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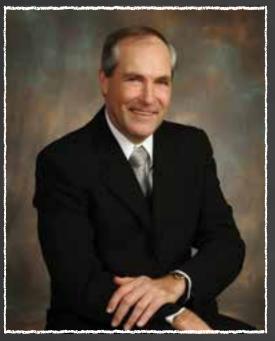
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Paris Community Hospital Family Medical Center

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OLIVER SMITH, RPH President and Chief Executive Officer of PCH/FMC

On January 8, 2014, the Hospital and Medical Foundation of Paris, Inc. (HMFP) Board of Directors was honored to name long-time hospital employee Oliver (Ollie) Smith, RPh, as president and CEO of Paris Community Hospital/Family Medical Center. Just a few of the skills that Ollie brought to the position were leadership, diplomacy, and credibility.

Ollie is a veteran of PCH/FMC for nearly 30 years. He began working for the organization in 1985 as a pharmacist. Since then, he has served PCH/FMC in a number of roles, including Vice President of Human Resources and Professional Services and Director of Pharmacy.

Since accepting the job of president and CEO, Ollie has shown he is a highly effective leader for PCH/FMC. The established relationships he has throughout the organization have been a huge asset. Ollie has reached out to employees to find practical solutions for effectively providing quality care to the hospital's service area. His open, approachable, and results-oriented leadership style has already shown great outcomes for PCH/ FMC, many of which are highlighted within this report. He has proven that dedication to the organization, commitment to our community, and hard work will propel PCH/FMC forward.

Ollie stepped into the CEO position when we needed a sound leader to find real-world solutions to running the hospital. We were fortunate that he was ready and willing to take on the challenge, and the board is excited about moving forward with him at the helm. Ollie's mission is to preserve what the organization is now, while making it even better, and the board is excited to support him in this endeavor. Ollie, his administration, and the board, are aware of the changes and challenges that are on the horizon for healthcare, and we plan to make the transition as smooth as possible.

In addition to the appointment of Ollie, the board also welcomed three new board members: Mandy Neal, Edgar County cattle farmer and operator of the Illinois Auction Commission Company; Scott Hogan, engineer for Baxter and family farmer; and Dave Frisse, local attorney. All three were voted in at the 2014 annual meeting. With these additions to our board, and a new president and CEO, we look forward to the opportunities that lie ahead.



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Nolan Longest
HMFP Board Chairman

FOUNDATION SEPARATION

Formal discussion began to initiate a legal separation of the oversight of foundation assets from the hospital in 2013. The separation was approved (minimum 80% "Yes" vote required) at the annual meeting of HMFP on June 9, 2014. Voting members agreed that the reorganization of funds would better safeguard the strong HMFP endowment in these uncertain healthcare times.

This decision was made based on research by the board, which found that the current way of operating—with the foundation and hospital as one entity—was quite rare nowadays and may pose financial risk. Therefore, it was in the best interest of HMFP to proceed with a separation of funds used to operate the hospital from those used for investment and growth.

Since that time, a small committee has been working to finalize the separation. Once established, a new board will be formed from Life Members who will then proceed with oversight. Life Members will then have duel membership in both HMFP and the new foundation to be named.





BOARD OF DIRECTORS 2014 Ned Jenison • Keith Perry • Tom Hebermehl • Renee Craig (Treasurer) • Leland Phipps, MD (Chief of Medical Staff) • Mandy Neal • Oliver Smith (PCH/FMC President & CEO) • Barbara Dick (Secretary) • Doug Smittkamp • Scott Hogan • Brian Blair • Nolan Longest (Chairman). Not pictured: Rob Anderson, Dave Frisse, Mary Liz Wright (Vice Chair).

WE DO IT WITH PRIDE

OUR MISSION: 10 PROVIDE > excellent < PATIENT CARE and promote wellness THROUGHOUT ME COMMUNITIES

OUR VISION!



"WE DO IT WITH PRIDE"

Taking PRIDE in all that we do was the concept behind the creation of new mission, vision, and value statements in 2014. All three of these elements were revised to better serve patients, families, and the community. The development process also considered staff and the need for a message that would embody their commitment and purpose to our patients.

All staff received education about these core elements and other important topics during facility-wide customer service training. This training set the stage for future employee training sessions, which will take place annually. The PRIDE concept was also used to develop new behavioral standards for staff.



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EMPLOYEE RECOGNITION

PCH/FMC continued to acknowledge the accomplishments of staff. The DAISY Award for extraordinary nursing achievement was presented to three deserving recipients. The High Five PRIDE Award was presented to four exceptional non-nursing staff, who exhibited the organization's PRIDE values.



PATIENT SATISFACTION

Patient satisfaction scores increased significantly in 2014, with at least two hospital departments posting record numbers.

Patient satisfaction scores, reported by Press Ganey, show customer satisfaction performance in four areas: outpatient services, emergency services, medical practice, and inpatient services. All four areas posted a "green" score in September and December, meaning patients chose "always" when asked how satisfied they were with the care they received.

The emergency department exceeded its 2014 goal of achieving patient satisfaction of 90 percent or above for all 12 months. In fact, the department's average score for 2014 was 92.7 percent. Inpatient services sustained a high level of patient satisfaction throughout the year, with a 91 percent overall satisfaction score in 2014. Medical practice consistently sustained a high level of patient satisfaction from June through December, with an average score of 93.7 percent for those months.

OUR VALUES ARE BASED ON OUR PRIDE PRINCIPLE, AND ARE AS FOLLOWS:

PROACTIVE

RESPECT

INTEGRITY

DEDICATION

EXCELLENCE

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2014 was a banner year, especially for recruitment. Planning for physician retirements in the near future was made a top priority. Recruitment materials were developed and a "recruitment team" was formed. The team, composed of two physicians, the marketing manager, and the PCH/FMC president, reworked the recruitment strategy entirely. The new strategy, which brought all recruiting in-house, quickly realized much success.

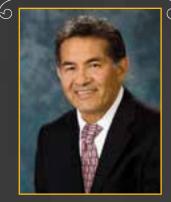
Eight providers joined PCH/FMC in 2014, including the return of Dr. Rahat Sheikh, family practice. Those efforts also allowed us to secure contracts for a new family practice physician, general surgeon, and certified registered nurse anesthetist (CRNA) in 2015, and another new family practice physician in 2016.

Additionally, we added nine providers in our Visiting Specialty Clinic. They provide care in the following specialty areas: vascular/endovascular surgery, dermatology, general surgery, neurology, urology, and oncology/hematology.

Note: Three general surgeons provided coverage during the military deployment of John Nadeau, DO, PCH/FMC general surgeon, who spent several months in Afghanistan.



DANTELLE IRELAND, FNP - C Chrisman Family Medical Center



ARTURO MENCHACA, MD Urogynecology



KUMAR SODVADIYA, MD Family Practice

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SARA SPESARD, FNP – C Occupational Health Clinic



SARAH PROPST, MOT, OTR, CHT Occupational Therapist



RAHAT SHEIKH, MD Family Practice

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TIFFANY TURNER, FNP-C Occupational Health Clinic



SAMANTHA VOLSTORF, FNP-C Inpatient Unit (hospitalist)

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SPECIALIST PROVIDERS Syed Hussain, MD, vascular/endovascular surgery, Christie Clinic

Syed Hussain, MD, vascular/endovascular surgery, Christie Clinic Tony K. Nasser, MD, cardiology, Providence Medical Group Blair Rowitz, MD, general surgery, Carle Physician Group Lyn Tangen, MD, general surgery, Carle Physician Group Wahid Tazudeen, MD, neurology, Neurology Clinic of Danville Derek Wall, MD, general surgery, Carle Physician Group Glen Yang, MD, urology, Carle Physician Group Jeremy Youse, MD (and staff), dermatology, Christie Clinic Mark Zhang, MD, oncology/hematology, Carle Physician Group





To continually meet the changing healthcare needs of our community, PCH/FMC introduced several new services in 2014, including urogynecology, a sleep lab, and expanded occupational health services.

GYNECOLOGY/UROGYNECOLOGY

PCH/FMC expanded its women's health services with the addition of Dr. Arturo Menchaca, urogynecologist, as a full-time provider in the Paris Family Medical Center. Dr. Menchaca, who had been in private practice in suburban Chicago since 1988, is board certified in obstetrics and gynecology and completed fellowship training in urogynecology. He provides a broad spectrum of women's services, including: general gynecology, pediatric and adolescent gynecology, minimally invasive gynecologic surgery, infertility services, urogynecological surgery, and cosmetic gynecologic procedures.

SLEEP LAB

In July, two modernly equipped sleep rooms opened in the hospital's medical/surgical wing to help diagnose common sleep problems. PCH/FMC partnered with Dr. Anand Bhuptani, a pulmonologist from Terre Haute, to fulfill the need for sleep services in Paris. Dr. Bhuptani, medical director of the program, is board certified in sleep medicine by the American Board of Sleep Medicine. Bruce Scott, polysomnographic technologist at PCH/FMC, performs the sleep studies.

OCCUPATIONAL HEALTH CLINIC

Services were expanded to provide a full-range of occupational health services for our local business partners, including a clinic for routine health and wellness services. Tiffany Turner, FNP-C, started April 14 and later became the department manager. Sara Spesard, FNP-C, joined the department December 15. Both are dedicated healthcare providers for occupational health clients in our community. The clinic's hours were extended to 6 pm to better accommodate business clients.

"WE CARE 4 U" SCREENINGS

To help residents assess their overall health, PCH/FMC started a series of "We Care 4 U" health screenings throughout the year. These discounted screenings included stroke, lung, heart/diabetic, and osteoporosis/ bone screenings. Neither a doctor's order nor proof of medical need is necessary to be screened, as all tests are for screening purposes only. Participants are able to choose which screenings they want done, with all testing performed by certified/registered healthcare professionals at PCH/FMC.

UROLOGY

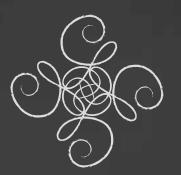


Glen Yang, MD, board certified urologist from Carle Physician Group, began seeing patients in the Paris Family Medical Center as a visiting specialty physician in late 2014. In addition to performing minor, in-office procedures, Dr. Yang also does urology surgeries in the hospital's operating suites.

DERMATOLOGY



Dr. Jeremy Youse, dermatologist from Christie Clinic, and his staff of mid-level providers offer dermatology services weekly in the Visiting Specialty Clinic. These services began in January.





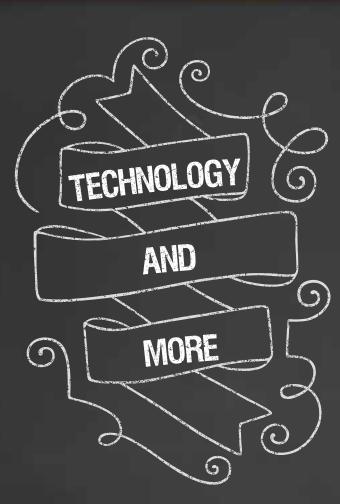
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ALL DIGITAL, "LOW DOSE" RADIOLOGY

A new, 64-slice, state-of-the-art CT machine was installed in the radiology department in July. This new technology offered many benefits for both patients and physicians. The CT offers significantly quicker scans, a more open feel, up to 30 percent less radiation, and calming LED mood lighting for patients. Physicians benefit from an expanded service list, including dental, vascular, and bone density imaging.

Additionally, X-ray equipment was upgraded in the fall, making all PCH radiology services digital and "low dose." This means that each patient receives only as much radiation as he needs to produce successful imaging, based on age, height, and weight. Radiation exposure for X-ray procedures may be reduced by as much as 60 percent. These improvements allow for quicker scan times and clearer images. Taking and reading all digital testing increases the level of detail and provides more accurate diagnoses.

CARDIAC MONITORS

New cardiac monitors were added in the critical care department, greatly enhancing the department's ability to monitor their patients. This equipment reports a patient's end-tidal CO2 (exhaled carbon dioxide), oxygen saturation, EKG tracing, and invasive and non-invasive blood pressures. Previously, the department had four monitors. This purchase replaced those four monitors and added six more, for a total of 10—one at each bedside of the emergency department and special care unit.

PCH/FMC INVESTED HEAVILY IN TECHNOLOGY WITH SIGNIFICANT IMPROVEMENTS TO THE RADIOLOGY, CRITICAL CARE, AND INFORMATION SERVICES DEPARTMENTS.





PATIENT PORTAL

In response to Meaningful Use requirements, the information services department began enrolling patients in a new Patient Portal. This secure, internet-based system allows patients who enroll to access portions of their hospital medical records online, such as inpatient records, lab tests, and radiology tests. The portal is available 24 hours a day, seven days a week. Provider notes and records in the Family Medical Centers were not yet available for viewing on the portal.

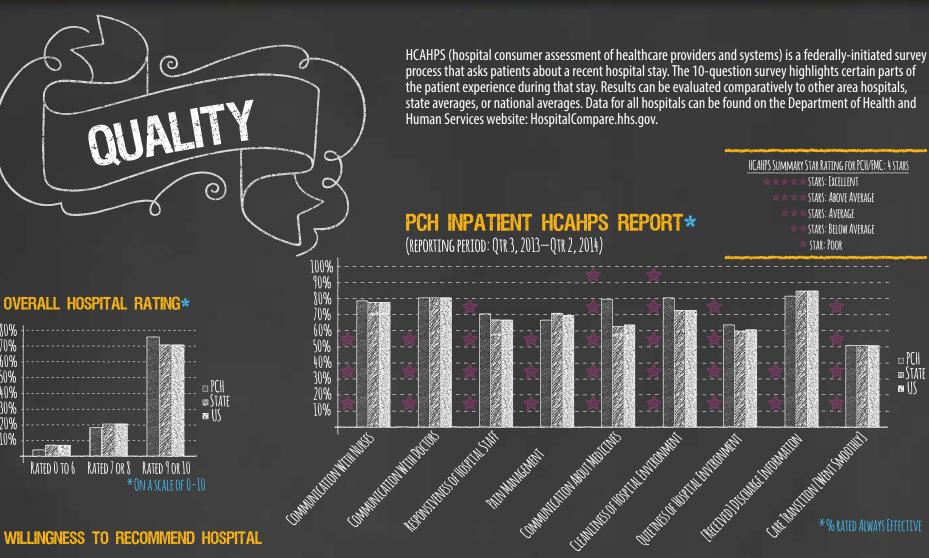
MED/SURG CONSTRUCTION

Improvements to the inpatient unit included replacing the corridor carpeting with vinyl flooring, and installing a walk-in tub in the salon. Two patient rooms were renovated to comply with ADA restroom requirements. Med/ surg now has five ADA compliant rooms.

SURGERY EXPANSION

An increase in surgery cases resulted in numerous changes within support areas of the department. These included relocating the surgery waiting area, as well as the locker room for surgeons and male surgical staff. A patient room on med/surg was used for patient discharges, while a second room became an extension of the Pre-operative Clinic used for patient education, pre-operative lab work and ECGs, and joint camp.





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80% 70% 60% 50% ⊠ PCH 40% ⊠ STATE 30% 8 20% 10% PROBABLY NO DEFINITELY

80% 70% 60%

50%

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At PCH/FMC, the Infection Control/Quality Improvement Department shares reports on HCAHPS, as well as may other key measures. They report data to such organizations as the Centers for Disease Control (CDC), American Hospital Association (AHA), Illinois Critical Access Hospital Network (ICAHN), Centers for Medicare/Medicaid Services (CMS), Illinois Department of Public Health (IDPH), and others.

⊠ PCH ⊠ STATE

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The threat of Ebola kept the Infection Control staff, as well as the Disaster Preparedness Team, busy! The groups worked diligently to develop plans, protocols, and training to ensure readiness should an Ebola patient walk through the doors. The task force worked closely with other resources—from hospitals to the CDC—to develop coalitions, participate in drills, and share resources.

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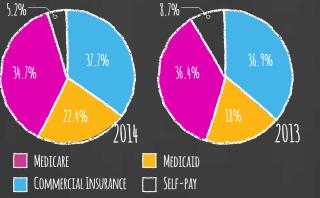
FINANCIAL ASSISTANCE PROVIDED TO PATIENTS UNABLE TO AFFORD THEIR MEDICAL CARE:

2014	\$728 thousand
2013	\$2.7 million

BAD DEBT:

2014\$3.9 million2013\$4.1 million

OVERALL PAYOR MIX:



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6 V 9	PATIENT SERVI	CE VOLUMES	\bigcirc
	2014	2013	% CHANGE
ER Visits	8,933	8,858	0.8
FMC Visits	43,527	43,196	0.8
FMC Visits (avg. per day)	167.4	170	-1.5
EZ Care Visits	2,473	2,805	-11.8
EZ Care Visits (avg. per day)	24.7	27.5	-10.2
Infusion Clinic Visits	1,620	1,579	2.6
Inpatient Pharmacy (doses of medication)	76,466	74,500	2.6
Laboratory Tests	95,844	75,326	27.2
Outpatient Registrations	29,590	27,271	8.5
Pain Management Clinic	483	340	42.1
Radiology Studies (total)	20,262	19,024	6.5
- CT scans	2,944	2,605	13.0
- MRI scans	958	829	15.6
Rehab Treatments (physical, occupational &	35,130	32,859	6.9
speech)			
Cardiac Rehab Visits	557	996	-44.1
Respiratory Therapy Treatments	14,379	9,110	57.8
EKGs	2,418	2,342	3.2
Senior Care Therapies	2,802	3,375	-17.0
Surgical Procedures			
(total)	1,372	1,137	21.0
- Inpatient	124	125	-1.0
- Outpatient*	1,248	1,012	23.3
Wound Clinic Visits	761	725	5.0

* MAJOR CONTRIBUTORS TO THE GROWTH IN THIS CATEGORY INCLUDE, ENDOSCOPY-171% AND EPIDURAL STEROID INJECTIONS-82%.

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Pacesetter Dr. Floyd McWilliams

Neighbor

Alliant Management Services LM BMO Asset Management LM Carle Foundation Hospital LM Edgar County Bank & Trust Co. LM James J. Erdman LM Fenton English Trust LM Mr. & Mrs. David M. Frisse LM Dr. Donald C. & Mrs. Jacqueline L. Huffaker LM Dr. Olusegun Ishmael SM Crvstal Jenkins Jack & Susan Livvix LM David & Kim Macke LM MEDHOST SM Midwest Emergency Department Services SM Carol Lee Newlin LM Ollie & Ruth Anne Smith LM Mrs. Eugene E. Sunkel SM Dr. Reid & Carolyn Sutton LM UAP Cardiology SM UltraGroup, LLC / Senior Care SM Leonard E. Waller LM

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Community Champion: \$100,000-\$249,999 Neighborhood Builder: \$50,000-\$99,999 Partner: \$25,000-\$49,999 Associate: \$10,000-\$24,999 Pacesetter: \$5,000-\$9,999 Neighbor: \$1,000-\$4,999 Friend: \$500-\$999 Member: Under \$499

LM - Life Member

SM - Sustaining Member

Hannah Holt Marvin Hooper, Jr. Dr. Bruce J. Houle <u>Anika Huey</u>

YOU MAKE A DIFFERENCE, THANK YOU FOR YOUR

ALL NAMES HAVE BEEN COMPTLED TO THE BEST OF OUR KNOWLEDGE. PLEASE NOTIFY US OF ANY CORRECTIONS AND ACCEPT OUR APOLOGY IN THE <u>EVENT</u> OF AN <u>ERKOR</u>.

Anne Crable Hurt Karen Hutchings Mary Hutchison Monica Ike Caresse Ike Zachary Iles, MD Cynthia Ingram **Cindy Irish** Jamberry / Kelsey Bailey Richard & Nancy James LM Paul Jansen Ned Jenison LM Mr. & Mrs. Gary Jewell Mr. & Mrs. Larry Johnson Anonymous Heather Johnson Amie Johnson Katherine Johnson Kimalie Jones Donna Jones Shannon Jones Christina Jones Diane Jordan-Wagner, MD Julayne Joseph Katie Keller Lori Kelly Cathy Kemper Rose Marie Kenny

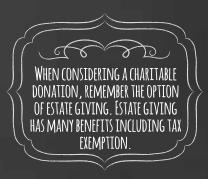
Kevin Keown Jeanne Kerrick Janis Kesler Charles & Rose Marie Ketner LM Teresa Keys Key's Realty & Appraisals Mr. & Mrs. Luke Kincaid SM Anonymous SM Elizabeth Koppler **Amy Michelle Krabel** Mrs. Carolyn Kimble Lanker Don Latham LM Mr. & Mrs. Terry Laughlin Jeff Lee Marilyn LeFever SM Misty Lewis Mr. & Mrs. Jeff Lewsader Tina Lindsey Nolan & Lindsay Longest Lorenzen Farms, RLLP Christy S. Lovell Dr. & Mrs. Steve Macke SM Mary & Mike Marchello LM Erin Marietta **Dean & Kay Martin** Mr. & Mrs. Andrew J. Martin Kathy Martin **Rachel Massev** Darcie Mathews Josh & Samantha McCarty SM Terri McCarty Cayla McGregor **Fave McIntosh** Lvdia & Max McIntosh Mr. & Mrs. John McMullen Connie & John McNary **Roxanne Michels** Mr. & Mrs. Chris Milam Dianna Miller Sheila Miller Janice & Bill Mitchell Sarah Mitchell Mitchell's Rentals Jan Moore Mr. & Mrs. Randy Moore Katie Moore

Anna Moore Dr. John & Ronda Nadeau Annette Nelson LM Mr. & Mrs. Donald L. Newhart North American Lighting, a Koito Group Company LM Penny G. Oale Brooke Ogle **Rosemary Ogle** Julie Panetti Paris Beacon-News LM Paris Clinic Pharmacy LM Paris Healthcare Center Carolyn J. Parsley PCH/FMC Leadership Team Hon. Ralph & Mary Ann Pearman LM Pearman Pharmacy LM Keith Perry & Mary Herrington-Perry LM Donna Petty Dan Phillips Doug Pine **Brandy Pine** Mark & Frieda Pitchford Kimberly J. Pitts Ken & Donna Polky Kristy Preston Sarah Propst Amv Prouse Lori Prouse Ms. Heather Nicole Quinn Mr. & Mrs. Shannon Quinn **Courtney Randall** David & Dianne Rardin Breanna Redmon Stephanie Rhoads Connie Rhoads Garv Riegel Roxanne Rigdon Alice Rigdon Terri Rios **Tiffany Roan** Amber Roberts Kellev Ross Dr. & Mrs. Blair Rowitz SM Mrs. William R. Saiter **Tiffany Sallee**

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In Memory of Margaret Louise Schneider Parker Marilyn LeFever SM In Memory of Sandi Pearson, RN Samantha McCarty SM In Memory of Alenah Rosés Max & Lydia McIntosh Gloria & Victor Rosés In Memory of Susan Seitzinger Francis & CheryIn Elsberry In Memory of Peggy (Wilson) Smith, RN Connie Rhoads In Memory of Denise Snyder Mark & Denise Allanson SM Kim Macke LM Gary Riegel **Rhonda** Tomes In Memory of Mary Step Catherine Hess In Memory of Dr. Eugene E. Sunkel Mrs. Eugene Sunkel SM In Memory of Archie Switzer Amy Arnett SM \bigcirc \odot

 \bigcirc \odot In Honor of 1544th National Guard Unit Cathy & Ron Thompson SM In Honor of All ER/SCU Nurses Michelle Angus In Honor of Judy Booth Aluff Hellie Smith LM In Honor of Nicole Archibald, LPN Paris Healthcare Center In Honor of Amy Arnett SM Kim Macke LM In Honor of Karen Arnev SM Kim Macke LM In Honor of Trudy Arrasmith Terri Crippes In Honor of Mary Barker **Elizabeth Paschal** Hellie Smith IM In Honor of Glenda Berry, RN Samantha McCarty SM

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In Honor of Patty Blackburn, RN Paris Healthcare Center In Honor of Ashlee Blair Rhonda Tomes In Honor of Brian Blair SM Jeff & Carolyn Brown Hodge SM In Honor of Georgia Blankenbeker, RN Edgar County Public Health Department In Honor of Chris Bloodworth Hellie Smith LM In Honor of Terry Brinkley LM Rita Ford LM In Honor of Paula Brklach, LPN Paris Healthcare Center In Honor of Dorothy Brown, LPN Twin Lakes Rehab & Health Care In Honor of Leslie Brown Kim Macke LM In Honor of Kay Brown, LPN Paris Healthcare Center In Honor of Marla Brown, RN Paris Healthcare Center Tina Cooper In Honor of Carol Bruner SM Kathy Martin In Honor of Darla Burgess, RN Twin Lakes Rehab & Health Care In Honor of Jenny Bushert, RN Paris Healthcare Center In Honor of Eunice Chaney SM Kim Macke LM In Honor of Sandy Clark, RN Annette Nelson LM In Honor of Ann Collier Kathy Martin In Honor of Tina Cooper Family of Tina Cooper In Honor of Leighsa Cornwell Francis & ChervIn Elsberry In Honor of Heather Crippes Terri Crippes Hellie Smith LM In Honor of Terri Crippes Hellie Smith LM In Honor of Alan Dean, RN Twin Lakes Rehab & Health Care

2014 YEAR-END LIFE MEMBERS @ 2 @

To become a Life Member (LM), a \$5,000 donation is required and may be completed over a period of 48 months. While completing the \$5,000 pledge, the donor is referred to as a Sustaining Member (SM). A Foundation Life Member is entitled to one vote on each matter submitted to the members of a regular or special meeting of the foundation. Life Members are recognized at the annual meeting. All donors that contribute more than \$500 cumulatively are recognized by donation levels on the Wall of Honor located inside the rotunda in the main entrance of the hospital.

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2014 YEAR-END SUSTAINING MEMBERS

Sustaining Members (SM) are donors who have contributed \$250 or more in the current year, but less than \$5,000 cumulatively. A sustaining membership shall continue for a period of 48 months from the date of said contribution and may be renewed for additional 48-month periods by making additional contributions of \$250 or more. Upon making total contributions of \$5,000 of more within a single 48-month period, a Sustaining Member shall immediately be reclassified as a Life Member (LM). All donors that contribute more than \$500 cumulatively are recognized by donation levels on the Wall of Honor located inside the rotunda in the main entrance of the hospital.

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THE MOMENTUM CONTINUES!

PLANS FOR THE YEAR AHEAD INCLUDE THE FOLLOWING:

- The addition of Dr. Gorasiya, family practice physician, in June 2015.
- The addition of Dr. Li, general surgeon, during the summer of 2015.
- The addition of a third certified registered nurse anesthetist (CRNA) in March.
- A new medical weight loss clinic open to the public in March.
- A new chief financial officer in April.
- A new facility-wide electronic health records system.
- A new women's health program.
- Build-out within the Visiting Specialty Clinic to make additional space for PCH/FMC providers.
- Expansion within surgical services to provide more pre-operative and post-operative space.
- Finalization of the foundation separation, and establishment of a new board, name, bylaws, etc.



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