

a year to remember...



HORIZON
HEALTH

2020 Annual Report



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*Ned Jenison passed away in October 2020. See page 6.

** Dr. Sutton replaced Craig Smith in August 2020.

***Eunice Chaney, BSN, RN, replaced Tiffany Turner as Interim VP of Nursing & CNO in October 2020





MESSAGE FROM THE PRESIDENT

To say 2020 was a challenging year is an understatement. Never have we experienced the life-changing effects from a health threat like COVID-19.

As the community's primary healthcare provider, our task was huge. The pandemic demanded swift and meaningful action on an ever-changing basis. We were called upon to adapt to an evolving situation that we, nor anyone else, knew much about. I'm proud to say that our staff responded with the utmost competence and care for our patients and the community as a whole.

The pandemic defined who we are and what we're capable of doing. Though the challenges were many, we moved forward with a limited celebration of Horizon Health's 50-year anniversary. During the same year, we also lost a dear friend, Ned Jenison. Many important events and achievements occurred in 2020 beyond COVID.

Thank you to everyone who rose to the challenges in 2020. It was amazing to see how our organization and communities pulled together during a time of need. Additional challenges lie ahead in 2021. However, given our performance in 2020, I am confident the health of our communities remains in good hands with the exceptional team at Horizon Health.

Sincerely,

A handwritten signature in black ink that reads "Oliver M. Smith".

Oliver M. Smith, RPh
President & CEO



Oliver Smith
PRESIDENT & CEO



COVID-19 TIME LINE

“There was a pandemic plan. It just took us a while to realize we are in a marathon, not a sprint.”

– Sara Spesard
Occupational Health Manager

Staff and visitors must screen before entering Horizon Health facilities.

- » No visitors permitted on the inpatient unit; exceptions made for end-of-life visits.
- » Canceled all appointments with visiting providers, cardiac and pulmonary rehab classes, hospital-sponsored after-hours events; closed hospital gift shop, cafeteria; rescheduled well visits and other non-essential clinic visits.
- » Established a respiratory phone line.



- » Respiratory Care Center, telemedicine, staggered hours for well and sick visits established.

JANUARY 24

MARCH 17

MARCH 23

MARCH 27

- » The first positive case of COVID-19 was reported in Illinois (Chicago)



- » Horizon Health staff begin making protective gowns from rolls of plastic.

» Curbside clinic and lab services offered.



» Curbside COVID testing made available.

» EZ Care becomes a Respiratory Care Center seeing only patients with COVID-19 symptoms, RSV, and breathing issues. Appointments required.



APRIL 6

APRIL 20

JUNE 1

OCTOBER 5

NOVEMBER 9

DECEMBER 7

» Outpatient surgery converted to COVID unit for non-ventilated patients.



» EZ Care incorporates Respiratory Care Center into its operations.

EZ Care clinics experience large influx of patients for COVID-related care.

» More than 200 positive cases reported in the first nine days of November.





Announcing
The Opening of the New
Medical Center Clinic of Park
On Monday, January 27, 1928

PARIS BEACON NEWS

NEWPA
COMMUNITY
HOSPITAL

PARIS COMMUNITY HOSPITAL AND NURSING CENTER

Hospital groundbreaking project

NEW HOSPITAL

CELEBRATING A *golden* YEAR

50 years of serving Edgar County and surrounding communities

The hospital first opened its doors November 9, 1970. To pay tribute to this milestone in 2020, a community open house was planned but canceled due to COVID-19. But the coronavirus didn't stop the celebration entirely. Staff events were held, with modified recognitions for the public. These included:

- » A commemorative video that included vintage photos and interviews with long-time employees and local historians.
- » A free-standing collection of historic facts and photos strategically placed throughout Horizon Health's main campus. Each display, marked an area of special significance over the years.
- » "Throwback Thursdays" appeared on Horizon Health's Facebook page with fun facts and old photos.
- » A large wall mural of photos over the past 50 years was displayed in Horizon Health's Patient Services area.
- » A 2020 commemorative calendar was made available for purchase.
- » Hospital memorabilia was buried in a time capsule on the Horizon Health campus November 9, 2020 – the exact day of the 50-year anniversary.
- » A proclamation recognizing Horizon Health's first 50 years was signed by city of Paris officials.



To further highlight the milestone, Horizon Health launched a year-long marketing campaign celebrating "50 Years Strong."



On October 31, the Paris area lost a dear friend, community leader, and prominent historian. Edward “Ned” Jenison passed away at age 88, leaving behind a legacy that included 38 years as a volunteer member of the Horizon Health Board of Directors. He was the board’s longest serving member, holding positions as board president, secretary, and long-term planning committee chair.

A lifelong-Paris resident, Ned was born January 6, 1932, the son of the late Barbara and Ed Jenison. He married his high school girlfriend, Margaret Danner, who preceded him in death in 1993. He attended Paris High School and graduated from the University of Illinois with a journalism degree. He later became editor and publisher of the *Paris Beacon-News*.

End of an Era

Ned was a champion for healthcare in Paris

“His opinion mattered and was respected. He was a firm believer in growth and was always looking ahead toward improvements, not just for a building...or two or three, but the community as a whole.”

– **Ollie Smith**
President & CEO

“To call Ned a pillar of the hospital board would be an understatement. Ned was a champion for healthcare in Paris and the surrounding area and one of Horizon Health’s best supporters.”

– **Nolan Longest**
Chair, Board of Directors



Life Center

Construction of the Life Center on Horizon Health's main campus was more than a new building project. It was a vision to improve local access to mental health services in the Edgar County area.

The 9,400-square-foot facility opened in June, housing Senior Care and many services of the Human Resources Center of Clark and Edgar Counties (HRC). The partnership enables mental health professionals to work more closely with physicians and advanced practice providers to better manage their shared patient base.

Prior to the Life Center, Senior Care had operated at the Verona Mall since its inception in 2010. The Life Center provides Senior Care with significantly more space for group activities, increased privacy for nurse interaction, and additional restrooms — which was a major issue in the previous space.



9,400 SQ
FT

FACILITY

+ FULL BASEMENT

"The addition of the Life Center—bringing a stronger mental health presence onto our primary campus—is a major step in the right direction."

*— Ollie Smith
President & CEO*



Land Purchase

Horizon Health purchased the Verona Mall in Paris to allow for expansion of its services. It has not been determined which services will be in the mall. However, the property – now known as the Jasper Street Annex – addresses a need as Horizon Health runs out of space on its main campus. The mall, which is located less than 250 yards from Horizon Health, was built in 2001. It is 12,800 square feet on 3.49 acres of land.



» The “open concept” design of the new Infusion space was well received by patients.

Department Moves

Several department moves and remodel projects occurred on the hospital campus to accommodate growth and better allocate space. These included:



Infusion Clinic & Pain Management Clinic – Both services moved into the former rehab space on the hospital’s west end. The Infusion Clinic was previously in the Acklin-Shackelford Clinic, while the Pain Management Clinic had been in the outpatient surgery area.

Special Care Unit – Moved from the Emergency Department to occupy three rooms in the medical/surgical wing.

Outpatient Radiology – Remodeled, improving access to services.

Surgical Services – A treatment room opened in the previous hospital pharmacy location.

Outpatient Lab – Remodeled, increasing privacy and safety with more spacious bays.



New ER Team

Horizon Health recruited a new team of specialist physicians, which greatly expanded services in the emergency department. All physicians are board certified in emergency medicine and represent a wide range of medical certifications, such as pediatrics, addiction medicine, and toxicology.

Additional emergency services include:

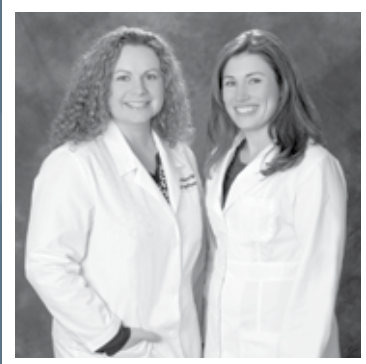
- » Intubations and difficult airway management
- » Emergency ultrasound imaging for traumas
- » Placement of chest tubes for collapsed lungs or blood/fluid in the lungs
- » Removal of fluid around the heart
- » Repair of complex lacerations
- » Initial treatment and stability for fractures
- » Emergent nerve blocks for successful pain management

“I’m very proud of the team that Samantha [McCarty] and I have put together. I believe we’ve greatly expanded the capabilities of our emergency department and are providing great care.”

– John Ventura, MD

Emergency Department Medical Director





Psychiatric Services

Two nurse practitioners expanded their practice to include psychiatric services, supporting Horizon Health's vision to provide comprehensive mental health services. Danielle Ireland at the Chrisman Clinic, and Samantha Volstorf at the Paris Clinic, completed training as psychiatric-mental health nurse practitioners. They treat common to complex conditions, such as ADHD, addiction, anxiety, and child behavior or academic issues.



Women's Health

Women's Health services continued to grow in 2020 with the addition of new technology and a specialized physical therapy service. A 3D mammography machine was added to the radiology department. The low-dose X-rays can detect more invasive breast cancers and reduce patient callbacks for additional imaging compared to 2D technology. The machine also can perform stereotactic breast biopsy. In 2020, the rehab department began offering a new physical therapy service to treat pelvic floor conditions that include urinary and bowel incontinence, constipation, and dropped organs.

New Employed Providers

Lori Carpenter, APRN, FNP (EZ Care)

Kevin Hair, APRN, FNP (EZ Care)

Kenny Grigsby, CRNA, DNP (Anesthesia)

Harish Kempegowda, MD (Orthopedics/Spine)

Kayla Miller, APRN, FNP (Family Practice)

Ashley Stakeman, PA (Hospitalist)

Kristal Stewart, APRN, FNP (Hospitalist)

John Ventura, MD (Emergency Department)

Brittany Wojnicki, DPM (Podiatry)



“5-Star” Rating

The Centers for Medicare and Medicaid Services (CMS) awarded Horizon Health a “5-Star” overall rating for its acute inpatient satisfaction scores. The scores were derived from CMS’s Hospital Consumer Assessment of Health Plans Survey (HCAHPS).

In addition to its 5-Star rating, Horizon Health was recognized as a top performer in all quality outcomes identified by the Federal Office of Rural Health Policy Medicare Beneficiary Quality Improvement Program (MBQIP). These outcomes include Patient Safety/Inpatient, Patient Engagement, Care Transitions, and Outpatient Measures.

PCH INPATIENT HCAHPS REPORT

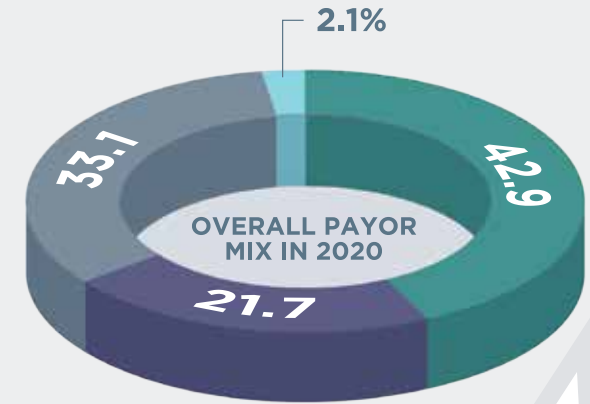
(Reporting Period: Qtr 1, 2019 — Qtr 4, 2019)

	PCH	STATE AVERAGE	NATIONAL AVERAGE	STAR RATING
Communication with Nurses	91%	81%	81%	★ ★ ★ ★ ★
Communication with Doctors	89%	81%	82%	★ ★ ★ ★ ★
Responsiveness of Hospital Staff	67%	69%	70%	★ ★ ★ ★
Communication about Medicines	76%	65%	66%	★ ★ ★ ★ ★
Cleanliness of Hospital Environment	82%	77%	76%	★ ★ ★ ★
Quietness of Hospital Environment	64%	62%	62%	★ ★ ★ ★
Discharge Information	93%	87%	87%	★ ★ ★ ★ ★
Care Transition	57%	53%	54%	★ ★ ★ ★
Overall HCAHPS Hospital Rating				
	9-10 Rating	75%	73%	73%
	7-8 Rating	21%	19%	20%
	0-6 Rating	4%	8%	7%

The data above were derived from the Centers for Medicare and Medicaid Services’ Hospital Consumer Assessment of Health Plans Survey (HCAHPS). This federally-initiated survey process highlights the patient experience during a recent hospital stay. The data represent acute inpatient satisfaction at Paris Community Hospital, as well as the hospital’s overall rating, compared with state and national averages. Data for all hospitals is available on the Department of Health and Human Services website: [HospitalCompare.hhs.gov](https://www.hhs.gov/hospitalcompare/).

Finance

PATIENT SERVICE VOLUMES			
	2020	2019	% Change
ER Visits	8,097	9,076	-10.8%
Clinic Visits (Paris, Chrisman, Oakland)	61,641	56,601	8.9%
Clinic Visits (avg. per day)	242	223.3	8.5%
EZ Care Visits (Paris, Marshall)	17,527	12,270	42.8%
EZ Care Visits (avg. per day)	24	21.4	12.6%
NAL Health Clinic	4,751	3,984	19.3%
EMS—911 Calls	1,855	1,054	76.0%
EMS—Other	804	687	17.0%
Infusion Clinic Visits	3,212	2,384	34.7%
Inpatient Pharmacy (doses of medication)	93,478	123,330	-24.2%
Laboratory Tests	154,261	131,889	17.0%
Outpatient Registrations	69,933	65,228	7.2%
Radiology Studies (department total)	23,156	20,727	11.7%
CT scans	4,824	4,400	9.6%
MRI scans	848	820	3.4%
Rehab Treatments (physical, occupational & speech)	37,657	47,045	-20.0%
Cardiac Rehab Visits	1,259	1,411	-10.8%
Respiratory Therapy Treatments	27,858	23,935	16.4%
EKGs	4,460	3,848	15.9%
Senior Care Therapies	1,866	3,127	-40.3%
Wound Clinic Visits	1,096	1,366	-19.8%
Total Procedures in Surgical Services	2,939	2,843	3.4%
• Inpatients	216	233	-7.3%
• Outpatients	2,723	2,610	4.3%
• Surgical Cases	777	928	-16.3%
• Endoscopies	502	523	-4.0%
• Chronic Pain Invasive Interventions	1,660	1,392	78.7%
• Acute Pain Blocks for Surgeries (not included in above totals)	489	443	10.4%
Pain Clinic Office Visits	5,708	2,437	134.2%



Financial assistance provided for patients unable to afford their medical care:

2020	\$1,631,558
2019	\$1,404,040
2018	\$541,478

Bad debt

2020	\$2,752,784
2019	\$4,052,121
2018	\$4,299,777

The lasting generosity of these important donors honors the vision of our leaders and allows us to continually strive for excellence. For this we are grateful.

FOUNDATION

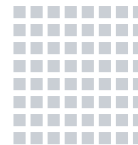
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of East Central Illinois



**HORIZON HEALTH
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OF EAST-CENTRAL ILLINOIS

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The Annual Philanthropic Societies allow us to recognize the generosity of donors who support our growth each year. Thank you to the following donors who provided generous financial support in 2020.



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"This past year has been challenging to say the least. I am touched by the generosity and support of this community and the selfless commitment of everyone at Horizon Health. The courage, resolve, resilience, and professionalism displayed at Horizon Health – as well as the community's generous support for our healthcare providers – is a powerful reminder of what is possible when people truly care."



Randi Bohannon
 Foundation Executive Director

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Completion of the new medical office building
on the main campus for family practice
providers and behavioral health

Expansion of outpatient surgery and the
emergency department

Specialty clinic in Marshall (pain management,
orthopedics, dermatology)

Renovation of the main testing lab

Creation of a patient transport service in
response to ongoing construction

Coming in 2021



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