One of the leading healthcare organizations in Illinois, Memorial Health System of Springfield is a community-based, not-for-profit corporation dedicated to patient care, education and research. Our health system’s seven affiliates provide a full range of inpatient, outpatient, home health, hospice, behavioral health and primary care physician services. With four hospitals and other clinics in Sangamon and its neighboring counties, we deliver high-quality, patient-centered care in support of our mission to improve the health of the people and communities we serve.

ABRAHAM LINCOLN MEMORIAL HOSPITAL
ALMH is a critical access hospital serving the people and communities of Logan and eastern Mason counties. ALMH also offers a spectrum of outpatient rehabilitation, therapy and diagnostic testing.
ALMH.org

MEMORIAL MEDICAL CENTER
Memorial Medical Center is an acute care Magnet® hospital in Springfield that offers comprehensive inpatient and outpatient services. Since 1970, Memorial has been a teaching hospital affiliated with Southern Illinois University School of Medicine for the purpose of providing clinical training for residents.
MemorialMedical.com

PASSAVANT AREA HOSPITAL
Passavant Area Hospital is a Magnet® hospital in Jacksonville and has served residents in Morgan, Cass, Greene, Scott, Macoupin and portions of Brown and northern Pike counties since 1875. PAH provides inpatient and outpatient services, including rehabilitation and behavioral health services.
PassavantHospital.com

TAYLORVILLE MEMORIAL HOSPITAL
Taylorville Memorial Hospital is a critical access hospital offering a full range of inpatient and outpatient services to a service area of 34,000 in Christian County.
TaylorvilleMemorial.org

MEMORIAL PHYSICIAN SERVICES
Memorial Physician Services is a primary-care network serving more than 280,000 patients each year in 15 central Illinois locations in Chatham, Jacksonville, Lincoln, Petersburg and Springfield.
MemorialMD.com

MEMORIAL HOME SERVICES
Memorial Home Services provides home health, hospice and medical equipment services across an 18-county region in central Illinois.
MemorialHomeServices.com

MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS
MHCCI offers a continuum of behavioral healthcare and rehabilitation services in Sangamon, Menard, Logan, Mason, Scott and Morgan counties.
MHCCI.org
MEMORIAL HEALTH SYSTEM’S MISSION
To improve the health of the people and communities we serve.

MEMORIAL HEALTH SYSTEM’S VISION
To be a national leader for excellence in patient care.
The landscape of healthcare is taking new shape across the nation, and similarly, Memorial Health System continues to evolve. We experienced many exciting changes this year throughout our seven affiliates that further propelled us toward achieving our vision to be a national leader for excellence in patient care. New state-of-the-art facilities, leading-edge services and a comprehensive approach to patient care resulted in another successful year for our expanding organization.

At Memorial Medical Center, we concluded nearly three years of construction this past fall with the opening of our new patient care tower featuring 114 all-private rooms for our intermediate care, orthopedic and cardiology patients. We preceded this with the May opening of the Memorial Center for Learning and Innovation, which already has hosted thousands of events focused on training and educating current and future members of our community’s healthcare workforce. In March, we proudly opened our expanded Main Surgery Services area.

These new facilities will help foster additional opportunities to provide our patients with outstanding care. But it takes more than buildings to create great outcomes—it takes a compassionate, engaged workforce, connected by an important mission and united in service. The patient stories highlighted in the following pages are a true testament to the exceptional employees, physician partners and volunteers throughout our health system. They dedicate each day to enriching the lives of others, and we would not be the successful organization we are today without their immeasurable skill.

Memorial Health System exists for one reason: to improve the health of the people and communities we serve. Thank you for your ongoing support as we best apply our resources to fulfill this important mission and pursue our bold vision, always with our patients’ best interests at heart.

Edgar J. Curtis  
President and Chief Executive Officer  
Memorial Health System

John D. Blackburn  
Chairman, Board of Directors  
Memorial Health System
When we announced our Memorial Medical Center expansion project in 2012, our vision was to enhance patient safety, privacy, comfort and quality of care. Over the last three years, we've worked with many community partners to deliver on that promise. The changes began with the expansion of Main Surgery Services, which opened in March 2015 and features new operating rooms, a family lounge, pre- and post-procedure bays and a post-anesthesia care unit. In May, we debuted the new Memorial Center for Learning and Innovation, which provides world-class simulation and education opportunities to our employees and community partners. But we didn't stop there. We also added three patient care floors to the main hospital comprising 114 private patient rooms along with new amenities at our front entrance. At every turn, we considered what would make our patients more comfortable and our workforce better equipped to meet the evolving health needs of the communities we serve.
When Jaquayla Russell struggles with health concerns, Rita Bruntjen, MSW, LSW, is often her first call. Rita is the Memorial Health System care coordinator for Jaquayla and her daughters, 3-year-old A'layhia and 1-year-old Ashley. Memorial Care Coordination Services launched in December 2013 to help improve health outcomes for people in particularly challenging situations. The goal is to provide better, more comprehensive care to patients at a lower cost. Rita and Jaquayla were connected through a referral from Teena John, MD, a pediatrician at Memorial Physician Services—Koke Mill.

Both girls are developmentally delayed. A'layhia has sickle cell disease, a hereditary blood disorder that can cause severe pain as well as strokes and seizures. She was also diagnosed with failure to thrive and has weekly weigh-ins as part of her growth monitoring. Ashley has numerous food allergies and severe eczema.

Between the two of them, they could have close to a dozen appointments in a given month. “Rita helps me stay on top of everything,” Jaquayla said. “She helps with my calendar and calls the day before to remind me of my appointments.”

“Sometimes Jaquayla just needs encouragement and someone to tell her she is doing the right thing,” Rita said. “I can read through Dr. John’s notes and repeat some of the at-home instructions for the girls, or I can make a same-day appointment so they don’t have to go to the Emergency Department or a walk-in clinic.” But Rita doesn’t stop there.

When Jaquayla needed help with food, Rita referred her to a local food bank and set up a rotating pantry system. When A’layhia transitioned out of an early intervention program, Rita ensured her educational services continued. And when Jaquayla received a call from her landlord threatening eviction, Rita was by her side the next day at the public housing authority.

When they first met, Jaquayla was going through a difficult time. She was in the middle of a breakup and was overwhelmed with responsibilities. Rita suggested a counselor and soon after, Jaquayla started to see Jamie Smith, LCSW, an adult outpatient therapist at Mental Health Centers of Central Illinois, another Memorial Health System affiliate. “We focus on stabilizing her mood, working through some current life stressors and coping with some challenging relationships,” Jamie said.

For Jaquayla, Care Coordination has been a true lifesaver. “I feel like there are people fighting for me now, like there are people in my corner.”

Mental Health Centers of Central Illinois has partnered with primary care physicians and pediatricians to embed behavioral health consultants in six Memorial Physician Services clinics. Now, physicians can directly refer patients for same-day behavioral health support, resulting in earlier and better patient engagement, increased treatment follow-through, increased patient satisfaction and fewer hospitalizations.

In the past year, Memorial Care Coordination Services has helped high-risk patients avoid almost 100 Emergency Department visits and saved $2.23 million in overall healthcare expenditures.
MIKE IS THANKFUL FOR QUICK STROKE CARE CLOSE TO HOME

Mike Dulakis was progressing through his normal workout at Taylorville’s Lock Up Gym when everything changed. The 39-year-old guard for the Taylorville Correctional Facility was “training to failure,” a common weight-lifting strategy. Without warning, he slid out of his chair onto the floor in what felt like slow motion.

He doesn’t remember much after that. “I was trying to get up, and I didn’t understand why I couldn’t get up,” Mike said. A paramedic working out at the gym recognized the signs of stroke, and gym personnel called 911 immediately.

“The guys at the gym were amazing,” said Mike’s wife, Wendy Dulakis, who was doing a cardio workout nearby when the incident happened. “His speech was slurred. His eyes were stuck to the right. He couldn’t move.”

An ambulance transported Mike to the Taylorville Memorial Hospital emergency department where he was examined by Anna McCormick, MD. She and the TMH team immediately began stroke protocol to determine if Mike was a candidate for tPA—a clot-busting drug.

“When he arrived, it was clear he was having a stroke,” Dr. McCormick said. “I was proud of how quickly the ED team was able to stabilize Mike and get a CT scan. Both the neurologist at Memorial Medical Center and our radiologist reviewed the CT within minutes of its completion.”

While Mike was being transferred from the CT scan back to the ED, Tammy Foster, RN, was preparing the tPA medication.

“At the time Mike was back in the ED, which wasn’t long, we were ready to give the tPA,” Dr. McCormick said. “The medication is ideally given within three hours of the onset of a stroke, but the sooner you get it after a stroke, the better.” Once Mike was given the drug, he was transferred to MMC in Springfield. The drug was already working.

“When we walked into his room in intensive care, he was sitting up and demanding to go home,” Wendy said. “Our daughter, Grace, jumped into bed with him. We were so relieved.”

After several days, Mike went home and faced fatigue, concentration issues and some weakness in his left hand. He started working with the rehabilitation and speech therapy staff at TMH and made steady progress before returning to work two months later. “We are so grateful that the staff at TMH knew exactly what to do and moved quickly,” Wendy said.

Mike agrees. “I was definitely at the right place at the right time,” he said. “People around me knew what to do, and I feel really lucky to have been so close to the hospital in Taylorville.”

In late 2014, Taylorville Memorial Hospital was designated an Emergent Stroke Ready Hospital. The designation was assisted by a partnership with Memorial Medical Center that includes shared patient care protocols that enhanced efficient diagnostic and treatment options through the collaboration of Springfield-based neurologists, interventional radiologists and Taylorville Memorial Hospital physicians.

Memorial Medical Center was named a Comprehensive Stroke Center in September 2015. This elite certification, achieved by fewer than 100 of the nation’s 5,600 hospitals, recognizes the ability to provide expert around-the-clock care for the most complex stroke patients.
Ruthetta Getchel and her husband, Jack, were a day away from embarking on a trip to Minnesota when Ruthetta awoke in the middle of the night experiencing severe back pain and profuse sweating. Jack quickly drove Ruthetta to the emergency department at Abraham Lincoln Memorial Hospital.

After an initial evaluation, Ruthetta, 67, learned she was experiencing a heart attack. She was stabilized, immediately taken by ambulance to Memorial Medical Center and received four stents. She had an additional four stents placed four months later.

"Without the emergency team at Abraham Lincoln Memorial Hospital, I'm certain I wouldn’t be here today," she said.

Always in good health, Ruthetta had no history of heart disease. She since has learned that when experiencing heart trouble, rapid treatment is key to survival.

"If you’re having a cardiac event in Lincoln or the surrounding areas, Abraham Lincoln Memorial Hospital is the place to come first to ensure the best possible outcome," said Ish Singla, MD, medical director of cardiology at ALMH and a Springfield Clinic cardiology specialist.

Following her two life-saving stent procedures, Ruthetta was able to take advantage of the cardiac rehabilitation programs offered through ALMH. She attends the Phase II cardiac rehabilitation exercise program three times a week. Her heart rate, blood pressure and weight are all monitored.

In addition to cardiac rehab, Ruthetta takes part in the ALMH Heart Failure Clinic. She meets with her healthcare team once a month to review her progress. Her team includes a nurse practitioner, a pharmacist to review her medications and a dietary consultant to make sure she's following the proper diet.

“All of this happened so fast and was so unexpected,” she said. “I was completely unprepared for this entire lifestyle change. But with the cardiology team at Abraham Lincoln Memorial Hospital, I feel better than ever.”
For the first time in nearly 13 years, Tandra Perkins of Urbana woke up and didn’t have to think about dialysis. It had been her routine three times a week, four hours at a time.

In June, the 44-year-old became the 900th patient to receive an organ transplant from The Alan G. Birtch, MD, Center for Transplant Services at Memorial Medical Center. The transplant program is a partnership between MMC, Southern Illinois University School of Medicine and Springfield Clinic.

Tandra and her husband, Michael, were watching a televised basketball game when the call came that a kidney was available. She had received two previous calls about the availability of a kidney, but both were placed with patients at other centers who were better matches for the kidneys. Somehow, Tandra said, she knew this third time was going to work out. “I was praying all the way to the hospital,” she said, “thanking the Lord that I finally got my kidney.”

Tandra has three sisters and two brothers; one of the brothers is her twin. Most of the siblings still live in the Evansville, Indiana, area where Tandra was born and raised. While on dialysis, she could only take short weekend trips, which she found exhausting. Now, she’s looking forward to being able to take extended trips to see her family.

“I was praying all the way to the hospital,” she said, “thanking the Lord that I finally got my kidney.”

Memorial Transplant Services holds an annual 5K Run/Walk to raise funds for the Transplant Patient Assistance Fund. In 2015, 360 participants raised $11,350. The fund assists patients with transportation expenses involved with doctor visits, lodging needs for patients and their families, prescription medications and funding for other emergent transplant-related issues.

“Now,” he said, “we’re looking forward to our 1,000th patient.”
Jenny Roskelley was young, fit and perfectly healthy. She had a textbook pregnancy with zero indications of problems. So when it came time to deliver her first baby, she had no way of knowing the terrifying moments that lay ahead.

After more than 10 hours of labor, Jenny's physician, Amy High, MD, with Memorial Physician Services—Women's Healthcare, performed an emergency cesarean section out of concern for the baby's size and Jenny's small frame. This situation was not uncommon at Memorial's Family Maternity Suites and for Jenny's assigned nurse, Jessica Weirich.

Jenny and her husband, Jimmy, welcomed a healthy baby boy, Levi, into their family, but after about 30 minutes of basking in the newborn glow, things started to go terribly wrong for Jenny.

"The pain was so intense," Jenny said. "I told Jessica something was wrong. I could feel my heart slowing down." Jenny was hemorrhaging. She experienced a rare complication where her uterus did not contract after delivery. Her blood pressure dropped. She lost three-quarters of her blood. If not immediately stopped, the outcome would be fatal. "I kept looking at Jessica and asking if I was going to die," Jenny said.

Jessica immediately called Dr. High who quickly turned around to go back to the hospital.

With help from Jessica and the rest of the OB team, Dr. High stabilized Jenny. After multiple blood transfusions and a five-day hospital stay, the Roskelleys went back home to Havana as a happy family of three.

That was 2013. After careful consideration, Jenny and Jimmy decided to pursue another pregnancy. When it came time to deliver, however, Jenny was terrified. But then, she realized the same Memorial "dream team" would be in place. "I really trusted Dr. High," Jenny said. "Jessica told me she knew my situation like the back of her hand, and I would be OK this time."

The team was ready for Jenny, and every precaution was taken to ensure a safe delivery. With some uterine massaging by Dr. High to create contractions and support from Jessica, Jenny had a normal delivery and another healthy addition to the family, baby Lucas.

"I made arrangements to move my shift around to be there," Jessica said. "All my patients are special, but whenever you go through a traumatic experience like that, you form a close bond with them."

"I'm so thankful for everything they've done for our family, and I feel connected to them," Jenny said. "Through the good experience and the bad, my family is here because of them. And I'll never forget that."
Phil McCarty was finishing 30 pull-ups in a friendly competition among friends at his gym in Jacksonville when he lost consciousness and fell 10 feet to the floor. He landed on his back and his head bounced twice off the concrete floor.

“I immediately sat up and was conscious,” Phil, 38, said. “I didn’t want to go to the hospital. I told everyone if I can walk to the car, I’m going home.”

This was exactly the wrong response, and Phil knew better. He was not only a paramedic of 20 years, but he had taught emergency medical services for 10 years and worked as the emergency management coordinator for Morgan County and the city of Jacksonville.

Fortunately, the group of friends surrounding him included several EMTs, a paramedic, an X-ray technician and a policeman. There was no way they were letting him drive or go home.

When he arrived at Passavant Area Hospital, an initial CT scan showed an epidural bleed and a basal skull fracture. Scott Boston, MD, director of the Passavant Emergency Department, made arrangements for Phil’s immediate transfer to the Southern Illinois Trauma Center at Memorial Medical Center.

“Dr. Boston made a huge difference,” Phil said. “He wasted zero time in getting me to Springfield. The ambulance was ready, and he made it clear that we needed to go.”

That quick action saved Phil’s life. A 50-minute ambulance ride later, the trauma team in Springfield went to work on Phil, who they knew because he had brought hundreds of people to them in his role as an EMT.

After a second CT scan, Springfield Clinic neurosurgeon Leslie Acakpo-Satchivi, MD, presented two options: a craniotomy or medication for 12 hours and then a craniotomy if the medication didn’t work. Phil chose the craniotomy.

“I wasn’t sure what to expect,” he said. “It’s funny, but I had never been in the hospital myself for anything beyond stitches. I didn’t realize then how sick I was.”

After surgery, Phil spent four days in intensive care and several more in general care before going home. After two weeks, he started physical therapy at Passavant. Within a month of returning home, he was able to return to work with few restrictions.

“I could very well be in a casket, a nursing home or bedridden for the rest of my life,” he said. “I feel very blessed to have a lot of friends who have supported me through this. I’m thankful to have progressed so quickly.”
Seventy-five years of marriage is extraordinary in today's society. So when Melissa McCulloch, social worker for Memorial Home Services Hospice, heard about 91-year-old Irma Jacob's upcoming wedding anniversary, she knew that Memorial Medical Center Foundation's Sharing Wishes fund could help make the couple's milestone even more special.

“Irma and Dallas did not know if they would both be here for their 75th wedding anniversary,” McCulloch said. “But as the date got closer and they were both still with us, this became the perfect time for the family to get together and celebrate.”

The Sharing Wishes fund was established in 2012 to make a memorable impact on the last weeks and months of life for hospice patients and their families. The fund gives hospice patients the opportunity to tackle a new adventure, fulfill a lifelong dream or celebrate with family. Irma and Dallas’ wish marks the fulfillment of 150 wishes since the beginning of the program.

And celebrate is just what Irma and Dallas did. Thanks to the help of the Sharing Wishes fund, the couple marked this major marriage milestone with their full focus on family, just the way Irma envisioned it.

“That morning, the hair dresser came to the house and did her hair. She got all gussied up. Actually, it was the first time she was motivated to get dressed up since she entered hospice care,” said Robert Jacob, son of Irma and Dallas.

A catered meal from Guzzardo’s in Lincoln covered the family dining table. A cake spelled out congratulations to the long-standing couple.

Bobbi Wiseman, photography coordinator for Memorial Medical Center, was on site to document the 150th wish and seamlessly became an important part of the day as she began taking family photos on the front porch.

Many hands, hearts and thoughts went into making the 150th wish meaningful for Irma, Dallas and their family, for which Irma was very grateful.

“She was overwhelmed with the day,” said the Jacobs’ daughter, Linda Hashman. “She couldn’t believe that someone would want to do that for her because she’s always been the one who gave.”

Irma passed away peacefully on Aug. 29, 2015, but this memory will forever stay with their three children, six grandchildren and four great-grandchildren.
129,771
**HEALTH SYSTEM ED VOLUMES**
Memorial Health System Emergency Departments experienced 129,771 visits, an increase of 3.8 percent over fiscal year 2014.

11
**CONSUMER CHOICE**
Memorial Medical Center won a Consumer Choice Quality Award for the 11th straight year.

2,652
**CHICKEN NOODLE SOUP**
Abraham Lincoln Memorial Hospital’s Special Procedures department gifted 2,652 bowls of chicken noodle soup to patients returning home after procedures.

333,889
**FESTIVAL OF TREES**
Memorial’s 25th annual Festival of Trees raised $333,889 to fund health-related projects and programs at Memorial Health System and in the Springfield community.

234
**MY DAY AT TMH**
A field trip for 234 Taylorville area first-graders let them experience “My Day at TMH.”
STRENGTHEN OUR FUTURE
In fiscal year 2015, Memorial Health System saved $21.8 million with Strengthen Our Future, a program designed to reduce costs and create new revenue for better serving our communities.

SHARING WISHES FUND
Memorial Medical Center Foundation granted the 150th hospice patient request through Sharing Wishes.

MENTAL HEALTH SCREENINGS
Mental Health Centers of Central Illinois provided 12,492 community-based mental health screenings to underserved children in Springfield through primary care offices, schools and the Neighborhood of Hope in east Springfield.

PATIENT SAFETY SYMPOSIUM
The Midwest Healthcare Quality Alliance hosted 114 providers at a 2015 fall symposium to learn about improving patient safety with hands-on application through simulation.

TEN CAMP
Taylorville Memorial Hospital’s first Teens Experiencing Nursing (TEN) Camp hosted 17 area high school students who learned about careers in healthcare. MMC’s annual TEN Camp, in its 14th year, hosted 31 students.

BE AWARE WOMEN’S FAIR FIFTH BIRTHDAY
Memorial’s Be Aware Women’s Fair celebrated five years of improving access to care and health awareness for women in central Illinois.
MEMORIAL LOSES LONGTIME PHYSICIAN PARTNER, FRIEND

Daniel Adair, MD, founding physician and co-medical director of Memorial Medical Center’s SportsCare, passed away Sept. 7, 2015, following a heart attack.

“Even though we are exposed to disease and death in healthcare, we simply cannot be prepared when we lose a colleague and friend so suddenly and without warning,” said Ed Curtis, president and CEO of Memorial Health System.

Dr. Adair spent over 30 years working in the medical field, including more than 25 years in the field of sports medicine. He joined Memorial’s medical staff in 1983. During his tenure, he led several orthopedic quality improvement initiatives, and his passion to improve the quality of care provided was ever present.

A board-certified orthopedic surgeon at Springfield Clinic, he was elected by his peers to serve as a member of Memorial’s Medical Executive Committee in 2005 and 2006, and served as the hospital’s program director of orthopedic services beginning in 2011. He had been an assistant professor at the Southern Illinois University School of Medicine since 1983.

Dr. Adair served as team physician for college and professional teams and presented across the country on various sports medicine topics. A longtime athlete, he completed the Ironman Florida in 2005 and Ironman Couer d’Alene in 2007.

He was a member of the American Medical Association, American Orthopedic Society for Sports Medicine and American College of Sports Medicine. He earned his medical degree from SIU School of Medicine and received his bachelor of arts from the University of Tennessee in Chattanooga.

Dr. Adair leaves behind his wife, Nancy, two children, Zach and Courtney, and two grandchildren.
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<th><strong>267,490 MASH DONATIONS</strong></th>
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<td>916 employees participated in the 2015 MASH (Memorial Annually Supports Health) campaign, donating $267,490 and 1,848 hours of paid time off.</td>
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<th><strong>140 SERVICE TO THE COMMUNITY</strong></th>
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<td>Passavant Area Hospital celebrated 140 years of service to the community in 2015.</td>
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<th><strong>55,849 DIAGNOSTIC IMAGING</strong></th>
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<td>Passavant performed 55,849 diagnostic imaging procedures, including mammograms and MRIs.</td>
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<th><strong>96 EMPLOYEE SURVEY</strong></th>
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<td>Memorial Health System’s 2015 employee survey results were at the 96th percentile as compared to national peer groups.</td>
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<th><strong>2,631 MCLI GOES LIVE</strong></th>
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<td>The Memorial Center for Learning and Innovation hosted 2,631 events in the first six months of operation.</td>
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<th><strong>930 STROKE TREATMENT</strong></th>
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<td>Memorial Medical Center treated 930 stroke cases in FY2015.</td>
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MEMORIAL LOSES CHAIR OF GENERAL SURGERY, LONGTIME COLLEAGUE

Chris Wohltmann, MD, associate director of the Southern Illinois Trauma Center, passed away Oct. 27, 2015, following a cardiac event. A native of Utica, New York, Dr. Wohltmann leaves behind his wife, Marcia, and two children, Seth, 12, and Grace, 18.

“Dr. Wohltmann was a valued physician partner and colleague and a champion for educating the next generation of healthcare professionals,” said Ed Curtis, president and CEO of Memorial Health System. “His passing leaves a significant void.”

Dr. Wohltmann joined the Southern Illinois Trauma Center in 2003 and was an associate professor for the Division of General Surgery at SIU School of Medicine. In 2011, he became chair of the Memorial Medical Center Department of General Surgery.

He was board certified in general surgery and surgical critical care with specialties in general surgery, trauma surgery and surgical critical care. Prior to joining SIU, he was chief of trauma services at William Beaumont Army Medical Center in El Paso, Texas. Dr. Wohltmann completed a fellowship in trauma and surgical critical care at the University of Louisville and his surgery residency at Robert Packer Hospital in Pennsylvania. He completed medical school at St. Louis University School of Medicine and earned his undergraduate degree from the University of Notre Dame.

Dr. Wohltmann was a fellow of the American College of Surgeons, a member of the Society of Critical Care Medicine and was a certified Advanced Trauma Life Support instructor and course director. He served in the U.S. Army as a major from 1999 to 2003.
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2015–2016
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Sites of Care
Mental Health Centers of Central Illinois, Springfield
Mental Health Centers of Central Illinois, Jacksonville
Mental Health Centers of Central Illinois, Lincoln
The Children's Center
West Lake Center
Memorial Counseling Associates
Logan-Mason Rehabilitation Center

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Memorial Physician Services – Capitol Healthcare, Springfield
Memorial Physician Services – Chatham
Memorial Physician Services – Jacksonville
Memorial Physician Services – Koke Mill, Springfield
Memorial Physician Services – Lincoln
Memorial Physician Services – North Dirksen, Springfield
Memorial Physician Services – Petersburg
Memorial Physician Services – South Sixth, Springfield
Memorial Physician Services – Vine Street, Springfield
Memorial Physician Services – Women’s Healthcare, Springfield

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Memorial Home Services, Lincoln

Memorial Home Services, Springfield
Passavant Home Services, Jacksonville

Program (MMC), Best Emergency Department (MMC), Favorite Trauma Center (MMC Southern Illinois Trauma Center)
## MHS OPERATING STATISTICS

<table>
<thead>
<tr>
<th>Memorial Medical Center</th>
<th>FY15</th>
<th>FY14</th>
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</thead>
<tbody>
<tr>
<td>Licensed Beds</td>
<td>500</td>
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<tr>
<td>Patient Days of Care</td>
<td>118,733</td>
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<tr>
<td>Discharges</td>
<td>24,469</td>
<td>23,588</td>
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<tr>
<td>Births</td>
<td>1,570</td>
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<tr>
<td>Average Length of Stay</td>
<td>4.85</td>
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<td>Surgical Procedures</td>
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<tr>
<td>Outpatient Visits</td>
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<td>410,881</td>
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### Abraham Lincoln Memorial Hospital

<table>
<thead>
<tr>
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<tr>
<td>Licensed Beds</td>
<td>25</td>
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<tr>
<td>Patient Days of Care</td>
<td>3,481</td>
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<td>Discharges</td>
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<td>Average Length of Stay</td>
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<tr>
<td>Outpatient Visits</td>
<td>49,405</td>
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### Mental Health Centers Of Central Illinois

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<thead>
<tr>
<th>Total Clients Served (unduplicated)</th>
<th>FY15</th>
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<tr>
<td>Total Clients Served</td>
<td>10,329</td>
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<tr>
<td>Mental Health Clients</td>
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<tr>
<td>Memorial Counseling Associates Clients</td>
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<tr>
<td>Developmentally Disabled Clients</td>
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### Taylorville Memorial Hospital

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<tr>
<td>Licensed Beds</td>
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<td>Patient Days of Care</td>
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<td>Discharges</td>
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<td>Average Length of Stay</td>
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<td>Outpatient Visits</td>
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### Passavant Area Hospital

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<tr>
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<th>FY15</th>
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<tbody>
<tr>
<td>Licensed Beds</td>
<td>121</td>
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<tr>
<td>Patient Days of Care</td>
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<td>Discharges</td>
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<td>Average Length of Stay</td>
<td>3.27</td>
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<td>Outpatient Visits</td>
<td>77,690</td>
<td>38,161*</td>
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### Memorial Home Services

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<tr>
<td>Hospice Days of Care</td>
<td>47,349</td>
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<tr>
<td>Home Health Patients</td>
<td>3,563</td>
<td>3,637</td>
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### Memorial Physician Services

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<tr>
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<tbody>
<tr>
<td>Clinic Visits</td>
<td>294,380</td>
<td>281,930</td>
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### Passavant Physician Association

<table>
<thead>
<tr>
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<th>FY15</th>
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<tbody>
<tr>
<td>Clinic Visits</td>
<td>26,217</td>
<td>12,014*</td>
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* Passavant Area Hospital and affiliates acquired April 1, 2014.
MHS CONSOLIDATED STATEMENT OF OPERATIONS  
(dollars in thousands)

Key Expenses FY15 FY14
- Salaries and Benefits $440,674 $384,930
- Physician Fees 70,634 60,062
- Patient Service Supplies 258,863 230,548
- Hospital Provider Assessment 19,868 18,385
- Purchased Medical Services 33,771 33,455
- Depreciation and Amortization 56,154 52,719
- Interest Expense 15,124 12,648
- Excess Available for Facilities Improvement Funds* 53,612 81,330

Total Expenses $948,700 $874,077

Key Revenues FY15 FY14
- Net Patient Service Revenues $819,032 $725,959
- Capitation Revenues 56,966 53,889
- Hospital Access Improvement Payments 50,345 33,235
- Other Operating Revenues 29,549 31,231
- Total Operating Revenues 955,892 844,314
- Total Non-Operating Gains (Losses), Net* (7,192) 29,763

Total Revenues $948,700 $874,077
As a leader in improving the health of our communities, Memorial Health System cares for those who are poor and underserved, regardless of their ability to pay for that care. Last year, we provided more than $6.7 million in unreimbursed care to our patients, relieving them of a financial burden they otherwise could not meet.

For the fiscal year ending Sept. 30, 2015, Memorial Health System affiliates provided more than $190.9 million in unreimbursed services to the communities we serve. Community benefits totaling $117.4 million include the charity care mentioned above as well as unpaid costs for patients insured by Medicaid ($60.2 million). An additional $50.4 million supported health professions education, clinical research, donations and community health improvement initiatives. In addition to these community benefits, MHS had other unreimbursed expenses of $73.4 million. This included $54.3 million for patients insured by Medicare that was not reimbursed by the government; other unpaid patient bills totaled $19.1 million.

In total, unreimbursed services represent 20.1 percent of the health system's total expenses of more than $948.7 million.

Specifically, Memorial Medical Center returned $85.9 million in community benefits, which included $36.0 million in unpaid Medicaid costs. Traditional charity care totaled $4.3 million, and remaining community benefit dollars totaled $45.6 million.

Abraham Lincoln Memorial Hospital provided $6.9 million in community benefits to the citizens of Logan and eastern Mason counties; that total included $4.6 million in unpaid Medicaid costs, $731,000 in traditional charity care and $1.5 million to fund other health activities.

Taylorville Memorial Hospital gave back nearly $5.9 million in community benefits; this amount included nearly $5 million in unpaid Medicaid costs, more than $492,000 in traditional charity care and $481,000 to fund other community services.

Passavant Area Hospital gave back nearly $12.7 million in community benefits; this amount included nearly $9.0 million in unpaid Medicaid costs, almost $1.0 million in traditional charity care and $2.7 million to fund other community services.

Additional community benefits totaling nearly $5.7 million came from the health system’s three other affiliates and Memorial Health Ventures, a nonprofit subsidiary. The total community benefits provided by each were:

- $2.3 million from Memorial Physician Services;
- $2.6 million from Memorial Health Ventures;
- $633,000 from Memorial Home Services;
- $107,000 from Mental Health Centers of Central Illinois.

Top 10 percent of U.S. Hospitals for Gastrointestinal Surgery, Health Grades (MMC) • America’s Best Hospitals for
Fiscal year 2015 marked the completion of a three-year strategy identified during community health need assessments completed in 2012 by Memorial Health System’s four hospitals. The need assessments were conducted in Sangamon, Logan, Christian and Morgan counties, where the hospitals are located.

The result was a three-year plan to address these high-priority needs: Access to Care, Obesity, Diabetes and Cardiovascular Disease. In addition, Morgan County identified Teen Pregnancy, Sexually Transmitted Diseases and Substance Abuse as priorities. The stories on the following pages highlight just a few of the programs and initiatives targeting these needs in FY2015.

During 2015, each Memorial Health System hospital completed another community health need assessment. Each hospital collaborated with county health departments and other local health and social service providers to identify priority health issues.

Priorities identified during the 2015 community health need assessment will be addressed in 2016–2018:

- Memorial Medical Center (Sangamon County): Access to Care, Mental Health, Obesity
- Abraham Lincoln Memorial Hospital (Logan County): Access to Care, Chronic Disease Management, Mental Health, Obesity
- Passavant Area Hospital (Morgan County): Access to Care, Mental Health, Obesity
- Taylorville Memorial Hospital (Christian County): Mental Health, Obesity, Pediatric Dental Care

Detailed information about each hospital’s community health need assessment and implementation strategies is available at ChooseMemorial.org/HealthyCommunities.
OBESITY

FOUR SIMPLE NUMBERS ENCOURAGE HEALTHY LIFESTYLES FOR LINCOLN CHILDREN

With 66 percent of Logan County adults considered obese or overweight, community leaders knew that giving children the knowledge to create healthy habits early in life was critical to decreasing that statistic for the future. With healthy futures in mind, the 5210 program was started by Healthy Communities Partnership, a group funded by Abraham Lincoln Memorial Hospital Foundation.

The 5210 program is based on the 5-2-1-0 Let’s Go program from The Barbara Bush Children’s Hospital at Maine Medical Center. Each program focuses on these easy-to-remember numbers:

5 fruits and veggies
2 hours or less of recreational “screentime”
1 hour or more of activity
0 sugary drinks

The theme “5210: Be a Healthy Superstar” highlighted the campaign at the annual Logan County fifth-grade health fair in March. It also featured a contest for students to sing the 5210 jingle for a chance to have their version recorded for a radio advertisement promoting the program. The winners, Amanda Geary’s fifth-grade class from Central Elementary School in Lincoln, also made their own rock-star inspired video that ran at the local movie theater in Lincoln prior to each showing over the summer.

“The 5120 program is a simple way to remind everyone, not just children, how to make healthy choices every day,” said Angela Stoltzenburg, manager of Healthy Communities Partnership.

OBESITY/DIABETES

HEALTHY BREAKFAST MAKES A DIFFERENCE FOR HOMELESS AT WASHINGTON STREET MISSION

Memorial Medical Center partnered with Southern Illinois University School of Medicine medical students to purchase oatmeal and dry breakfast cereals to provide healthy breakfasts to homeless community members through Washington Street Mission.

“The support from MMC for this program is priceless,” said Tracey Smith, DNP, PHCNS-BC, MS, RNC, director of Medical Student Education and Community Outreach Family and Community Medicine at SIU. “It not only has a direct effect on those who are homeless but also for medical student exposure to individuals who are struggling with life challenges.”

The program—nicknamed “Oatmeal Friday”—serves between 60 and 110 people three times weekly. The program began because Washington Street Mission was the only place serving a meal before 10:30 a.m. for those in need. The meals they were able to offer were sporadic, dependent upon donations and often featured food that was not nutrient dense.

By offering a regular, healthy source of food in the morning, the program is now able to positively influence the wellness of those it serves. An additional benefit is that the medical students serving the food engage in conversations about nutrition and provide clients with exposure to trusted healthcare professionals.
ACCESS TO CARE

MEMORIAL HOME SERVICES PROVIDES FREE GRIEF SUPPORT GROUPS TO THE COMMUNITY

Dealing with feelings of grief and sorrow can be overwhelming in the midst of loss. To help individuals navigate those feelings, Memorial Home Services’ hospice program offers a grief support group twice a month in Springfield, with groups also meeting regularly in Jacksonville and Taylorville. The program is facilitated by Melanie Jesse, a licensed social worker with the hospice program. Last year, the three locations hosted nearly 60 groups with up to 20 attendees per group.

While many group members are referred from within the health system, others hear about the groups from funeral homes, physicians outside of the Memorial network and through other community businesses and resources. Grief support groups are free and open to anyone who is seeking help processing the loss of a loved one.

“Grief support normalizes the process for people,” Jesse said, and the bonds created within the structured groups extend well beyond the monthly meeting times. While it’s not an expectation, many group members choose to support one another outside of the structured support group atmosphere. Some exchange phone numbers, enjoy meals together and even support one another through their own illnesses.

ACCESS TO CARE

EXPRESSCARE SERVES ALL, REGARDLESS OF ABILITY TO PAY

Regardless of whether a patient arrives with insurance or not, ExpressCare provides high quality, easily accessible healthcare to everyone. The simple walk-in design of ExpressCare makes it hassle-free for anyone to see a physician, physician assistant or nurse practitioner when their primary care provider is not immediately available or their symptoms do not warrant a visit to the Emergency Department.

ExpressCare experienced 90,196 patient visits in fiscal year 2015, a 16-percent increase compared to FY2014. Patients with Medicaid accounted for more than 37 percent of those visits, reinforcing the need for services for individuals without private insurance.

Many Medicaid patients who visit ExpressCare also lack a relationship with a primary care provider, resulting in higher overall healthcare costs related to unmanaged chronic conditions. Therefore, ExpressCare links these patients with Memorial Physician Services to facilitate longer-term, relationship-based treatment between the patient and a primary care physician.

OBESITY

‘MOVING FOWARD’ HELPS PARTICIPANTS LOSE WEIGHT, GET HEALTHIER

Abraham Lincoln Memorial Hospital’s weight-loss program, Moving Forward, was the jump-start Gary Allspach needed.

The 14-week program helped him lose 30 pounds through exercise, behavioral modification and weekly meetings with a registered dietitian. The Mount Pulaski resident further reduced his body fat by 7 percent and improved his strength by 50 percent.

“I needed to lose weight to lower my blood pressure,” Gary said.

As participants in Moving Forward work toward improving their overall health, they also reduce the risk of heart disease, diabetes, hypertension and other diseases.

“They want you to continue with what you learned. That’s the key to keeping it off,” Gary said. “It’s easy to go back into old habits.”

Gary is a testament to sticking with his newly formed good habits, and he lost another 10 pounds after leaving the program.
OBESITY

MOVING FORWARD ON CERTIFIED RACE COURSE

In October 2014, more than 150 individuals participated in the fourth annual Moving Forward 5K and, for the first time, 10K Run/Walk. The growing event aims to show participants that an active lifestyle can be fun. Proceeds from the run/walk go to the Abraham Lincoln Memorial Hospital Foundation, which supports wellness programs for the residents of Logan County and eastern Mason County.

The 5K and 10K race routes weave through Edward R. Madigan State Park and offer race participants a scenic course to enjoy during the competitive event. The Moving Forward event’s popularity over the past four years prompted organizers to obtain USA Track & Field course certification.

“We wanted to give a fitness gift to the community, and certifying a course was a natural fit. Now, anyone can run a known distance on a safe course. After finding inconsistencies in measuring year after year, certifying the course ensures that we have an accurate course for our event,” said Todd Mourning, director of rehabilitation and program development for Abraham Lincoln Memorial Hospital. “Obesity in Logan County is a major problem. We are hoping that having this course available will encourage residents to walk or run as a way to manage their health.”

The certification also enables other race organizers in the community to host additional certified race events at a lower cost. Courses must be certified for any road running performance to be accepted as a record or be ranked nationally.

A ribbon-cutting event July 8, 2015, at Edward R. Madigan State Park celebrated the route’s certification and unveiling of permanent signage at the mile markers. As the first certified course in Logan County, the route is a step in the right direction toward fun, healthy lifestyles for residents.
ACCESS TO CARE

CHILDREN’S MOSAIC EXPANDS COMMUNITY PARTNERSHIPS

In 2015, the Children’s MOSAIC Project expanded and created new partnerships with local organizations. New partners included the Family Service Center’s Camp Compass, YMCA Springfield and support from Community Foundation for the Land of Lincoln Women’s Fund.

The Children’s MOSAIC project, funded by the Illinois Children’s Healthcare Foundation, is a community-wide collaboration led by Mental Health Centers of Central Illinois. These community partnerships have provided mental health screenings for more than 12,492 un- or underserved children and services for more than 900 children in fiscal year 2015.

One of the newest MOSAIC partners, Camp Compass, a program of the Family Service Center, serves homeless and low-income youth who attend Springfield Public Schools. MOSAIC clinicians interacted with students at the summer program at Springfield’s Ridgely Elementary School to improve social-emotional health during Healthy-Living Week. Heather Sweet, MOSAIC Project manager, trained Camp Compass staff to screen for social-emotional problems and help connect kids to the services they need.

“MOSAIC is a perfect match for Camp Compass and brings much needed resources to children who might not otherwise have access to mental health screening and services,” said Molly Berendt, program director for Camp Compass.

MOSAIC also established a new partnership with the YMCA Springfield to provide training to summer camp staff and expand skills for identifying children in need of support for social or emotional issues. An on-site MOSAIC clinician was available each week to support children at the YMCA summer camp with a goal of expanding the number of underserved children who have access to mental health services.

Building on the success of last year’s MOSAIC Moms pilot program, the Women for Women Giving Circle of the Community Foundation for the Land of Lincoln awarded a second year of funding with new support from the Communityworks Fund. A total of $60,000 was provided through the Foundation to support the expansion of MOSAIC Moms, a community-based program that addresses the mental health needs of women and children in Springfield.

MOSAIC has also expanded its connection to the community by increasing the number schools to nine that have on-site staff. MOSAIC is also engaged in other community settings, including Springfield Urban League Head Start and Boys and Girls Club of Central Illinois. MOSAIC also expanded its presence at Memorial Physician Services—Koke Mill, SIU Center for Family Medicine and SIU Department of Pediatrics by embedding behavioral health consultants who provide on-site early identification and intervention for social-emotional issues to thousands of children each year.

OBESITY

MMC SUPPORTS COMMUNITY GARDEN

Memorial Medical Center partnered with genHkids to enrich the lives of low-income children and families who live at MacArthur Park Apartments in Springfield through increasing access to fresh fruits and vegetables by sponsoring an on-site community garden.

More than 250 pounds of garden produce was harvested this summer with nearly 150 volunteer hours logged. The initiative also provides additional year-round outreach and education to children and families on healthy eating, cooking and exercise to help them adopt healthier lifestyles.

“During this time, children have learned how to compost, plant, weed, water and harvest produce from the garden,” said Jen Dillman, executive director of genHkids. “During their weekly activities, they also learn about cooking with real foods and the benefits of eating raw fruits and vegetables regularly. The weekly activities also provide a sense of community among the children in the complex.”
DIABETES

‘LIVING WITH DIABETES’ SUPPORT GROUP MAKES A DIFFERENCE IN TAYLORVILLE

A free monthly diabetes support group offered through Taylorville Memorial Hospital provides education, encouragement and additional resources to a small but dedicated group of participants—including Taylorville resident Debbie Prehn, who rarely, if ever, misses a meeting.

“Some of the most helpful things are the ideas they provide about prevention to keep my diabetes under control,” Debbie said. “I’ve got it pretty well under control now, but sometimes it rises up. The group has been so supportive about explaining what’s going on with my blood sugar and how to better control it.”

Janelle Cornell, RD, LDN, clinical dietitian, coordinates the class, which averages five to six people each month. She discusses important diabetes topics such as management, complications, diet and nutrition, exercise, medications and other tips for how to live with the disease.

“I have met so many people through this group over the years, and I am always excited to hear how well people have done and what they started to do differently to better manage their diabetes,” Cornell said. “Even better is when people tell me they are more confident about interacting with their doctor by asking questions or sharing information because they understand more about diabetes.”