

# Touching Lives



Sarah Bush Lincoln  
2016 Annual Report

## Administration

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The Sarah Bush Lincoln Health System Board of Directors named Jerry Esker, R.Ph., (center) as president and CEO in October 2016. Esker has been with Sarah Bush Lincoln for more than 30 years in increasingly complex and impactful roles. He is joined by Administrative Team members.

### BACK ROW (left to right)

Jim Hildebrandt, DO

*Vice President, Medical Affairs*

Eric Benson

*Vice President, Human Resources & Wellness*

Roger Osthoff

*Interim Vice President, Practice Management*

### MIDDLE ROW

Lisa Hernandez, DNP

*Vice President, Patient Care Continuum & Chief Nursing Officer*

Kim Uphoff

*Vice President, Development*

### SEATED

Maggie Ratliff

*Vice President, Information Systems*

Dennis Pluard

*CFO and Vice President of Operations*





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In this technology-driven age, leaders of Sarah Bush Lincoln have remained committed to providing both high-tech and high-touch healthcare to area residents. In this Annual Report of Fiscal Year 2016 (July through June), you will read about our many achievements and see how the high-tech and high-touch worlds of healthcare intersect, day in and day out at Sarah Bush Lincoln, as we provide exceptional care for all and create healthy communities.

It is on that mission – to provide exceptional care for all and create healthy communities – that we stay laser-focused now and as we look to the future. In fact, our vision for the future is to be the leading community health system in the nation. Sound lofty? You may be surprised to learn that we are not that far off!

In fact, Sarah Bush Lincoln ranks in the top decile of many metrics that measure the quality and performance of hospitals nationally. The community hospital that opened in 1977 with 200 employees is now a regional provider that employs nearly 2,300! Our reach is broad and our compassion is deep.

 Sarah Bush  
Lincoln  
Trusted Compassionate Care

*When Craig and Rhonda Lennox returned from an Alaskan cruise this year, they happily checked one more item off of their bucket list. Next up is a Hawaiian vacation planned for 2018.*

*"You never know what life is going to deal you," Craig said, acknowledging that receiving a bad hand now and then is part of the game. He counters the inevitable by enjoying time and experiences with the people he loves.*

*It was in 2013, just one year after Craig retired from RR Donnelley & Sons, that he learned he had a tumor in his kidney. Craig had thought a kidney stone may be to blame for his back pain, but a CT scan proved otherwise. Luckily, surgery to remove the kidney rid Craig's body of cancer and no additional treatment was required.*

*Unfortunately, Rhonda's retirement from First Mid-Illinois Bank & Trust in 2014 began similarly. A year after she retired, she sought care for some hardness near her right cheekbone and numbness near her nose. Facial cellulitis was ruled out by Otolaryngologist Charly Nguyen, MD; instead, he diagnosed Rhonda with stage 4 Non-Hodgkin lymphoma. She was referred to Medical Oncologist Kuppuswamy Jagarlamudi, MD, in the SBL Regional Cancer Center.*

*Dr. Jagarlamudi enjoys consulting with medical oncologists at University of Illinois Chicago, and together they decided the best course of treatment for Rhonda was to have six rounds of continuous intravenous chemotherapy, each course lasting five days. Thus, every third week, Rhonda was admitted to Sarah Bush Lincoln for a treatment regimen that stretched from Monday to Friday. Coupled with a bout of pneumonia, she spent 58 days as an inpatient at Sarah Bush Lincoln last year.*

*Today, Rhonda's cancer is in remission, and she and Craig pray that it will not return. They are also tackling their bucket list.*

*Extremely grateful for the care they have both received, Craig and Rhonda made a donation to the Regional Cancer Center. "I know it's their job to care for us when we are ill, but the staff has just been super. They are more like family than caregivers," Rhonda said. "The doctors are so thorough and down-to-earth, and the nurses are great. We love the nurses both on the floor and in the cancer center."*

*Their ace in the hole is gratitude. "We've been blessed, and we just feel like we need to give back to our community," Craig said.*



# Service

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The Centers for Medicare & Medicaid Services (CMS) rated Sarah Bush Lincoln four stars of five for addressing patient experience on 11 measures. Sarah Bush Lincoln's inpatient nursing units remained in the top quartile nationally for most of the fiscal year, with inpatient units often scoring above the 90th percentile.

These scores parallel previous rankings. In 2014, we were named a HealthStrong hospital, thereby putting us in the top 15 percent of 4,400 hospitals across the nation.

Rankings are based on a broad set of

metrics, including quality, outcomes, patient experience, cost and financial strength.

We remain focused on determining patients' specific needs and meeting them to enhance care and further improve specific scores and our national ranking.

## **Connecting with the Community**

Finding effective ways to connect with community members can be challenging, since personal preferences impact the kind, frequency, volume and format of information that people want to receive.

Thus, we use traditional printed materials to communicate with community members about issues of health and medicine, and we 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 weight loss and new moms who are interested in learning more about themselves and their children. 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.

In January, we partnered with WEIU-TV to present a live broadcast on depression. We encouraged area residents to email or phone questions into the studio, so inquiries could be answered "on air" by recognized experts. The program drew questions from a 75-mile area and created online engagement for several days. The initiative was so successful that we then partnered with WEIU-TV to present a program on dementia. Experts received 22 calls during the "Stolen Memories" broadcast and considered it even more successful than the prior show, as calls came from as far away as Champaign, Montrose, Paris and Sullivan.

*Touching Lives*

# Quality and Safety

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## Information Technology Significantly Upgraded

The implementation of Cerner software, Sarah Bush Lincoln's new electronic medical record (EMR), is the largest investment in technology and safety ever made by Sarah Bush Lincoln. Scheduled to go live in April 2017, Cerner software will replace the current EMR system and provide numerous safety and patient care enhancements, including real-time information at the bedside to support our initiatives to provide quality care to every patient, every time. The EMR will provide pertinent patient care information notifications to staff and will consolidate patient records between the hospital and doctors' offices.

Lawson software is used for Payroll, Accounting, Finance, Human Resources, and Materials Management, while Strata is used for budget planning, productivity and decision support. While both software systems were implemented in January, functional improvements continue to be made to each.

## Staff Trained to "Team Up for Safety"

Sarah Bush Lincoln has adopted a culture of safety to improve patient outcomes and to keep employees well. It includes intensive and on-going safety and reliability training for all employees. The training provides employees with a number of tools to use to improve safety and to create a highly reliable healthcare organization.

Employees are empowered – and encouraged – to both ask questions and to stop procedures if they believe something is “off.” They use a mnemonic system to clearly state words and numbers to reduce errors, and they have processes in place to double-check the work of colleagues to ensure patient safety. To date, 99.05 percent of employees have been trained to use these tools. Health Center leaders gather each morning to discuss safety and to share relevant information, such as there being two patients with the same name on a unit, so staff are more aware when delivering care. High-tech tools and intentional communication help ensure the safety of patients and staff.

## Critical Care Unit Honored

In February 2015, Sarah Bush Lincoln partnered with Advanced ICU to improve the medical outcomes of critically ill patients. The results of that partnership have been astonishingly strong!

Advanced ICU is a telemedicine company through which highly skilled intensivists (medical doctors who have completed fellowships in critical care medicine) monitor patients in SBL's Critical Care Unit via television-like monitors. The intensivists anticipate problems before they occur and address surprises quickly for better outcomes. In-house doctors and nurses carry out orders delivered from remote locations.

Since the partnership began, we have cared for approximately 100 additional critically ill

patients, all of whom had higher severities of illness than patients previously cared for in the SBL Critical Care Unit. Notwithstanding, readmission rates decreased (and are significantly better than other Advanced ICU hospitals). Plus, fewer people were transferred to larger hospitals for advanced care, and the length-of-stay of our patients has been consistently better than predicted. Family members appreciate having this level of care close to home, and staff members celebrate statistics that prove the partnership's value.

Advanced ICU recognized SBL as a top performer by honoring us with the *2016 I See You Care Award* for outstanding collaboration between bedside care providers and Advanced ICU's remote critical care teams. Sarah Bush Lincoln was one of only eight award recipients across more than 65 hospitals.

*A patient admitted to the CCU in March requested to specifically speak with Dr. Kalb, an Advanced ICU physician, right before going home, to thank him for taking such good care of him. He said Dr. Kalb took the time to listen to him and to fix his low blood pressure. He wanted to let Dr. Kalb know he was feeling much better now.*

## **The Leapfrog Group Grants Sarah Bush Lincoln Highest Rating**

Sarah Bush Lincoln received an “A” rating from The Leapfrog Group in its annual survey to measure the quality and safety of U.S. hospitals. Why does this matter? 33,440 lives could be saved annually if all hospitals performed at the A level.

## **CAUTI Rate Falls to Zero**

Sarah Bush Lincoln’s rate of catheter-associated urinary tract infections (CAUTI) has been at zero for many months. We never want patients to develop infections from catheter use, and we recognize that preventing infections in patients who are critically ill is vitally important. Thus, a SBL performance improvement team worked tirelessly for three years, developing protocols and monitoring all inpatients to achieve a “zero” infection rate.

*Carlen learned while working with Jim that he struggles with reading, so she has put in place systems to support his learning and medication compliance. The Care Coordination team also assisted Jim in completing applications for Illinois Public Aid and SBL Financial Assistance. In the end, it seems Jim wasn’t as stubborn as he was stubbornly committed to improving his health with the support of his Sarah Bush Lincoln care coordinator.*

*In January 2016, Care Coordinator Lisa Carlen, RN, reached out to a patient who was referred by Family Physician Gregory Deters, MD. Dr. Deter’s nurse said, Jim, the patient, had completely stopping taking all of his medications, a move that put him at tremendous risk, given his diabetes diagnosis. Carlen asked Jim if she could meet with him at his home, to review his medicines and to explore whether they could work together on a plan to get him feeling better. He readily agreed.*

*“I asked Jim what he would like to work on to improve his health,” Carlen said. “He told me that he was stubborn, and he was tired of being told what to do.” Carlen appreciated Jim’s honesty because it helped her to understand Jim’s emotional state. Each committed to doing one thing: Carlen agreed to fill a pill organizer each week for Jim, and Jim agreed to do his best to take his medications.*

*Since that time, Jim has faithfully visited Carlen’s office every week to advance his improving health. “We discuss things he can do to improve his health. It may be something as simple as trying a new vegetable or taking a longer walk. Another goal of his choice was to begin using his insulin before meals, after checking his finger-stick glucose.” In January, Jim’s A1C level (a test that measures blood sugar) was 17.6, his triglycerides were 783 and his cholesterol was 252. All counts were way too high.*

*But by April, Jim had lost weight, his cholesterol was at a desirable level (158), and his A1C and triglycerides were falling.*



# *Touching Lives*



*Lincolnland Hospice staff members Craig Minor, RN, Frances Miller, RN, and Katie Brown, LSW, ensured that a patient who had suffered neglect at the hands of family members died comfortably and with dignity following a lengthy struggle.*

*Craig Minor, RN, took responsibility for tackling the patient's clinical needs after all other medical providers and nursing homes in the area refused to care for him. Sadly, family members of the patient had been stealing the man's pain medication to abuse. Since the patient did not acknowledge his own needs - let alone advocate for himself - Minor appealed to a physician for help.*

*Social worker Katie Brown, LSW, then worked closely with Minor to get the patient accepted into a care facility where he could be cared for without the risk that family members would access his medications. The next step was convincing the gentleman to move. Once he was safe, Frances Miller, RN, worked with Brown to then get the patient's closest companion, his dog, accepted into the facility. Brown took the dog home and bathed him, and then she and Miller took him to the vet, where she paid for the dog's exam and all required vaccinations, so the care facility would accept him.*

*Cherished photos show the man with tears in his eyes, holding his beloved companion. With the dog at his side, the gentleman refused further contact with his family and said, "My world is complete now."*

## People

Sarah Bush Lincoln employees are routinely recognized for going "above and beyond" to deliver excellent service to patients and visitors. Sarah Bush Lincoln's top prize, the Bravo! President's Award, is given annually to one employee whose care is truly exceptional.

This year, a trio of employees received the distinguished award for working together to significantly impact a single patient's life. They were Craig Minor, RN, Frances Miller, RN, and Katie Brown, LSW.

### **SBL Triumphs over Nurse Shortage**

More than a decade ago, experts began accurately predicting that the U.S. would experience a shortage of registered nurses as Baby Boomers aged and their need for healthcare increased. Understandably, every patient wants and deserves to be cared for by well-qualified nurses who are

*Touching Lives*



neither short-handed nor exhausted from caring for too many patients. Similarly, employers want to avoid the high cost of recruiting and training staff members who leave for better offers.

At Sarah Bush Lincoln, there is cause for celebration! While the national RN vacancy rate is 8.5 percent, Sarah Bush Lincoln's vacancy rate is a low 5.6 percent. 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 2,266 employees, we are now one of the largest employers in the region and an economic engine for the community-at-large.

### Staff Satisfaction Remains a Priority

Our leaders have worked diligently for years to improve the staff's overall satisfaction with Sarah Bush Lincoln. Rarely is there a one-size-fits-all solution to challenges that are an inevitable part of the complex systems and processes that are common in both healthcare settings and at large employers.

A survey by GE Healthcare confirmed what we already knew: staff satisfaction has a positive influence on patient satisfaction. To gauge worker satisfaction, Sarah Bush Lincoln surveys its employees every other year, with the next survey set for FY17. Over the last six years, employees have ranked Sarah Bush Lincoln in the top decile for employee engagement. We

celebrate our strong scores by remaining focused on improving relationships, communication and inclusivity to increase team members' sense of job satisfaction.

In a larger effort to improve continuity of care to people in our community, we have worked to reduce medical staff resignations by improving doctors' satisfaction with Sarah Bush Lincoln. Over the last several years, we have created a work culture that encouraged a more positive, open, and collaborative environment by engaging the staff in decision making, listening more closely to their needs, and proactively addressing concerns.

### Physician Survey

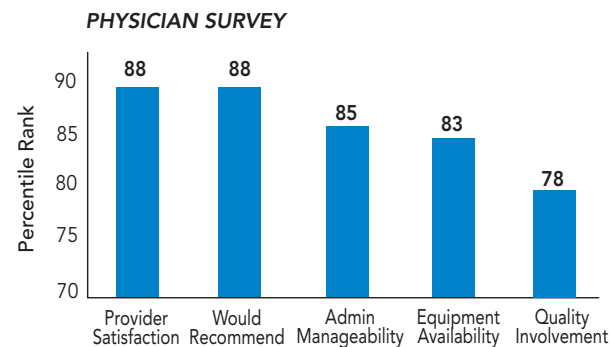
- *Provider satisfaction with the hospital.*  
– 88th percentile
- *Would recommend hospital to family and friends.*  
– 88th percentile
- *Administration's ability to manage the hospital.*  
– 85th percentile
- *Availability of state-of-the-art medical equipment.*  
– 83rd percentile
- *Hospital's efforts to involve physicians in improving the quality of care.*  
– 78th percentile

### Volunteers

*"Volunteers are not paid – not because they are worthless, but because they are priceless."*  
Unknown

More than 250 community members volunteer at the Health Center, fulfilling a large variety of duties. They deliver mail to patients, greet guests at our front doors, perform clerical duties, escort patients and work in the Gift Shop. Our VolunTeen program gives 15- to 18-year-olds who are interested in healthcare careers the opportunity to interact with our staff over the summer. They, too, perform a wide array of important duties that make the organization run more smoothly.

New to our volunteer staff are Eastern Illinois University students enrolled in the Clinical Rotation class. These are students who are interested in pursuing degrees in medicine, nursing, physical therapy or occupational therapy. In this formalized partnership with EIU, students volunteer three hours a week for a full semester in the Emergency Department assisting the ED technicians. While working along side the staff, they gain a realistic view of a healthcare environment from inside the organization.



# Growth

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## **Regional Cancer Center Construction Wraps Up**

At the close of FY16, construction of the \$15.8 million Regional Cancer Center was nearly complete. The facility features 16 infusion bays, a private infusion room, an advanced linear accelerator for delivering powerful radiation directly and precisely to tumors, a dedicated PET/CT scanner, and an underground pneumatic tube transport system to quickly transport specimens and supplies between the cancer center and the hospital.

*“The Regional Cancer Center is the perfect example of our high-tech and high-touch worlds intersecting,” Jerry Esker, president and CEO, said.*

## **SBL Expands Outreach through Construction and Acquisition**

To remain viable well into the future, it is crucial that we invest in our infrastructure, both on the main Health Center campus and in area communities. In FY16, we expanded our footprint in communities where we were already serving patients, made plans to replace antiquated facilities, scheduled improvements within the Health Center and secured approval to build a cardiac care facility.

**The Heart Center** was approved by The Illinois Health Facilities and Services Review Board on July 29. Planned for the southeast side of the Health Center, the addition will span 65,235 square feet. The first floor will consolidate cardiac services, add a second cardiac catheterization lab, and

feature 15 exam rooms for the cardiac and pulmonary clinic, a rehab gym, stress testing, echocardiography, pulmonary function testing, EKG, and nuclear medicine services. The second floor will house 20 additional medical-surgical rooms.

Significant growth in cardiology services and increased demand for medical-surgical beds necessitated that we act to meet the changing needs of the population. The total cost of the project is projected to be \$31 million and will be financed through a bond issuance, cash, pledges and gifts. The Heart Center is slated to be complete by December 2019.

The **Toledo Clinic** was replaced after more than 70 years of use. At 5,500 square feet, it features six exam rooms, space for two medical providers, X-ray and laboratory services. Physician Assistant Keith Ballinger cares for local and area residents at the facility.

Staffed by Family Physician Kim Whitaker, MD, a new **Tuscola Clinic** opened at the end of May. It offers primary care, laboratory, diagnostic imaging and occupational medicine services, plus the convenience of “walk-in” care.

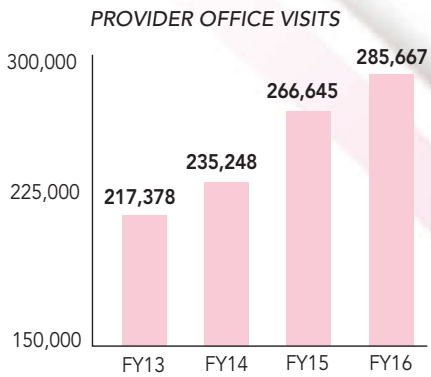
Construction of a new **Casey Clinic** began in March to replace an antiquated facility. Set to open this winter, the new clinic will feature primary care and occupational medicine services, a laboratory and diagnostic imaging, plus “walk-in” convenience. Advanced Practice Nurse Diana Oakley, APN, staffs it.

Construction of a new **SBL Mattoon Walk-In Clinic** began this fall and will take about eight months to complete. Spanning approximately 5,000 square feet, the clinic will replace the current facility. At double the size of the current building, the new clinic will better accommodate the number of people who seek medical care there. Volume at the Mattoon Walk-In Clinic has grown from a little more than 5,000 patient visits per year to nearly 20,000.

We purchased three parcels of land adjacent to the Sarah Bush Lincoln **Neoga Clinic** to build a fully modern clinic for the community in FY 2018. Expanding the reception area and exam rooms will better accommodate patients and providers Family Practitioner Janice Vandever, MD, and Iven Boehm, PA-C.

**SBL Martinsville Clinic** grew out of our November 1 acquisition of Clark County Family Practice. Family Practice physicians David Davis, MD, and John Richards, MD, remained, as did Rachel Morrison, APN, and all other staff members.

**Health Center renovations** continue in phases as to not disrupt patient care. Work on 3-West (Psychiatry) is nearing completion and then will go through an approval process by the Illinois Department of Public Health before it can be used; renovations to 2-West (Women & Children’s Center) and 2-East are expected to be complete next summer.



### Medical Staff Recruitment

The following list of medical staff members either began their practice during FY16 or were recruited during FY16 to begin at a later date.

#### PHYSICIANS

<i>Cardiology</i>	<i>Hospital Medicine</i>
Michael LaMonto, DO	Dominic Perrino, DO
<i>Dental</i>	Haseeba Shahzad, MD
Marlee Hansen, DDS	Jamil Yasin, MD
<i>Emergency Medicine</i>	<i>Occupational Medicine</i>
Joshua Novak, MD	Thomas Sutter, MD
George Plamoottil, MD	<i>Orthopedics</i>
<i>Family Practice</i>	James Kohlmann, MD
David Davis, MD	<i>Pediatrics</i>
Erica Perrino, MD	Rachel Barnhart, MD
John Richards, MD	<i>Urology</i>
	David DiDomenico, MD, DO

#### CERTIFIED REGISTERED NURSE ANESTHETISTS

Charles Grant, CRNA  
 Amaka Keazor-Cunnings, CRNA  
 Ann Schoen, CRNA

#### PHYSICIAN ASSISTANTS AND ADVANCE PRACTICE NURSES

<i>Emergency Department</i>	Lisa Price, APN
Robert Atchley, APN	Amanda Zumbahlen, APN
Jameka McElroy, PA-C	<i>Hospital Medicine</i>
Megan Murphy, PA-C	Richard Clapp, APN
Amanda Stubbart, PA-C	Cole McCormick, PA-C
<i>Family Practice</i>	<i>Family Practice</i>
Thomas Dust, PA-C	Lyndsay Chevalier, APN
Michael Heise, PA-C	<i>Pain Management</i>
Jeremy Mathenia, PA-C	Heither Heicher, APN
Jessica Methenia, PA-C	<i>Psychiatry</i>
Amy McLain, APN	Kimberly Dowland, APN
Rachel Morrison, APN	

Shelbyville native Kim Davis had her first mammogram at 39 years old. The last thing she expected was to hear that she needed a biopsy. Over the next four years, precancerous cells were identified in both breasts and, eventually, a tumor developed. Davis underwent a radical mastectomy of one breast and a prophylactic mastectomy of the other.

*“You have cancer’ are hard words to hear,” Davis said, “but Dr. Shakir held my hand when he told me and made me feel like he was going to take care of me. I can’t imagine being told that awful news by anyone else. He was so thoughtful and compassionate. I looked into his eyes and I knew I could trust him. He gave me hope.”*

*“With cancer, you have no control, and it kind of knocks your self confidence right out from under you, but the team in the (SBL Regional) Cancer Center gave me confidence at a time when I didn’t have it. They are special people,” she said. “They have a way of making you feel comfortable in a very uncomfortable and foreign situation.”*

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# Healthy Communities

*When 7-year-old Zek Currey crossed the finish line at the 2016 Races for all Paces, he gave a high-five to an animated bear and announced gleefully, "I won! I won!"*

*Indeed he had. Deaf and weighing only 4 pounds at birth, Zek also suffered from cytomegalovirus (CMV), a virus that calcifies areas of the brain. Parents Kristina Anderson Currey and Michael Currey later learned that Zek also had cerebral palsy.*

*"We were told that maybe he'd walk, maybe he wouldn't," Anderson Currey said, adding that the family never let Zek's health problems stop him. Tools such as glasses, hearing aids and sign language helped ready him for school, and a walker and crutches made him mobile.*

*Zek was visiting his physical therapist at Sarah Bush Lincoln when he first saw an advertisement for Races for all Paces. Later, he saw a billboard advertising the event and asked his mom if he could participate.*

*"If seven years ago someone had told us he'd participate in Races for All Paces, we'd have said, 'no way.' When he crossed the finish line, we were so proud of him!" Anderson Currey said.*

*With his first one-mile event under his belt, Zek is already planning for next year.*

## Healthy Communities Begin with Kids

Our Healthy Communities Department is committed to reducing the rate of obesity in both children and adults.

Recognizing that one-third of children in the nine-county community are overweight or obese – and understanding that many weight issues in adults begin in childhood – we focus many of our programs on children.

Our success hinges on reaching one person at a time, identifying what makes



individuals tick and then working with them to help them develop confidence in their abilities.

We are reaching students in 32 classrooms throughout a nine-county area to increase kids' activity levels. Research shows that exercise and movement help children focus and retain information. Activities are designed to help students develop their confidence and their chances of life-long success.

WomenConnected, a philanthropic giving circle of the Sarah Bush Lincoln Health Foundation, supplied a Charleston classroom with stability balls that are of

higher quality than those previously used and weighted so they do not roll around the classroom. Balancing, and even gently bouncing, on the balls helps to rid students of excess energy to support kinesthetic learning.

### **Center for Healthy Living Gets People Going**

The Center for Healthy Living is helping area residents remedy chronic health problems by becoming more active. By working with exercise specialists who provide customized support, participants discover that they can often overcome depression, anxiety, low self-confidence and limited mobility through exercise.

### **Body Electric Show Aims to "Make Life Beautiful"**

Approximately 500 art projects created by high school and middle school students

across a seven-county region were displayed at the Body Electric Arts and Health Festival: Make Life Beautiful in June at the Cross County Mall, Mattoon.

The program gives students a platform for expressing healthy lifestyle choices through art; it's a tested prevention strategy.

### **CORD Revamped to Improve Use**

The Community Online Resource Directory (CORD) is a directory of health and human services programs provided by more than 150 local and area organizations. CORD was re-engineered in FY16 to better serve professionals and community members in need of support. CORD is available on the Sarah Bush Lincoln website to provide 24-hour access to information. The information is available in a multitude of languages.



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*When Jacob Moritz became the Respiratory Therapy Department's first case manager, he knew what he was going to do – help people with Chronic Obstructive Pulmonary Disease (COPD) better manage their conditions – but he didn't know what a typical day would look like. Step one meant partnering with the Performance Excellence team to map out how he would accomplish the work to be done. Step two involved implementing the plan.*

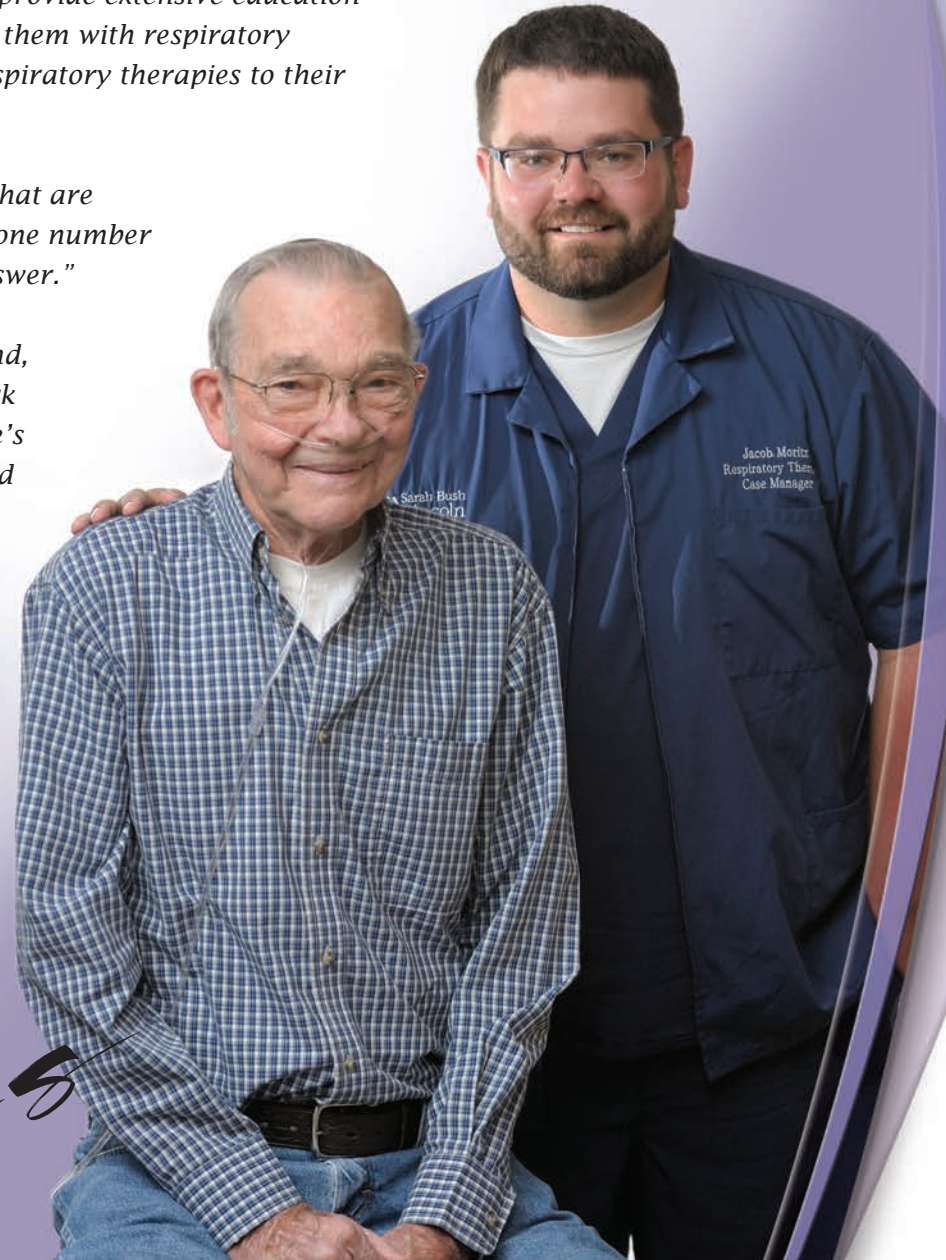
*“COPD puts people at risk for hospitalizations,” Moritz said. “I help them figure out what they need to do to be successful and healthy. I talk with them about quitting smoking. I provide extensive education about COPD and make sure they have the medications they need. I help them with respiratory devices, refer them to pulmonary rehab, and even recommend other respiratory therapies to their physicians.”*

*“I also work closely with our pharmacy to get patients the medications that are preferred by their insurance companies,” he added. “I give them my phone number so they can call me with questions, so they don't have to guess at an answer.”*

*“Jake has been our lifeline,” Mary Walker of Kansas said. Mary's husband, Bob, has been dealing with COPD for many years and together they work to keep him well. “Jake is the glue that holds all of our care together. He's a great source of knowledge and information. He's up on technology and medications, so if something doesn't work, he researches a new solution for us. He has helped Bob stay out of the hospital,” Mary said.*

*In the six months before Jake began his work, the readmission rate for COPD was at 27 percent, but in the following six months (January through June 2016), the readmission rate had dropped to 9 percent! This is especially significant because during this period Jake saw 60 more patients than in the previous six months, and, historically, people with COPD are at an increased risk of readmission during the winter months.*

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# Financial Viability

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Our financial health is strong. By continuing to be wise stewards of our resources, we are able to invest in top-of-the-line equipment, multiple properties across our nine-county service region, and our staff.

In addition, as a not-for-profit provider, we happily shoulder the social responsibility to provide care and resources to members of the community who are in need – regardless of their ability to pay. To that end, we provide:

- ✓ both free and subsidized care,
- ✓ care to persons covered by government programs at below-cost reimbursement and,
- ✓ health activities and programs to support the community at large.

## **FY16 Financial Strength**

Being financially strong allows Sarah Bush Lincoln to respond effectively to market changes, to embrace emerging technologies and to repair or replace buildings as needed. Due to sound management and planning, Sarah Bush Lincoln reported a strong financial performance in FY16, while many other healthcare organizations faced difficulty.

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 strong hospitals 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.

## **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. A three-year \$558,228 Marketplace Navigator grant is fueling efforts to help consumers in Clark, Coles, Cumberland, Douglas, Edgar, Jasper, Moultrie and Shelby counties sign up for a health insurance plan that fits their budget and best meets their family's needs.

The Navigators provide education about qualified health plans to those seeking help. In the first year, 642 people were enrolled 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.

## **Critical Assessments Lead to Savings of \$753,552**

Performance Excellence teaches us to work smarter to achieve better outcomes by first breaking down work processes and then looking for ways to improve specific tasks. Clinical Quality Value Analysis (CQVA) requires us to look for ways to reduce the cost of supplies without sacrificing quality.

In all, we saved \$753,552 in FY16 using these initiatives. Some of the projects that netted the most savings through CQVA included: buying IV products from Baxter (versus Hospira), switching vendors to reduce the cost of elevator maintenance, using reprocessed radio frequency closure devices for vein procedures, creating port access kits for central lines so all materials needed are in one location, and changing the eye drops used for eye surgery.

## **RT Case Manager and Performance Excellence Team Partner to Set Goals**

Sarah Bush Lincoln is one of the first healthcare providers in the area to offer a dedicated case manager to support Respiratory Therapy (RT) patients. Case managers use clinical expertise, strong interpersonal skills and various treatment protocols to improve the health of patients.

*A 5-year-old girl who has been receiving care through Sarah Bush Lincoln Dental Services for the two years she's been in and out of foster homes returned one day with a tooth that had been bothering her.*

*Like many children, she was nervous – even tearful – about what might happen in the treatment room. The staff worked diligently to calm her fears, thereby enabling the little girl to sail through the treatment.*

*On her way back to the waiting room, the girl hugged the dental assistant around her waist and said, “Thank you for being so nice.” She then disappeared into the playroom while the assistant updated the girl’s foster mom about the treatment. The little girl returned with a gift for the dental assistant: a plate of pretend food to thank her for her kindness!*



### **Fundraising Campaigns Support Growth**

Community members from across the region rely on Sarah Bush Lincoln to keep healthcare local. They demonstrate their commitment to their health center by raising funds in impressive and record-setting ways. Sports teams, civic clubs, social groups and individuals donate to support Lincolnland Hospice, the Regional Cancer Center, 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 its \$3.5 million goal. The campaign supplemented the \$15.8 million construction cost of the project.

### **Special Events**

The Foundation’s specialty events continue to grow and attract new donors. La Grand Soirée, which is held in partnership with the Volunteer Guild, raises funds for healthcare scholarships for area students; the Foundation’s Golf Benefit helps support the *Building Hope* Campaign; Lincolnland Binga provides end-of-life care for people without means and fulfills end-of-life wishes and bereavement care; and Festival of Trees, a weekend holiday event, helps support the *Building Hope* campaign. Together they netted more than \$256,700.

**WomenConnected**, a 76-member philanthropic giving circle of the Sarah Bush Lincoln Health Foundation, awarded \$34,888 in grants to support various health and wellness initiatives in FY16. They include: SBL Dental Services, Healthy Communities and Case Management programming, Lincolnland Home Health, scholarships to enroll in the Center



# Health Foundation

for Healthy Living, and programs for diabetics and Critical Care staff.

A large portion of those funds provided preventive and restorative dental care to children. Grade school children were often excited to receive their first toothbrushes and, in some cases, their own toothbrushes through the program.

WomenConnected has distributed \$475,000 to Sarah Bush Lincoln programs and services since its inception 12 years ago.

*Touching Lives*

*When Selma Sweeney of Humboldt passed away on June 11, 2016, Sarah Bush Lincoln lost one of its strongest supporters. Sweeney began advocating for the Health Center in the early 1970s and was still serving on the SBL Health Foundation board at the time of her death. After pushing for the construction of SBL's first cancer center, built in 1989, she turned the first spade at its groundbreaking.*

*Sweeney wanted to ensure that her support of Sarah Bush Lincoln would continue after her death, so she provided an endowment of nearly \$1 million to fund initiatives such as student scholarships and cancer care. We are extremely grateful for her leadership and support for more than 40 years and into the future.*



*In an environment that is both exceptionally high-tech and exceptionally high-touch, we continue to provide great service, ensure quality and safety, safeguard our financial viability, grow in meaningful ways, develop healthy communities and support people: we are touching lives.*

Sarah Bush Lincoln

Entrance A

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The logo consists of three curved, overlapping lines that sweep from the top left towards the center, resembling a stylized 'S' or a fan shape.

# Sarah Bush Lincoln

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