testing equipment used, knowledge of the interpreting physicians, and the quality and detail of the records.

Additionally, pulmonary visits, another service of the SBL Heart Center, have increased by 48 percent since FY14. Pulmonary function tests have increased by 34 percent.

New Construction

The new 21,000-square-foot freestanding **Regional Cancer Center** opened its doors in November to care for people with cancer. Community members were very generous in their support of the project by giving \$3.7 million toward the \$15.8 million cost.

The beautiful new facility features 17 individual and spacious chemotherapy areas, a large reception area, additional exam rooms and healing gardens. The Regional Cancer Center staff plans to start drug trials in 18 months. The center accommodates a projected 40 percent growth over the next 10 years for people seeking cancer care at Sarah Bush Lincoln.



"There was the blizzard in the early '80s! The hospital ran out of room to push the snow, so they got a big snow blower from the airport to blow the snow over the wall of snow they'd already made. It was blowing so much snow that it knocked down several of the light poles in the parking lots. Driving through the parking lot was like driving in a white tunnel. The back lot was just mounds of snow with antennas sticking up; you couldn't see the cars – just the mounds."

Steve Cougill, Diagnostic Imaging
Employed since 1980

"Our METS Cardiac Rehabilitation program started in the Fall of 1983. I was a graduate student at EIU doing a clinical internship at SBL. I remember getting our third patient enrolled into the one class that we had; it was a record for us! Our first two patients were pretty quiet and didn't talk much, so getting a third patient felt like a 'real class' because our patients could interact with and support each other. We were so excited! We were in a tiny room in the basement with no windows, but we had four pieces of equipment, so we still had room to grow!"

We now have 44 classes per week and 35 pieces of equipment. Next year, we will move into a beautiful, new, state-of-the-art Heart Center and see about 25,000 patient visits a year. Our department has been so fortunate to have a great, stable staff and the support of Administration, the Board of Directors and the Medical Staff. It has been an amazing journey and a great privilege to be part of it."

Sharon Jackson, METS
Employed since 1983

Extended Campus

Work on extended campus locations is nearly always underway. The new **Casey Clinic** opened in February and replaced an older facility. It features primary care, a laboratory and diagnostic imaging.

The new **SBL Mattoon Walk-In Clinic** opened in May and spans approximately 5,000 square feet. It replaced a small facility to better accommodate the number of people who seek medical care there (20,000 patient visits per year vs. an earlier volume of 5,000 visits per year).

Construction began on a new Sarah Bush Lincoln **Shelbyville Clinic** set to open in December 2017, and a new and fully modern Sarah Bush Lincoln **Neoga Clinic** expected to open in early 2018. Both will feature expanded reception areas, exam rooms and ample parking.

Heart Center Construction

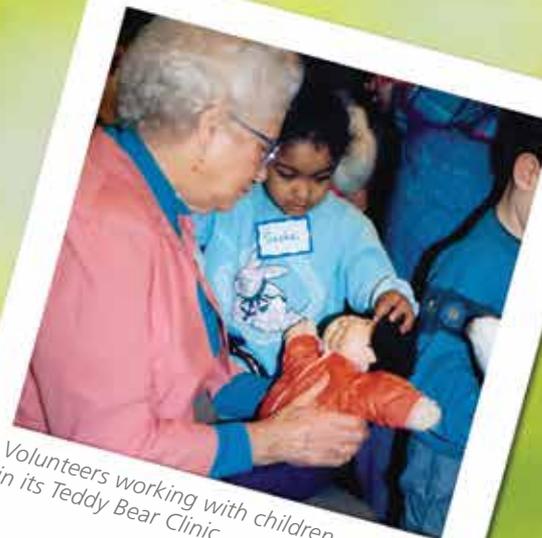
Construction of a \$31 million cardiology center and inpatient bed expansion project is ahead of schedule. The 65,235-square-foot Health Center addition consolidates all cardiology-related services into one area and adds a second cardiac catheterization lab. Twenty-one additional medical-surgical beds are being added to SBL's second floor. They will be used in caring for people with a wide variety of illnesses, including those recovering from surgical procedures. As part of the construction project, the Health Center's B entrance will be reconfigured to include a drive-through canopied entrance to help protect people from the elements as they enter and leave the hospital. The project is expected to be complete in Fall 2018.

Health Center

Renovations continued within the Health Center. The Women & Children's Center was modernized to better meet the needs of laboring mothers and



Cardiac Rehabilitation in METS program



Volunteers working with children in its Teddy Bear Clinic

their families, as each room now includes its own bathroom, a newborn bathing sink, open storage, flat screen television and comfortable seating with a couch that converts to a sleeper. The rooms are spacious and fully equipped with technology that allows doctors and nurses to monitor mother and baby's electronic records before, during and after birth. All birthing suites are completely private, with moms staying in the same room for labor, delivery, recovery and postpartum care.

Renovations wrapped up in Materials Management, yet they continue to progress in Sterile Processing, which is expanding to accommodate the additional surgical instruments needed in operating rooms.

Parking Lots

One of the key improvements to the campus was the parking lot project. It included increasing the number of spaces available and improving the

grade to eliminate the stairs in the middle of the lot. The spaces were realigned to improve the safety of pedestrians.

Medical Staff Relocations

Deerpath Medical

In April, SBL purchased the Deerpath Medical building at 100 Deerpath along Illinois Route 16, located east of the Health Center. Later that month, Dermatology and Mohs Surgery (home of dermatologists Doug Leone, MD, and Adrienne Schupbach, MD, and Chris Lillie, PA-C) moved from Family Medical Center into half of the building in a lease agreement. SBL Neurosurgeon Emilio Nardone, MD, will occupy the other half of the building this Fall.

Family Medical Center – Pediatrics

Pediatrician Rachel Barnhart, MD, and Advanced Practice Nurse Kim Perry, APN, opened a new clinic in Family Medical Center in Mattoon in June.

New Medical Staff

Emergency Medicine

Amanda McCormick, PA-C
Megan Murphy, PA-C

Family Medicine

Margaret Corso, APN
Thomas Dust, PA-C
Doug Kabbes, MD
Janette Marciano, PA-C
Jason Mathews, APN
Amy McLain, APN
Dina Swanson, APN
Adree Venatta, MD

Gastroenterology

Jack Ohringer, MD
Nora Porter, APN

Hospital Medicine

Brittany Brinley, DO
Nastane LeBec, MD
Cole McCormick, PA-C
Jamil Yasin, MD
Louis Schwing, MD
Haseeba Shahzad, MD

Neuropsychiatry

Derek Phillips, PsyD

Orthopedics

Eric Brewer, DO
Michael Chioffe, MD
James Kohlmann, MD

Pain Management

Heather Heicher, APN

Pediatrics

Rachel Barnhart, MD
Kimberly Peery, APN
Jaye Sandercock, APN

Psychiatry

Penelope Shields, APN

Surgery

Charles Grant, CRNA
Ann Schoen, CRNA

Weight Management

Lyndsay Chevalier, APN

"I remember meeting my husband Wayne, or 'Red' as most people call him, for the first time when I was driving into work. It had only been a week or so since we had moved into Sarah Bush Lincoln Health Center.

The drive around to the back of the hospital was not paved yet, and it had been raining all night and most of that morning so it was very muddy. I got stuck trying to make it to the back parking lot, so I had to walk the rest of the way around in a white uniform and white shoes. Once inside, I called Facility Services to see if someone could get my car out of the mud.

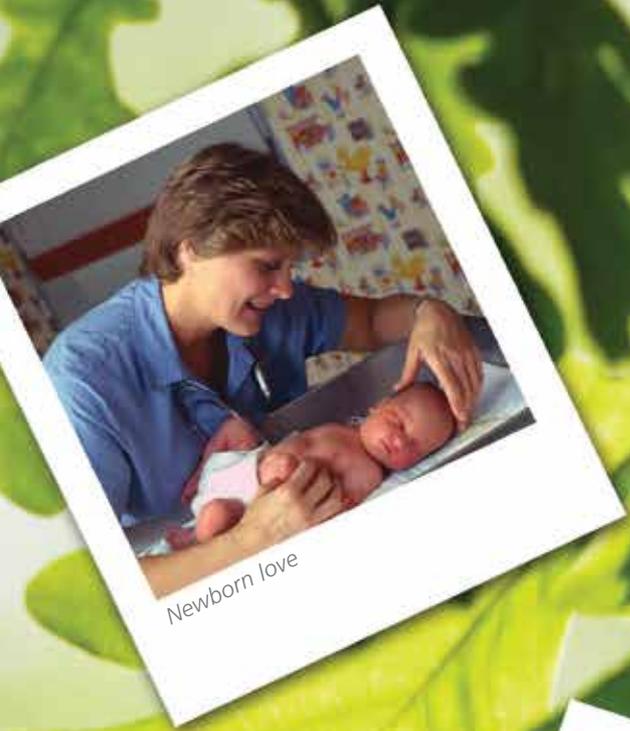
They sent Wayne down from Housekeeping to get my keys, and he drove it out of the mud and parked it in the back lot. I thanked him, but I didn't talk to him until much later when a group of us employees went out together and I was introduced to him.

The rest is history. We have been married 38 years and are both still employed here. We have three kids, 10 grandkids and two 'granddogs.' Wayne does not remember getting my car out of the mud."

Peggy Cowger, Food & Nutrition Services
Employed since 1976 (Mattoon Memorial Hospital)

1977 Highlights

- "Star Wars" opened in cinemas.
- The Alaskan Pipeline was completed.



Newborn love



Emergency Room care



Child being transported to surgery

Healthy Communities

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Healthy Kids

The ever-energetic Healthy Kids program continues to grow and to find new ways to reach kids and their families with an encouraging message of health. Area classrooms received grants to help fund devices that allow kids to “wiggle” in their seats and still pay attention in class. Martinsville Elementary received fitness equipment from SBL and Project Fit America; Bridges in Shelbyville received physical education equipment; and students at Main Street Elementary School in Shelbyville earned a horizontal rock-climbing wall. Cooking classes were expanded to Arcola, Charleston, Mattoon and Shelbyville, and the summer programs saw record numbers of kids.

CORD

The Community Online Resource Directory became available on the SBL website in August. The directory lists dozens of social service agencies dedicated to meeting the physical, mental, emotional and social needs of individuals in Clark, Coles, Cumberland, Douglas, Edgar, Effingham, Jasper, Moultrie and Shelby counties.

SBL Dental Services

For the first time this year, six dental clinics were available this summer to medically

underserved adults in the SBL service area. SBL Dental Services improve access to dental care for children who use the federal programs: WIC, Medicaid and AllKids. Since its inception, more than 51,000 people have been screened and more than 3,000 people have received multiple treatments through free clinics scheduled throughout the year. The program continues to grow. SBL Dental Services offers preventive services all summer for children and held approximately 40 restorative clinics to complete treatment plans for children that we cared for during the school year.

Races for All Paces

More than 800 people ran, walked or crawled in “Races for All Paces” in May. The race had something for everyone – from a diaper dash to a half marathon – and took the support of 200 willing volunteers to pull off. Races for All Paces emphasizes not results, but healthy living. In fact, many people who have mobility issues walked the one-mile course with their walkers in tow. About 50 veterans joined the run in an effort to begin their journeys back to their military fitness levels and to honor fallen buddies.

Paint the Town

Paint the Town 5K was held in Mattoon on October 8 and attracted 600 participants who

walked or ran to recognize the impact that cancer has on patients, friends and family members. “Paint” runs are untimed 5Ks that focus on participation – not results – and use brightly colored chalk or cornstarch to “paint” runners throughout the event to celebrate life! Participants can choose whether to be doused in paint and they often dress in tutus to represent the colors of the cancer they are observing.

Post-race activities included hot food and drinks, photo booths, face painting and a post-it note display from Body Electric. Participants said that they loved seeing the community come together for such a great cause.

Body Electric

The 2016 Illinois Youth Survey completed by local middle school and high school students throughout the region indicated that depression/suicide, bullying and body image were their top concerns. The Body Electric “Life is a Work of Art” Arts and Health Festival was held in June and featured 589 art projects showcasing prevention messages. More than 200 people attended the show.

Financial Viability

SARAH BUSH LINCOLN

FY17 Financial Strength

Over the past several years, Sarah Bush Lincoln has maintained an A+ bond rating from Standard and Poor's, which enables it to borrow funds at a favorable interest rate to complete capital projects.

Sarah Bush Lincoln is one of the most financially stable hospitals comparatively in the nation. Because of our strength, we were able to invest substantially into the health system in terms of new equipment, infrastructure and construction.

Clinical Quality Value Analysis

Employees are always seeking ways to improve the care of patients and save money without compromising care. The Clinical Quality Value Analysis committees found ways to save \$444,613 in FY17. Highlighted cost-saving measures include:

- The Patient Care Services team saved \$127,170 by changing catheter kits. The change lowered Sarah Bush Lincoln's catheter-associated urinary tract infections from nine in 2015 to four in 2016.
- The Lab/Diagnostic team saved \$58,027 on service contracts with BJC Collaborative pricing and another \$38,634 on a new MSS contract for Pacemakers.
- SBL saved \$70,521 by changing the HR Life & Disability insurance carrier.
- The Surgery team realized \$13,213 in savings by changing surgical tray liners.
- The Support team saved \$5,213 with a new Triose freight contract and with numerous copier rentals.

Affordable Care Act

Sarah Bush Lincoln was one of 100 national organizations to receive federal funding to help local residents find health insurance through the Affordable Care Act's Marketplace. In the second year of the grant, Navigators provided education about qualified health plans to those seeking help, and enrolled 614 people

in the marketplace. Sarah Bush Lincoln has provided enrollment assistance since the State of Illinois implemented its health insurance marketplace under the Affordable Care Act.

Performance Excellence

Performance Excellence helps employees find better ways to perform their work and improve patient experience by uncovering the root causes of problems. Through the use of a variety of tools, employees take time to redesign their work processes and improve their workflow. Oftentimes they even find cost savings. In preparation of opening the new Regional Cancer Center, the staff used Performance Excellence tools to design the most efficient way for their patients to receive care and lessen their time in the clinic. They recruited volunteers to play the role of patients to walk through the newly designed process and then made improvements.



Family Physician John Jemsek, MD, portraying early 1900s doctor.

Health Foundation



SBL celebrates ninth anniversary



Family Physician Lowell Massie, MD, and wife, Nellie, receive The Soaring Eagle award in 1995 for many years of service and gifts to SBL.

1977 Highlights

- The US returned the Panama Canal to Panama.
- Elvis Presley died at the age of 42.

Fundraising Campaigns Support Growth

Community members from across the region rely on Sarah Bush Lincoln to keep healthcare local. They demonstrate their commitment to the health center by raising funds in impressive and record-setting ways. Sports teams, civic clubs, social groups, businesses and individuals donate to support Lincolnland Hospice, the Regional Cancer Center, Peace Meal, The Heart Center, scholarships for students pursuing healthcare careers and other initiatives.

Community members recently expressed their gratitude for the construction of a freestanding Regional Cancer Center by donating to the Building Hope campaign in excess of the \$3.5 million goal. The campaign supplemented the \$15.8 million construction cost of the project.

As the Regional Cancer Center Building Hope campaign closed and the new facility opened in November, SBL launched "Life... Nothing Beats It" to raise \$2 million toward the \$31 million cardiology and inpatient bed construction project. With just six months into the campaign, half of the funds have been raised already.

Special Events

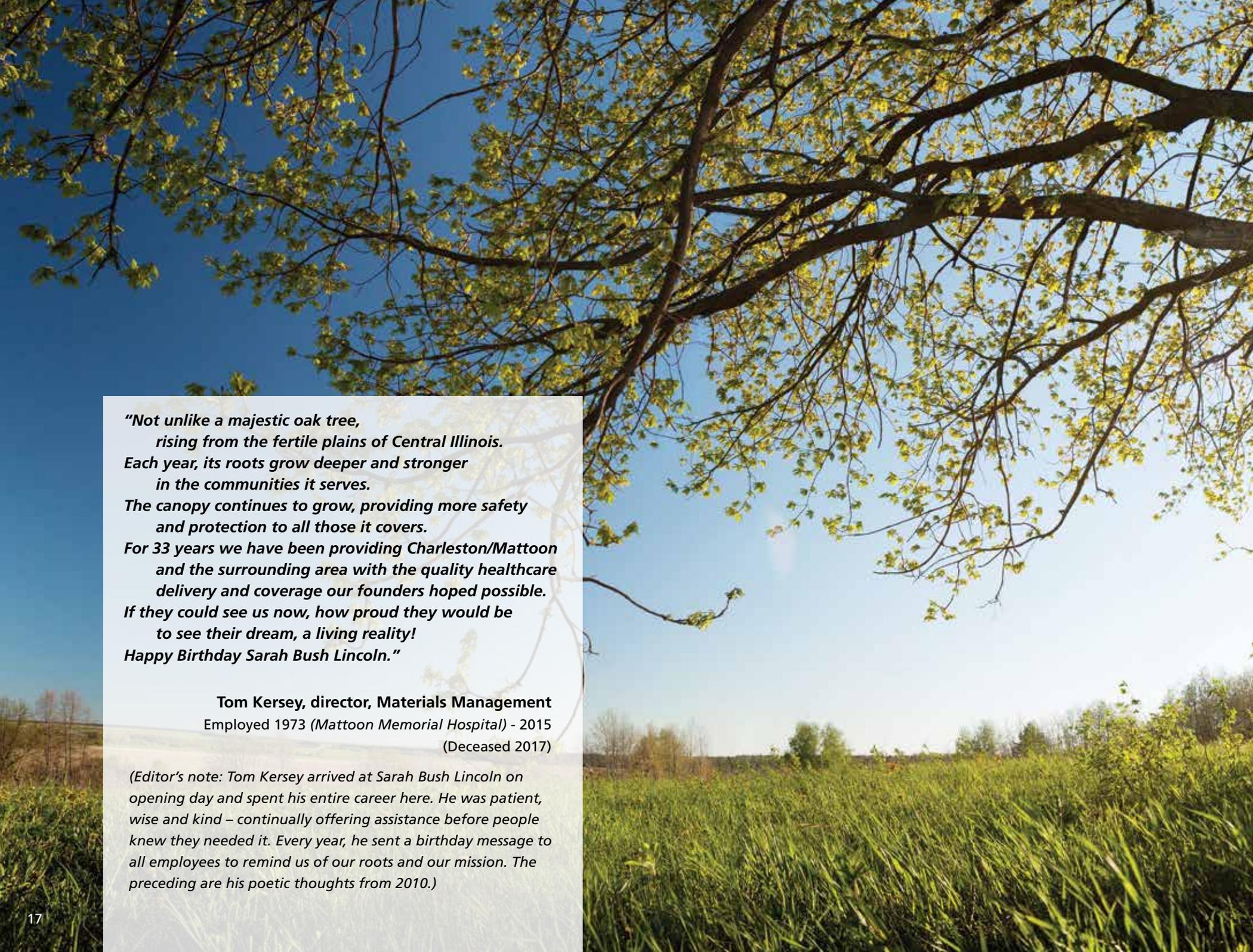
The Foundation's specialty events continue to grow and attract new donors. *Cheers!*, which is held in partnership with the Volunteer Guild, raises funds to support healthcare scholarships. The SBL Golf Benefit raises funds to support the "Life... Nothing Beats It" Campaign for the cardiology expansion project; Lincolnland Binga raises funds to support end-of-life care

for people without means and fulfills end-of-life wishes and bereavement care; and Festival of Trees, a three-day holiday event, helps support the "Life... Nothing Beats It" Campaign. Together they netted more than \$259,425.

WomenConnected

WomenConnected, an 85-member philanthropic giving circle of the Sarah Bush Lincoln Health Foundation, awarded \$52,000 in grants to 16 programs at Sarah Bush Lincoln during its annual grant-funding meeting this spring. This brings the group's total giving to Sarah Bush Lincoln to \$513,000 since 2004. Children's dental programs and other Healthy Kids Initiatives, and programs aimed at helping those with diabetes, obesity, behavioral health needs and the uninsured are among those that received grant funds.





***“Not unlike a majestic oak tree,
rising from the fertile plains of Central Illinois.
Each year, its roots grow deeper and stronger
in the communities it serves.
The canopy continues to grow, providing more safety
and protection to all those it covers.
For 33 years we have been providing Charleston/Mattoon
and the surrounding area with the quality healthcare
delivery and coverage our founders hoped possible.
If they could see us now, how proud they would be
to see their dream, a living reality!
Happy Birthday Sarah Bush Lincoln.”***

Tom Kersey, director, Materials Management
Employed 1973 (Mattoon Memorial Hospital) - 2015
(Deceased 2017)

(Editor’s note: Tom Kersey arrived at Sarah Bush Lincoln on opening day and spent his entire career here. He was patient, wise and kind – continually offering assistance before people knew they needed it. Every year, he sent a birthday message to all employees to remind us of our roots and our mission. The preceding are his poetic thoughts from 2010.)



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ANNUAL REPORT **DEEP ROOTS, WIDE BRANCHES**

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The logo consists of three curved, overlapping lines of varying shades of gray, resembling a stylized 'S' or a fan shape.

Sarah Bush Lincoln

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