It’s our mission, our promise, and our family coming together to care for yours.

Winston Churchill once said, “To improve is to change; to be perfect is to change often.” Since the first three Hospital Sisters of St. Francis came to Effingham in 1875, we have proudly served the residents of this area. HSHS St. Joseph’s Hospital’s dedicated and compassionate colleagues and Medical Staff continue to live out our Mission “to reveal and embody Christ’s healing love for all people through our high quality Franciscan health care ministry.” As we look back over the past year, our family looks forward to a new year of providing exceptional health care to you and your families.
Dear Friends and Colleagues,
Throughout 2016, Hospital Sisters Health System has successfully met the needs of our patients, their families, our colleagues and physician partners by effectively sharing our resources and talents. Together we are expanding access to our high quality, Franciscan health care at a time when we must continually adapt to a health care environment that is still evolving under the Affordable Care Act.

In this report, we will describe the many ways our ministries are providing high quality, compassionate and affordable care that is aligned with our Franciscan heritage and mission. Several notable accomplishments this past year include establishing an Accountable Care Organization (ACO) in Illinois, receiving distinguished ratings in quality care, patient safety and satisfaction, advancing the HSHS-led telemedicine network across Illinois, affiliating with HSHS Holy Family in Greenville, and pursuing a full affiliation with Shelby Memorial Hospital in Shelbyville, IL and a minority interest affiliation with Ministry Door County Medical Center in Sturgeon Bay, Wisconsin.

Our success is due to the HSHS colleagues and physician partners who work tirelessly to care for our patients. HSHS supports their vital work through investments in state-of-the-art technology and facilities. By making these investments, we are advancing our care integration strategy to better serve those seeking health and healing. Whether we’re offering Anytime (virtual) Care to reach patients at home, enhancing and consolidating our electronic health records, or administering industry-leading training for colleagues, we consistently strive to ensure each patient has the best experience and outcome possible.

As a Franciscan health care ministry, we are inspired to serve others, particularly the most vulnerable in our society. We are also committed to adopting the latest best practices to deliver exceptional and compassionate care to all our patients and colleagues.

For more than 140 years, our mission to share the healing love of Christ remains constant. On behalf of the HSHS family, we are grateful for the opportunity to serve our patients, their families and our communities in the healing tradition of Jesus Christ and St. Francis and St. Clare of Assisi.

Mary Starmann-Harrison
President and CEO

Stephen J. Bochenek
Chair, Board of Directors
2016 Annual Report Message from our:

President and CEO

Dear Friends and Colleagues,

As I settle into my new role as President and CEO of HSHS St. Joseph’s Hospital, I am excited to be working with a team committed to excellence in the quality and care we provide our patients. This team has worked together through a year of transition to ensure we continue growing and our patients and their families have access to high-quality, Franciscan health care. I am honored to be working with a team made up of people deeply rooted in our mission and values.

Over the course of the last year, St. Joseph’s Hospital has brought new technology, services and partnerships to our community. You now have access to advanced technologies like 3D mammography and the MAKO Robot for orthopedic surgery. Our new nurse navigator is a registered nurse who helps you with your journey, guiding you through all the complexities that come with your surgical or cancer treatments. Plastic surgery services were added including cosmetic surgery, breast surgery, reconstructive surgery, and facial surgery. And our general surgeons and gastroenterologist have teamed up to provide a highly advanced procedure combining endoscopic and laparoscopic procedure to remove colonic tumors.

*We are dedicated to the quality services which earned us a title of Top 20 Critical Access Hospital from the National Rural Health Association and the Quality Excellence Achievement award from the Illinois Health and Hospital Association.*

Providing the best possible care for you and your family is our top priority. We are dedicated to the quality services which earned us a title of Top 20 Critical Access Hospital from the National Rural Health Association and the Quality Excellence Achievement award from the Illinois Health and Hospital Association. Together we are building a complete family of care with our HSHS sister facilities in Breese, Greenville, Effingham, Belleville, Prairie Heart Cardiovascular Consultant physicians, HSHS Medical Group family practice and specialty physicians, and HSHS Home Care and Hospice.

Thank you for your support of St. Joseph’s Hospital and our health care ministry.

Health to You and Yours,

John A. Ludwig
President and CEO
HSHS St. Joseph’s Hospital Highland

**BOARD OF DIRECTORS**

Bill Sullivan  
Chair

Tom Hill  
Vice Chair

Mark Korte  
Secretary

Alejandro Alvarado, MD

Jim Burgett

Sister Marguerite Cook, OSF

Sister Marybeth Culnan, OSF Senior VP

Jeanne Meyer

Bonnie McGinley

Frank Padak

John Ludwig, President and CEO
The HSHS Southern Illinois Division (SID) is led by James F. Dover, FACHE, a true believer in the limitless possibilities of what can be accomplished when you work together as a team.

“We can all be proud of our exceptional Catholic integrated health care delivery system. Together, we are in the service of providing what matters most to patients: safe, quality care delivered in a respectful, caring, and compassionate environment,” Dover said.

SID is comprised of HSHS St. Elizabeth’s Hospital Belleville, HSHS St. Anthony’s Memorial Hospital Effingham, HSHS St. Joseph’s Hospital Breese, HSHS Holy Family Hospital Greenville, and HSHS St. Joseph’s Hospital Highland.
Focused on our Mission

HSHS Rescue Flight Launches in Southern Illinois
This past year, HSHS Southern Illinois Division launched HSHS Rescue Flight, a new helicopter service dedicated to serving the patients and communities surrounding HSHS St. Elizabeth’s Hospital, HSHS St. Joseph’s Hospital – Breese, HSHS Holy Family – Greenville, and HSHS St. Joseph’s Hospital - Highland.

HSHS Southern Illinois Division partnered with Air Methods Corporation, a global leader in air medical transportation, to provide service to all four hospitals and their communities.

The helicopter is stationed at St. Joseph’s - Highland, cutting patient transfer times by as much as 11 minutes. Patients needing specialized care no longer have to wait for a helicopter to travel from St. Louis to HSHS Hospitals. They will receive the care they need faster.

HSHS St. Joseph’s Hospital Goes to the Fair
HSHS St. Joseph’s Hospital partnered for the second year with the Madison County Fair hosting a first aid and cooling station. This year services were provided in the HSHS St. Joseph’s Hospital Pavilion, a newly finished project. The new pavilion, which was funded through donations to the HSHS St. Joseph’s Foundation, features an air conditioned space where fairgoers were able to receive first aid or just cool off from the heat.

St. Joseph’s Hospital provided Registered Nurses and Certified Nursing Assistants to staff the first aid station each day of the fair. Fair attendees were also able to stop at the pavilion for free bottled water and popsicles to cool off from the heat. Information about hospital services, as well as blood pressure and BMI screenings, were available all week.
Advanced Technology and New Partners

Advanced technologies and new partners
HSHS St. Joseph’s Hospital provides our community with state-of-the-art surgical procedures and a team of highly skilled surgeons and nurses. The Dr. and Mrs. Felix F. Ungacta Surgery Center houses the newest technology for procedures ranging from general surgery, plastic surgery, orthopedics, and more.

General Surgery
Drs. Jose Diaz and Joshua Knolhoff provide general surgical services allowing patients to receive quality care close to home, eliminating the need to drive long distances for the procedure, and making it easier for family members to visit patients. Services available include breast biopsies, carpal tunnel, colectomy (colon surgery), gall bladder removal, herniorrhaphy (hernia surgery), lesion/cyst/mass removal, mastectomy/lumpectomy, pacemaker surgery, skin grafts, and wound care.

Partnering for New Surgical Procedures
St. Joseph’s Hospital now offers an alternative surgical procedure for patients needing the removal of a colonic tumor. The combined endoscopic and laparoscopic (CEL) procedure reduces the pain and recovery time for patients. The CEL procedure is performed by a team of physicians that includes Dr. Peter Kim, gastroenterologist, and general surgeons Dr. Knolhoff and Dr. Jose Diaz.

Patients who require the removal of a colonic tumor through a traditional colon resection are subject to a lot of pain and a recovery time that can last up to a week in the hospital. The new CEL procedure reduces the amount of pain associated with the removal, and allows a patient to potentially go home the same day. “The benefits of this procedure for a patient is less pain, faster recovery, and the ability to immediately manage any complications that arise, since we have a team of physicians involved,” said Kim. “This is a pretty progressive procedure and we are very excited to be able to offer it in Highland.”

Advanced Technology for Better Patient Care
Highland welcomed its newest technology this year – the MAKO Robot. The MAKO Robot is used for partial knee replacement and total hip replacement surgeries. The MAKO Robot allows for faster recovery and longer lasting results for patients. “We are very excited to have the MAKO Robot at St. Joseph’s Hospital,” said Elizabeth Govero, Chief Nursing Office at St. Joseph’s Hospital. “This technology helps us enhance the care we provide to our patients and allows them to receive this type of advanced procedure close to home.”

Surgeries using the MAKO Robot offer many benefits over traditional knee or hip replacement procedures. Many patients experience:

Reduced pain
Smaller scar
Better motion
Less implant wear and loosening
Minimal hospitalization
More rapid recovery
New Plastic Surgeon Added

St. Joseph’s Hospital added a new plastic surgery service line and welcomed Dr. Vidya Shankaran, a board certified plastic surgeon. Dr. Shankaran performs a wide variety of surgical procedures including cosmetic surgery, breast surgery, reconstructive surgery, and facial surgery. Dr. Shankaran also offers non-surgical procedures including fillers, facial peels, and anti-aging skin care.

The combination of general surgical procedures and the new line of plastic surgery services, positions St. Joseph’s Hospital as a one stop resource for patients needing breast care. The breast center at St. Joseph’s Hospital offers a full spectrum of services including primary care physicians, OB/GYNs, general surgery, and plastic surgery. From breast care conferences, access to clinical trials, patient education, prevention services, and special diagnostic imaging, St. Joseph’s Hospital offers patients the ability to have all of their treatment done in one location.

Through commitment and collaboration, we pledge to provide the highest quality and safety to our patients and communities.

New Technology Earlier Cancer Detection and Clearer Mammograms

In order to continue to detect breast cancer at the earliest possible stage in patients, St. Joseph’s Hospital invested over $350,000 to expand the current mammography services with advanced 3D mammography. 3D mammograms have the ability to detect 40 percent more cancers than 2D, and improve cancer detection rates by 29 percent. The technology also reduces false positives by up to 40 percent.

“The impact this technology has on our patients is tremendous,” said John Ludwig, President and CEO at St. Joseph’s Highland. “The 3D image provides a clearer view of the breast tissue. It helps us detect cancer earlier, see lesions more clearly, and reduce the number of unnecessary biopsies.”
Top 20 Critical Access Hospital in the Country for Quality
HSHS St. Joseph’s Hospital - Highland was recently named one of the Top 20 Critical Access Hospitals for Practices in Quality in the country by the National Rural Health Association. There are 1,332 CAHs in the United States. The Top 20 Critical Access Hospital “winners” are those hospitals who have achieved success in the overall performance based on a composite rating from nine indices of strength: inpatient market share, outpatient market share, population risk, cost, charge, quality, outcomes, patient perspectives, and financial stability.

Quality Excellence Achievement Award
St. Joseph’s Hospital was recognized for its commitment to patient safety and quality with a Quality Excellence Achievement Award in the Rural/Critical Access Hospital category from the Illinois Health and Hospital Association’s (IHA) Institute for Innovations in Care and Quality. The award was presented at IHA’s Leadership Summit and honored St. Joseph’s Hospital’s quality improvement project, “Saving Lives by Immediate Identification and Treatment of Sepsis.”

Guardian of Excellence Award for Clinical Quality
The Guardian of Excellence Award recognizes top-performing health care organizations that have consistently achieved the 95th percentile or above of performance in Clinical Quality. The Press Ganey Guardian of Excellence Award is a nationally-recognized symbol of achievement in health care. Presented annually, the award honors clients who consistently sustained performance in the top 5% of all Press Ganey clients for each reporting period during the course of one year.

Partner Recognition Award from Practice Greenhealth
The “Partner Recognition” Award from Practice Greenhealth, the nation’s leading health care community dedicated to transforming health care worldwide so that it reduces its environmental footprint, becomes a community anchor for sustainability and a leader in the global movement for environmental health and justice. The award is one of the Environmental Excellence Awards given each year to honor environmental achievements in the health care sector.
St. Joseph's Friends Van
Many local residents do not have a reliable means of transportation – so being able to get to the doctor’s office or have tests conducted at the hospital can be difficult. The Friends Van, a free transportation service fully supported by the HSHS St. Joseph’s Foundation, provides free rides to medical, dental, and other personal appointments within a 20-mile radius of Highland. In FY2016, the Friends Van transported 1,863 individuals for a total of 18,289 miles.

St. Joseph's PrimeCare
HSHS St. Joseph’s PrimeCare provides additional access to primary care health services. St. Joseph’s PrimeCare is designed to treat minor injuries and illnesses that require immediate attention, such as sprains and strains, aches and pains, and minor lacerations. Adults and children of all ages, races, and ability (as well as non-ability) to pay are diagnosed and treated at St. Joseph’s PrimeCare. No patient is ever turned away. St. Joseph’s PrimeCare offers both walk-in and primary care services – depending upon the patient’s needs. Since opening its doors to the community in November 2009 (formerly known as Highland Priority Care), St. Joseph’s PrimeCare has treated more than 42,000 walk-in patients. St. Joseph’s PrimeCare was planned, implemented, and continues to be operated as a natural way for St. Joseph’s Hospital to extend itself to the community.

Community Dedication
Because together, we are better.

270 Employees
St. Joseph’s employs over 270 colleagues and is one of the largest employers in the area. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout local and state economies.

$17.3 million
PAYROLL
St. Joseph’s colleagues stimulate the local economy through home purchases, groceries, shopping, etc. and generate over $31.6 million in economic activity, creating an additional 296 jobs in our community.

$16.2 million
PURCHASED
GOODS & SERVICES
St. Joseph’s goods and services purchases ripple throughout the economy to area vendors and businesses. Dollars spent by St. Joseph’s generate over $38.9 million for the local and state economy.
At HSHS St. Joseph’s our skilled and dedicated colleagues will always be here for our neighbors. We consider it a privilege to provide exceptional health care close to home and we continue to invest in the wellbeing of our patients and community. St. Joseph’s honors our Franciscan heritage and serves to ensure our healing care is available to everyone, now and in the future.

We provide a variety of innovative, preventive and community services that improve the health of our citizens. But one increasingly important way St. Joseph’s keeps our community healthy is by supporting our local and state economy by being a vigorous economic engine for our community and Illinois.

$48.6 million in 2014
St. Joseph’s continues to make capital improvements to update and improve our facilities and purchase new medical equipment.

HSHS St. Joseph’s continually takes steps to boost the local economy and advance health care services offered to the residents of this region. Through capital spending, St. Joseph’s generates over $117 million for our local and state economy per year.

“HSHS St. Joseph’s Hospital Highland plays a vital role in supporting and strengthening the economy of our community and state, contributing to the vitality of economic growth,” said Elizabeth Govero, Chief Nursing Officer of St. Joseph’s Highland. “By employing highly skilled healthcare professionals and spurring more economic activity through our spending on goods, services and capital improvements, St. Joseph’s is a key cornerstone of the local and state economies. To continue to retain and create jobs, attract businesses to our community, and provide access to high-quality healthcare services, it’s critical Illinois’ hospitals have the funding support they need to remain fiscally healthy,” said Govero.

$3 million
St. Joseph’s provides a positive impact and enormous benefits to the communities we serve with increased access to care for the underserved, enhanced health and wellness programs, and advanced medical education and knowledge.

Included in this amount was $500,000 provided for Charity Care at cost and $1.9 million for unreimbursed care provided under the Medicaid program and other public programs.
Making a Difference in the Community

Warming Hearts and Hands
To celebrate our third birthday, HSHS St. Joseph’s Hospital hosted a coat drive to benefit families in need. The hospital partnered with Highland Hope Church to collect gently used coats and jackets, and new hats, mittens, gloves, scarves, and socks. The coats were distributed on the Square in Highland to families who needed them most.

We will continue to set and achieve the highest standards to grow and enhance services for our area residents.

Lab Wellness Screenings
Those who miss the HSHS St. Joseph’s Hospital health fairs now have the opportunity to receive lab screenings at health fair pricing. St. Joseph’s Hospital now offers wellness blood screening lab tests every Thursday from 6 a.m. to 4 p.m. with no need for an appointment or a physician’s order. Wellness screenings offered through this program include:

- PSA (men only) - $15: Prostate specific antigen measures a specific protein produced by the male prostate, and is used to help detect prostate cancer or other prostate abnormalities.
- Vitamin D - $15: Measures the amount of vitamin D in the blood and possible deficiencies, which can determine bone abnormalities.
- TSH - $15: The thyroid-stimulating hormone evaluates thyroid function and/or symptoms of a thyroid disorder, including hyperthyroidism or hypothyroidism.
- Hemoglobin A1C - $10: Provides a record of the average blood glucose levels over the past three months.
- Lipid Panel - $15 (fasting required): The lipid panel helps determine an individual’s risk of heart disease, ensuring proper diagnosis and treatment for borderline or high risk issues.
HSHS St. Joseph’s Auxiliary Fun Run
For the second year in a row, HSHS St. Joseph’s Hospital gave local residents an opportunity to live out their dreams of being a superhero – for at least a day – and raise money for the HSHS St. Joseph’s Auxiliary. The Superhero Run/Walk featured a 5K fun run/walk and a 1-mile fun run/walk for participants of all ages. The event also featured former “Biggest Loser” contestant Sonya Jones, who led the warm ups for the event and talked to community members about the importance of eating healthy and exercising.

Shriners Clinic for Kids
St. Joseph’s Hospital once again partnered with Shriners Hospital for Children to host a free screening clinic. The clinic gave parents who suspect their child may have an orthopedic condition the opportunity to have them evaluated by a local physician, and if necessary, refer them to seek treatment at Shriners Hospitals for Children®. Children up to age 18 with orthopedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for care at Shriners Hospitals for Children® and receive all services in a family-centered environment, regardless of the patient’s ability to pay.
Community Benefit Total:

**A Year by the Numbers**

*Together, serving our community*

- **Active Volunteers**: 60
- **Hospital Auxilians**: 120
- **Medical Staff**: 76
- **St. Joseph's Colleagues**: 830
- **Van mileage**: 18,289
- **Person Served**: 1,863

---

### Patient Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Admission</td>
<td>1,339</td>
</tr>
<tr>
<td>Patient Days</td>
<td>7,055</td>
</tr>
<tr>
<td>Observation Patients</td>
<td>350</td>
</tr>
<tr>
<td>ER Visits</td>
<td>8,577</td>
</tr>
<tr>
<td>Inpatient Surgeries</td>
<td>291</td>
</tr>
</tbody>
</table>

### Outpatient Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Visits</td>
<td>58,694</td>
</tr>
<tr>
<td>Outpatient Surgeries</td>
<td>1672</td>
</tr>
<tr>
<td>PrimeCare</td>
<td>3,615</td>
</tr>
<tr>
<td>Wound Care</td>
<td>2,767</td>
</tr>
</tbody>
</table>

---

**COMMUNITY HEALTH SERVICES**

- **$128,654 | 19,062 persons served**

**HEALTH PROFESSIONALS EDUCATION**

- **$274,098 | 122 persons served**

**CASH & IN-KIND**

- **$69,128**

**UNPAID COST OF MEDICAID**

- **$2,502,930 | 6,659 persons served**

**FINANCIAL ASSISTANCE**

- **$1,010,837 | 3,382 persons served**
Our faith prompts us to share Christ’s healing love for all people and help empower them to improve their health.

- Unpaid cost of Medicaid: $2,502,930
- Cash In-Kind: $69,128
- Community Health Services: $128,654
- Education: $274,098
- Financial Assistance: $1,010,837