







Paris Community Hospital Family Medical Center

2017 ANNUAL REPORT









MESSAGE FROM THE PRESIDENT & CEO



We ended 2017 with many proud accomplishments. To meet the changing healthcare needs of our communities, we began new construction projects, expanded services, recruited new providers, and gained national recognition for our excellence in quality and patient satisfaction. Our community involvement was as strong as ever, which is a testament to the hard work of our dedicated staff. On the technology side, we completed the final phase of fully automating our medical records system.

This year's annual report contains numerous accounts of our successes in 2017. I'm proud of our achievements, and I encourage you to take a closer look at the pages contained in this report.

Oliver M. Smith



To provide excellent patient care and promote wellness throughout our communities.



OUR VISION

To meet the ever-changing healthcare needs of our communities.

OUR VALUES (PRIDE)

Proactive Respect Integrity Dedication Excellence

OUR GOVERNING TEAM



Tom Hebermehl **Brian Blair**

Nolan Longest, Board Chair

Darrin Johnson* Reid Sutton, MD* Chief of Medical Staff

Doug Smittkamp

Ned Jenison Mandy Neal

Craig Smith*

Renee Craig,

Dave Frisse Jaime Houlihan*

Board Treasurer **Bruce Young***

NOT PICTURED Scott Hogan

Mary Liz Wright, Board Vice Chair

*New in 2017

RETIRED IN 2017 Barbara Dick, Board Secretary

Keith Perry

ADMINISTRATION

Oliver M. Smith, RPh President & CEO

Susan Livvix, RN, MSN Chief Nursing Officer

Martin D. Adams, CPA Chief Financial Officer

Kim Macke

GIVING BACK

COMMUNITY BENEFIT BY THE NUMBERS

Community benefits are programs and services designed to improve health in communities and increase access to healthcare. PCH/FMC performs community benefit activities in a number of ways, including offering free health-related events and programs for Edgar County students and the community as a whole.

Community benefit activities in 2017 totaled \$236,768, up from \$211,986 in 2016 (does not include charity care/bad debt, financial assistance).

PCH/FMC provided 2,971 staff hours serving 3,896 people. Major categories included providing free CPR/AED/first aid classes; community health education; education/job shadowing for high school students, medical students, and other healthcare professionals; glucose checks for high school freshmen; and sponsorship of three athletic trainers for area high schools.



FREE CPR/AED/FIRST AID CLASSES; COMMUNITY HEALTH EDUCATION: EDUCATION/JOB SHADOWING: GLUCOSE CHECKS; AND SPONSORSHIP OF THREE ATHLETIC TRAINERS

TOTALED \$236,768

PROVIDED 2,971 STAFF HOURS SERVING 3,896 PEOPLE



SCHOLARSHIP AWARDS

The PCH Volunteers continued to help students further their education in the healthcare field by awarding three scholarships totaling \$2,000. Recipients included a graduating senior at Paris High School and two hospital employees.



Also in 2017, the Nursing Foundation awarded a \$500 scholarship to each of three local students enrolled in nursing programs. Scholarships have been awarded for the past three years and are funded through the annual Nursing

Twilight Walk honoring all community nurses, the Nursing Honor Guard program, and private donations.



Doc Acklin Race/Scholarship

It was a milestone year for the annual Doc Acklin Race. The second annual race took place in August and featured 60 open race runners and 29 junior high and high school teams. Additionally, the first Doc Acklin Scholarship was awarded to two local high school seniors who embody the character traits of the late

Dr. James Acklin. Dr. Acklin, who retired in 1994 after 34 years as a family physician at Paris Community Hospital, passed away in 2015. He was a respected member of the Paris High School cross country team that captured an unprecedented four consecutive state championships from 1946-49.

SERVING YOU BETTER

EHR COMPLETED

In 2017, PCH/FMC completed the final phase of its multi-year plan to create a single, overarching electronic health record (EHR) system for the entire organization.

The EHR project began in 2014 as a requirement of the Affordable Care Act (Obamacare), which states that all healthcare facilities must have an EHR in place. In 2016, PCH/FMC launched athenahealth in its Family Medical Centers, which gave patients access to their health information through an online Patient Portal. Athenahealth was implemented on the hospital side in 2017, helping improve electronic communication between clinical staff and streamline patients' care coordination.

Patient Portal features became more robust as the hospital portal and clinic portal merged. Patients can use the portal to request a medication refill, request an appointment, send a message to their provider, view and request updates to their medical history, and view upcoming appointments.

CENTRAL SCHEDULING SERVICE

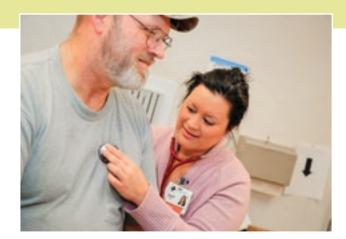
A Central Scheduling Department, located across from the hospital registration desk, was created to aid in the coordination of patient care. Central Scheduling allows patients to arrange appointments for radiology, lab work, and similar doctors' orders at the same place. Staff also has the ability to check insurance coverage and provide information on screenings, test preparation, and insurance preauthorization.





"GARDEN OF HOPE" UNVEILED

A ribbon-cutting ceremony for the new "Garden of Hope" took place July 30. Located in the hospital's courtyard, the project began in 2015 as a vision of the PCH/FMC Cancer Friendship Group. The space allows visitors to reflect, meditate, and get an increased sense of hope, renewal, and restoration. It features landscaping, benches, a brick walkway, and water feature. Anyone can sponsor a brick, not just those affected by cancer. Bricks are imprinted with the name of a loved one, as part of the permanent garden display.







EZ CARE EXPANSION

With its growing popularity and the need for additional space at the hospital's main medical campus, EZ Care was moved to an off-site location at 1 Phipps Lane in January.

Located across from the industrial park in Paris, EZ Care began serving patients in a temporary, portable building while a permanent clinic was being built on the property. To accommodate the expanding service, additional staff was hired, including support staff and five new providers.

A groundbreaking event took place July 13 to announce construction of the permanent EZ Care building, located on land adjacent to the portable building. Construction of the permanent facility is expected to be completed in summer 2018.

EZ CARE PROVIDERS

Not Pictured: Samantha Volstorf, FNP-BC









PA-C, manager





NEW PROVIDERS



Employed

Kristina Berg, FNP-BC (EZ Care)

Jacqueline Coffman, PA-C (EZ Care)
Jolena Martin, PA-C (EZ Care)
Sneha Patel, FNP-BC (EZ Care, Nursing Home Care)
Amna Qureshi, MD* – Pathology
Ronald Wheeler, MD – Orthopedics
Kara Wilcoxon, MS, RDN, LDN – Dietician/Nutritionist
Matt Woodruff, PA-C (EZ Care)

*Dr. Qureshi became the hospital's new pathologist/ laboratory medical director, replacing Asuncion U. DeWitt, who retired in 2016 after 38 years of service.



Visiting

Jennifer Ash, MD – Vein & Vascular Care
Robert Blumthal, OD** – Optometry
Bradley Grissom, APN, CNP, MSN – Cardiology
Ronald Johnson, MD – Psychiatry (Senior Care)
Manoj Kohli, MD** – Rheumatology
Priyank Patel, MD – Oncology
Karen Wiarda, DO – Cardiology

**Visiting specialty services were expanded in 2017 to include Rheumatology and Optometry.

EMPLOYEE RECOGNITIONS





RURAL HEALTH ADMINISTRATOR OF THE YEAR AWARD

PCH/FMC Clinic Manager Eunice Chaney received the Rural Health Administrator of the Year Award from the Illinois Rural Health Association (IRHA). The award was presented in conjunction with their Annual Educational Conference in Champaign.





DAISY & HIGH FIVE PRIDE AWARDS

Employee recognition continued with presentations of the DAISY Award and High Five PRIDE Award to employees who went above and beyond the call of duty. The DAISY Award, a national recognition that honors extraordinary nursing achievement, was presented to two individuals. The High Five PRIDE Award, which recognizes non-nursing staff for their outstanding patient care and/or teamwork, was presented to six individuals and one department.







Finance

Patient Service Volumes

i delette service voidines	2017	2016	% Change
ED Visits	8,874	9,343	-5.0%
FMC Visits	51,529	44,005	17.1%
FMC Visits (avg. per day)	203.6	170.6	19.4%
EZ Care Visits*	9,536	5,277	80.7%
EZ Care Visits (avg. per day)	24.1	17.6	36.9%
Infusion Clinic Visits	2,214	2,025	9.3%
Inpatient Pharmacy (doses of medication)	69,282	66,650	3.9%
Laboratory Tests	98,524	104,059	-5.3%
Pain Management Clinic	433	427	1.4%
Epidural Steroid Injections	161	164	-1.8%
Radiology Studies (total)	18,306	20,119	-9.0%
CT scans	3,529	3,305	6.8%
MRI scans	956	1,008	-5.2%
Rehab Treatments (physical, occupational & speech)	38,608	39,091	-1.2%
Cardiac Rehab Visits	1,461	1,062	37.6%
Respiratory Therapy Treatments	12,558	15,705	-20.0%
EKGs	2,606	2,648	-1.6%
Senior Care Therapies	3,683	2,568	43.4%
Surgical Procedures (total)	1,422	1,567	-9.3%
Inpatient	136	234	-41.9%
Outpatient	1,286	1,333	-3.5%
Wound Clinic Visits	1,155	1,120	3.1%

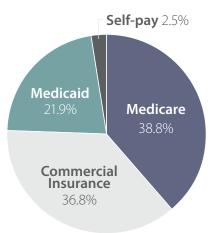
Financial assistance provided for patients unable to afford their medical care:

2017	\$700,200
2016	\$636,297
2015	\$661,868

Bad debt:

2017	\$3,703,198
2016	\$4,753,625
2015	\$4,030,156

Overall payor mix in 2017:



^{*}Note that the service moved off site in January 2017.



REMEMBERING DR. PHIPPS

Dr. Leland Phipps passed away May 22, 2017, at age 64, leaving behind a legacy that defined the exceptional patient care that exists today at PCH/FMC.

As the cornerstone of the PCH/FMC medical staff, Dr. Phipps was a highly respected family medicine physician who served the community for 36 years.

Patient surveys received over the years described Dr. Phipps as a "true asset" to the community. Patient comments included the following:

"Love Dr. Phipps and his attention to our health!"
"I have the utmost respect for Dr. Phipps and his staff."
"Dr. Phipps provides great care and shows genuine concern."

» EARLY DAYS

A native of Kankakee, Ill., Dr. Phipps earned a bachelor of science degree in engineering at Northwestern University in Evanston in 1974. Northwestern is also where he met his wife, Carol. He graduated from the University of Illinois, Abraham Lincoln School of Medicine, in Chicago in 1978. He completed his internship and residency in family practice at the University of Kansas in 1981.

Dr. Phipps relocated to Paris, Ill., in 1981, joining the local medical clinic with Drs. Duane Haskell, James Acklin, Joseph Shackelford, and Glen Skinner. Dr. Phipps said he chose to practice in Paris to maintain the small-town feel that he was used to. He also had strong family ties to the area because his mother had been born in Kansas, Ill.

» OBSTETRICS CARE

When Dr. Phipps arrived in Paris, he joined Dr. Shackelford in providing obstetrics care at Paris Community Hospital.

Dr. Phipps redeveloped obstetrics care by adding a specially trained nursing unit and introducing ultrasound to the service.

When Dr. Shackelford left his Paris practice in 1984, Dr. Phipps was on call 24/7, delivering about 200 babies a year until obstetrics ended at PCH in 1988.







» ACCOMPLISHMENTS

Dr. Phipps served on the Edgar County Health Department Board and was chair of the capital campaign to build the new Paris Family Medical Center. While at PCH/FMC, he spent many years as medical chief of staff and a hospital board member. He received repeated recognition as an American Diabetes Association recognized provider. He was also the collaborating physician for Debbie Griffin, family nurse practitioner, and the medical director for the PCH/FMC Occupational Health Department.

Dr. Phipps was board certified by the American Academy of Family Practice and a Fellow in the American Academy of Family Practice. Throughout the years, he served as clinical instructor at the University of Illinois and Southern Illinois University. He belonged to numerous professional organizations, including the American Medical Association, Illinois State Medical Society, and World Organization of Family Doctors.

36 YEARS
OF SERVING
THE COMMUNITY









The Illinois Rural Health Association awarded Dr. Phipps a 2017 Physician of Excellence Award (posthumous) for his significant impact on the health of rural communities and for his dedication to improving access to care in medically underserved areas of the state.



Following Dr. Phipps' passing, the Carle Foundation established an annual Dr. Leland Phipps Memorial Scholarship – available to any PCH/FMC employee to further his or her education in the healthcare field.

QUALITY

PCH RECEIVES NATIONAL RECOGNITIONS

» 5 Stars

In 2017, PCH/FMC received a five-star rating for patient satisfaction from the Centers for Medicare & Medicaid Services (CMS), which is the highest rating possible.

The data for this rating came from a 10-question survey completed by patients regarding their hospital stay. The areas surveyed ranged from cleanliness and quietness to pain management and responsiveness of hospital staff.

This ratings program is called the HCAHPS Summary Star Rating system. HCAHPS stands for Hospital Consumer Assessment of Healthcare Providers and Systems. Results can be evaluated comparatively to other area hospitals, state averages, or national averages.

See top chart on opposite page.

» 4 Stars

Additionally, PCH/FMC was rated "four stars" by the CMS Overall Hospital Quality Star Reporting program. This rating summarizes up to 57 quality indicators reflecting common conditions that hospitals treat on a one-to-five scale. Indicators are categorized into seven areas of quality: mortality, safety of care, readmission, patient experience, effectiveness of care, timeliness of care, and efficient use of medical imaging. Less than two percent of all hospitals in the U.S. receive a five-star rating, with the bulk of hospitals receiving three stars (39.02%).

See bottom chart on opposite page.

» Top rural hospital

Also in 2017, PCH/FMC was recognized as a top performing rural hospital in the nation for its excellence in quality and patient satisfaction. The announcement was made by the Chartis Center for Rural Health and the National Organization of State Offices of Rural Health (NOSORH). Top performing rural hospitals are determined each year using the Chartis Center's "Hospital Strength INDEX," a product of iVantage Health Analytics, the industry's most comprehensive and objective assessment of rural hospital performance.

QUALITY INITIATIVES

In April, leaders from PCH/FMC met with state legislators in Springfield to showcase quality improvement initiatives that have benefited patients, families, and communities while reducing healthcare costs. PCH/FMC's project addressed "improving communication across the care continuum," which involved launching a Community Care Coalition in March 2016. The coalition consisted of hospital staff, area nursing homes, home health agencies, and group homes. As a result, PCH/FMC reported that a \$500 investment produced a savings of \$8,000 to \$13,800 for each avoided readmission to the hospital.



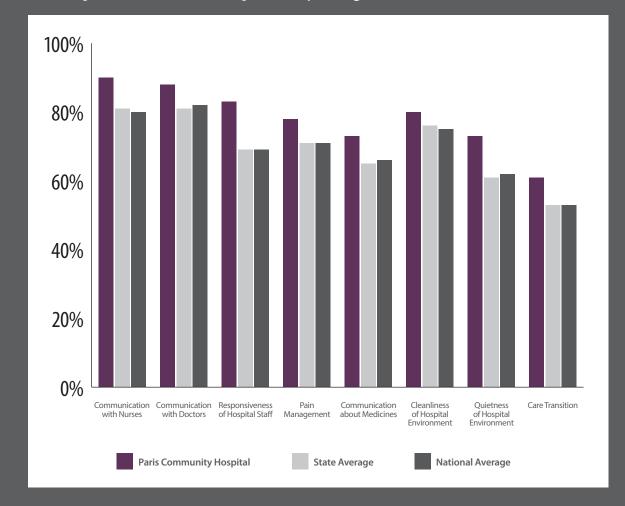




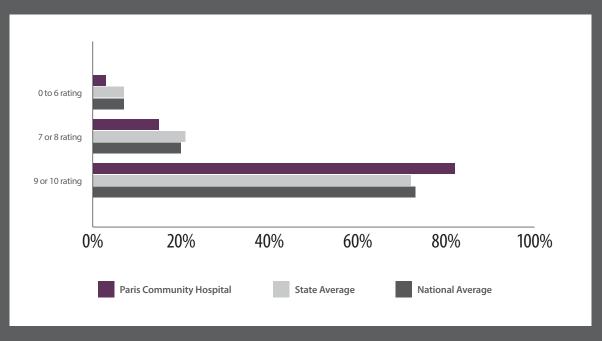
A **\$500** INVESTMENT PRODUCED

A SAVINGS OF \$8,000 TO \$13,800
FOR EACH AVOIDED READMISSION

PCH Inpatient HCAHPS Report (Reporting Period: Qtr 3, 2016 - Qtr 2, 2017)



Overall HCAHPS Hospital Rating



LIFE MEMBER / M **SUSTAINING MEMBER** SM

COMMUNITY CHAMPION Mr. & Mrs. David M. Frisse LM Carol S Phinns IM

NEIGHBORHOOD BUILDER ANONYMOUS LM

PARTNER

Ollie & Ruth Anne Smith LM

ASSOCIATE

Carle Foundation Hospital LM

PACESETTER

Alliant Management Services LM Steve & Debbie Benefiel LM Mr. & Mrs. Joe Hasler LM Julia A. Lund IM Prospect Bank IM

NEIGHBOR Mr. & Mrs. Patrick E. Bell LM Mr. & Mrs. Darvl Bridwell / M Rick E. & J. Renee Craig LM Mary S. Craun SM Margaret P. Darr SM Dimond Bros. Insurance, LLC LM James J. Erdman LM Fenton English Charitable Trust LM First Bank & Trust, IL LM First Bank Employees SM Dr. Marilyn Frey LM The Late Mary Frances Fruin Dr. & Mrs. Philip Holloway IM Dr. Donald C. Huffaker *LM* Dr. Sang Huh & Staff SM Mr. & Mrs. Wayne Hutchings SM Luke & Morgan Kincaid SM Amy Krabel SM Larsson, Woodyard & Henson, LLP LM

David & Kim Macke LM Cathy & Bob Morgan I M Carol Lee Newlin / M North American Lighting, a Koito Group Company LM Paris Clinic Pharmacy LM Paris Community Hospital Volunteers LM Pearman Pharmacy LM

Mr. & Mrs. T. Alan Russell LM Mrs. Fugene Sunkel 1M Dr. Reid & Carolyn Sutton LM

Leonard E. Waller LM

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Cargill Dry Corn Milling LM John & Valerie Carrington

Eunice & Thomas Chaney, Sr. SM

Raymond & Paula Coombes

Community Champion: \$100,000-\$249,999 **Neighborhood Builder:** \$50,000-\$99,999 Partner: \$25,000-\$49,999 Associate: \$10,000-\$24,999

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Jim Cooper

Jessi Cummins

Dale & Chervl Curl

Scott & Lynne Crawford

Tom & Holden Davis SM

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Terra Ogle Tiffany Ogle Linda Oletti & Bruce M. Darr Myras & Linda Osman

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MEMORIALS

In Memory of Kat Sarah R. Clark

In Memory of Opal Abernathy Janet Aberna In Memory of Dr. James Acklin

Mrs. James Acklin LM James & Cynthia Acklin Sheree Hutchings Kiwanis Club of Paris LM

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In Memory of Philip A. & Philip G. Bibo Craig & Hellie Smith & Family LA In Memory of Dormilou Bishop

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Rachel Blai In Memory of Barbara Jean Booker Jerry & Trudy Arrasmith

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Fric V. Bradh In Memory of Keith S. & Mary G. Brown

Libby Brown In Memory of Bill W. Bruce

In Memory of Kristen Anne Lane-Brunson Gary D. & Linda L. Lane In Memory of Beverly Buchanan

Jim Buchanan Paris Community Hospital Volunteers LM

In Memory of Cancer Patients In Memory of Craig Catanzariti

In Memory of Jesse Childress Mike & Julie Garve

In Memory of Jerry Cockcroft In Memory of Catherene Colter

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Rosemary Elsberry In Memory of Leon & Alberta Frazier Dr. Reid & Carolyn Sutton 1 N In Memory of Alfonzo & Nancy Frey

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Dr. Marilyn Frey LM In Memory of Marilyn Stultz Frizzelle Dale & Ann Good

Carolyn Johnson

In Memory of Dominic Eugene Fuller Natalie Brossmar

In Memory of Becky Gates

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In Memory of Linda Gilbert

In Memory of William Glick

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Kaleb & Holly Haddix

Shirley Haddix SM

Kayla & Tim Miller

Susan Livvix IM

Susan Livvix LM

Mary Barker

In Memory of Glenda Goodwin

In Memory of Donna Hammond

In Memory of Linda Harbour

In Memory of Jewel Henson

Family of Albert Hickman

In Memory of Albert Hickman

In Memory of Darold Houle

In Memory of Paulette Houle

In Memory of William D. Ingrum

In Memory of Edward Jenison

In Memory of Bob & Ruby Jennings

In Memory of Frederick Johnson

In Memory of Chad Jenkins

Bob & Crystal Jenkins SA

Scott & Kathy Ingrum SM

Dr Bruce Houle SM

Dr. Bruce Houle SM

Ned Jenison LM

Susan Livvix LM

Kimberly Harris

Anne I Johnson IM

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In Memory of Hayden Keys

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Timothy & Sara Henn

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Phillip & Kathlyn Tegeler

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Cindy Soughers

Pamela E. Willis

Jim & Jovce Gwyn

Steve & Debbie Benefiel LM

James and The Late Brenda Buckley

Mr. & Mrs. Thomas Hebermehl LM

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In Memory of Dianna Lynn "Covey" Ingram

Kevin & Katie Good SM

Dianna Bennett

Donald R Goodw

Debra Evans

In Memory of Harold Glickerson

In Memory of Bernard & Betty Good

In Memory of Robert Gibson

Fred & Cindy Gat

Terri McCarty

Todd Glick

In Memory of Helen I. Fulton John R. & Marsha Fulton SM In Memory of L. K. Galbreath

> In Memory of Dr. Roy & Bertha McKnight In Memory of Rance Gregory Metcalf

Rosemary Elsberry

Robert L. McHeni

In Memory of Barbara Lishin

In Memory of Mary Mathis

In Memory of The McHenrys

Mr & Mrs Bruce Bab In Memory of Ina Mitchaner Your Family

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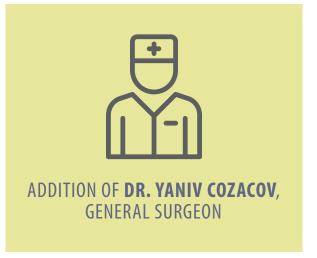
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LOOKING AHEAD TO 2018



ROLLOUT OF **NEW HORIZON HEALTH BRAND**







- » Completion of a permanent off-site building for EZ Care
- » Complete expansion of the outpatient surgery area
- Construction of a new rehabilitation services building, which will include a dialysis center, on the main hospital campus
- » Change in nursing leadership
- » Partnership with North American Lighting to offer employee health clinic
- » Implementation of Horizon Health Emergency Medical Services
- Transition of business office staff to office building on North Main Street



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CHRISMAN CLINIC

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SENIOR CARE

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