“...I’m thankful for everyone involved. Because of them, I still have my wife.”

“...Now I can do just about anything that I want to...”

“...I’ve been given a second chance.”
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our mission: to improve the health of the people we serve.

Memorial Medical Center
SPRINGFIELD, ILLINOIS

Mental Health Centers of Central Illinois
10 SITES SERVING 6 CENTRAL ILLINOIS COUNTIES

Taylorville Memorial Hospital
TAYLORVILLE, ILLINOIS

MHS ANNUAL REPORT 2008
Dear Friends:

Memorial Health System completed an exceptional year in 2008. It was a year filled with great accomplishments, and one in which we intensified our commitment to the people and communities we have served for more than 110 years. Those achievements include:

- Memorial Health System’s three hospitals provided care to more than 27,000 inpatients, more than any other year in our history.
- Memorial Health System’s three Emergency Departments treated more than 93,000 patients, over 6,000 more than a year ago.
- Abraham Lincoln Memorial Hospital moved forward with plans to construct a new hospital to serve the residents of Logan and eastern Mason counties.
- Taylorville Memorial Hospital began construction of a new medical office building on the hospital campus and moved forward with plans for an outpatient services center, which will house a new Emergency Department, Outpatient Surgery and Radiology.

This past year, we also took significant steps toward improved community access to our healthcare services.

- Memorial Health System’s three hospitals provided care to more than 565,000 outpatients, up more than 9,400 visits from the previous year.
- Memorial’s ExpressCare, which provided non-emergency medical care to nearly 26,000 people at Koke Mill Medical Center in 2008, will expand to two additional Springfield locations in 2009.
- The two new ExpressCare sites will also include Memorial Physician Services clinics. With this expansion, we will have 13 primary care physician clinics in Sangamon, Menard, Morgan and Logan counties.
- As part of our commitment to improve access to outpatient imaging services, digital mammography is now available at our three hospitals, Baylis Medical Building and Koke Mill Medical Center, providing more than 24,000 women with clearer images than traditional mammography.
Not to be overshadowed by these achievements is the growing value of our commitment to give back to our community. In 2008, Memorial Health System’s Board of Directors expanded our charity care guidelines. We are proud to report that our approach to charity care is among the most generous of all hospitals in Illinois, signifying our unwavering commitment to providing equal access to healthcare for all.

Memorial Health System serves as a teaching hospital for the Southern Illinois University School of Medicine, playing a vital role in the education and training of medical students and residents who will provide healthcare for generations to come. In support of our commitment to community responsibility, all six Memorial Health System affiliates participated in health screenings and educational events to further provide for the healthcare needs of our community.

With these results as testimony, it is clear that our nearly 5,400 staff members, partnering physicians, and hundreds of generous volunteers are dedicated to the people we serve.

We move into 2009 with a mission that more clearly defines our purpose to improve the health of the people and communities we serve. This mission is reflected in the stories told on the pages of this report and is carried out every day by the people of Memorial serving the people of our community. As testament to our commitment to excellence, Memorial Health System has established a new vision to be a national leader for excellence in patient care. With a highly skilled team that has shown a passion for excellence and dedication to creating great patient experiences, we will continue moving forward. Our patients deserve nothing less.

Sincerely,

Edgar J. Curtis
President and Chief Executive Officer

Mark H. Ferguson
Chairman, Board of Directors
Every year for more than two decades, Pam Grant has received her mammogram. During the exams, she’s cringed at the deep pressure necessary so the maximum amount of tissue can be imaged and examined. Then there’s the waiting—a nerve-wracking period of several days—until she would learn the results.

Despite the discomfort and angst, the 63-year-old Springfield grandmother knows why the procedure is vital. Breast cancer has touched her family—twice. She was devastated 10 years ago when she learned that her sister was diagnosed with breast cancer. Only five years later, her daughter had a double mastectomy.

During her mammogram last August at Memorial Breast Diagnostic Services in the Baylis Building, however, Pam’s anxiety had evaporated. The exam was different from all the others. It was peaceful.

What was different? A new digital mammogram. The procedure was quick. The results were fast. “The digital wasn’t bad at all. I couldn’t believe it,” Pam said. “There’s a difference between the two.”

All three of Memorial Health System’s hospitals have made the transition to digital mammography. Memorial Medical Center, which offers digital mammograms at the Baylis Building and Koke Mill...

Memorial Named Breast Imaging Center Of Excellence

Memorial Medical Center was designated as a Breast Imaging Center of Excellence by the American College of Radiology in June—an achievement that has been earned by fewer than 300 of the 8,800 certified mammography facilities in the United States.

The national recognition is given to centers that have been accredited in comprehensive breast imaging that includes mammography, stereotactic breast biopsy, breast ultrasound and ultrasound-guided breast biopsy.

Memorial provides care to nearly 20,000 women annually at the hospital’s Baylis Building and at Koke Mill Medical Center. About 17,000 mammograms, 2,600 ultrasounds, nearly 800 biopsies and about 250 breast MRIs were performed at Memorial last year.

Memorial Exams Go Digital

All Three Hospitals Make The Transition

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nearly 200 central Illinois residents were part of a national clinical trial that confirmed an imaging alternative to colonoscopy was effective at spotting most colorectal cancers, the second leading cause of cancer death in the United States. Clinical radiologists, S.C., partnered with Memorial Medical Center and Springfield Clinic to be one of 15 clinical sites in the study, conducted by the American College of Radiology Imaging Network and sponsored by the National Cancer Institute. Findings were reported in a September issue of the New England Journal of Medicine.

The imaging alternative is known as computed tomographic colonography or virtual colonoscopy. The procedure is less invasive than conventional colonoscopy, the current gold standard to detect colorectal cancer. About 50,000 lives are claimed each year by colorectal cancer.

Virtual colonoscopy identified nine out of 10 people who had cancers and large growths seen by regular colonoscopies in the study. Participants received both procedures on the same day.
Bill Moore faced brain surgery in 2001 to treat double vision, caused by a non-malignant pituitary tumor that was excreting excessive growth hormone.

The tumor couldn’t be completely removed because of its location near Bill’s optic nerve. Medical injections to keep the hormone in balance were expensive. He had to quit taking them when insurance stopped paying. One year later, when he was told another open-brain operation was a possibility, Bill decided that he didn’t want to undergo a second surgery.

Thanks to technology available at Memorial Medical Center’s Regional Cancer Center, Bill had another option. In September 2008, he received stereotactic radiosurgery, imaging of the tumor with MRI and CT followed by a high dose of precisely targeted radiation. Computers create three-dimensional images of the brain. These images guide radiation oncologists and neurosurgeons in aiming radiation from multiple angles at the tumor.

High doses of radiation are delivered to the tumor with minimal exposure to surrounding healthy tissue. There’s no incision, and general anesthesia isn’t required.

“We’re really about making sure that care is state of the art, and that patients can get it locally,” said Linda Jones, administrator of oncology, pulmonary and clinical research services at Memorial Medical Center. Whether they’re facing cancer or non-malignant tumors, patients benefit from the constant upgrading of technology.

Stereotactic radiosurgery is one of three new technical advancements offered at the Regional Cancer Center in the last year delivering high doses of radiation straight to a tumor. It can work in cases in which the only other option is open-brain surgery or in cases where surgery isn’t possible because of the location or shape of the tumor.

The other technologies are intensity modulated radiation therapy, or IMRT, and image guided radiation therapy, or IGRT. IMRT is a three-dimensional computer-run treatment that attacks a tumor from various angles with high doses of radiation directly to the tumor. IGRT uses a three-dimensional CT scan prior to each radiation treatment to increase the accuracy of treatment even more and can be used with traditional radiation or with IMRT.

“All three of these technologies are improving the precision of radiation therapy so you can give higher doses of radiation to the tumor without affecting the adjacent tissue,” Jones said. “It’s very patient-oriented.”
She added that services at the cancer center, which has been in place at Memorial since 1976, have always evolved in such a way to meet the needs of the community. In some cases, patients aren’t even aware of the more sophisticated options for the treatment of their diseases. “You’re introducing them to these very huge pieces of equipment, and it can be somewhat overwhelming,” Jones said. “It’s hard for them to describe what the experience should be like. They have to put a lot of trust in the physicians and staff.”

These new technologies assist with the Regional Cancer Center’s broad goals of reducing the physical and psychosocial burdens of having cancer, Jones said. “Cancer is a disease that raises multiple issues for families and requires a multi-disciplinary approach to treatment.”

For Bill, successful completion of his treatment means he won’t need surgery or another injection again. And the side effects from his procedure are minimal. “It gave me another choice,” Bill said. “Something that could work.”

More than $1 million of federal funding through the National Cancer Institute was awarded to the Central Illinois Community Clinical Oncology Program. About one-third of the funding will be directed to support the program resources at Memorial Medical Center.

“Every cancer patient needs and deserves access to the latest treatment and care,” according to Linda Jones, administrator of oncology, pulmonary and clinical research services. “That’s the objective for offering clinical trials in cancer through Memorial’s Regional Cancer Center research program.”

The national Community Clinical Oncology Program is a network of community oncologists conducting cancer prevention and treatment clinical trials. The network connects academic medical centers with community physicians who enroll patients in those trials.

That means local oncologists have access to the most promising investigational drugs, prevention strategies, management of symptoms and treatments. They benefit from access to state-of-the-art approaches to care of cancer patients.

Memorial’s staff of five clinical trial registered nurses, a research coordinator, a secretary for clerical support and a tumor registrar work with cancer doctors to enroll patients in more than 90 clinical trials. Last year, Springfield physicians with the support of Memorial staff enrolled 69 patients in cancer treatment trials, 69 patients in cancer control trials, and provided care and follow-up for hundreds of patients who enrolled in clinical trials in previous years.

This marks the 23rd year that the central Illinois program has received the federal funds.

For the 23rd year, the Central Illinois Community Clinical Oncology Program, a network of community oncologists who conduct cancer prevention and treatment trials, received federal funding through the National Cancer Institute to support cancer research at Memorial Medical Center. Memorial's Regional Cancer Center team includes, from left, Deanna Geer, Brooke Trickey, Rhoda Koshinski, Mary Jo Huber, Karen Graber, Bonnie Miller (seated), Christina Tucker and Stephanie Allbritton.

Heart Failure Clinic Improves Quality Of Life

Since opening its doors in April 2008, Memorial Medical Center’s Heart Failure Clinic has helped an estimated 40 patients learn how to live more comfortably with their disease. “Heart failure affects their quality of life,” Judy Maynard, a registered nurse and member of the Heart Failure Support Team, said. “Through the clinic, patients learn how to recognize early signs and symptoms of heart failure and when to seek treatment. By having a better understanding of their disease, patients will be able to achieve the highest possible quality of life.”

Located in the Memorial Heart and Vascular Institute, the nurse-run clinic welcomes patients every Tuesday and Thursday. The advanced practice nurse provides patient and family education as well as ongoing management through a multidisciplinary team approach. The patients regularly meet with a pharmacist and may also consult with an assigned social worker, dietitian and exercise physiologist.
Bob Wilson’s life changed on April 23 as he and his wife, Linda, pulled into a Springfield Shop ’n Save to pick up some groceries. After Linda parked their Silverado, Bob opened the truck’s door but couldn’t walk. “My legs were all wobbly,” he said. “She put me back in the truck, and we went home.”

The Rochester couple assumed it was a bad reaction to an injection Bob received earlier that day. Bob, who’s 59, has spinal stenosis, a narrowing of the spinal cord that places pressure on the nerves and leads to persistent pain. It was his first injection.

However, their family physician was certain something else must be going on and told them to go to the hospital. It turned out that Bob suffered a ministroke. The next day, while still an inpatient at Memorial Medical Center for observation, Bob had a major stroke.

His hospital stay included a move to Memorial’s Regional Rehabilitation Center to begin the transition back to his home and community. “You have to relearn everything,” he said. “It’s almost like you’re a baby again.” The center has received accreditation from the Commission on Accreditation of Rehabilitation Facilities in five separate program areas, including stroke, a level achieved by only four rehab centers around the world. About 460 patients receive care each year, including people with spinal cord and traumatic brain injuries.

Bob’s rehabilitation involved meeting with recreational therapist Lisa Cline, who told him they were going to play video games on the Nintendo Wii system as part of his rehabilitation therapy. No stranger to video games—he owns an Xbox and a PlayStation—Bob still remembered thinking, “You must be out of your mind. I can’t move. I can’t stand up.” He was in a wheelchair the first time he used the Wii.

Cline’s interest is more than just fun and games. She uses the Wii, along with other recreational activities, to help patients with their recovery. She had Bob play a hunting game to help him with hand-eye coordination. As Bob was able to stand, she used a bowling game to improve his balance. “It’s a great confidence builder,” Bob said.

“Anything I can provide that would be entertaining where patients don’t realize that they are doing therapy is beneficial,” Cline said. “The physical and cognitive requirements of the Wii are exactly what I need to work on with my patients.”

Working with the Wii was so helpful to Bob that he borrowed his neighbor’s game console when he...
In the photo at the left, Bob lines up a shot during a round of golf on the Nintendo Wii. The Wii games are integrated into recreational therapy to help stroke patients recover strength, balance and cognitive function.

returned home to continue his therapy. “If you enjoy doing something, it keeps you going and you get more out of it.”

Bob eventually participated in a fishing clinic at the Illinois State Fairgrounds, one of several outdoor-recreation clinics that Memorial has sponsored for patients. That’s where Cline showed him the adaptive equipment that was available so he could resume one of his favorite pastimes. He can cast a fishing rod with one hand and secure it in a harness attached to his body. When a fish bites, the device allows him to reel it in with his fully functioning right hand. The first time Bob used it at Sangchris Lake State Park was “a gratifying moment.”

The Wilsons have returned to Memorial several times since his stroke to meet with other stroke survivors. Bob assures them that while the road to recovery is difficult, a stroke is not the end of the world. Linda lets spouses know what they can expect in their new role as the caregiver at home.

Bob is grateful to all of his therapists during his recovery. He still works on mastering task-related items. Although he may forget to unbuckle a seat belt or hang up the phone, he is thankful for how far he’s come. “They’re interested in you as a person, not just as a patient. They push you just as hard as you need to be pushed, but not too hard,” he said.

“There’s always hope. I feel like I’ve been given a second chance.”

VisionWorks: Low Vision Rehab Program Launched

In November 2008, Memorial Medical Center launched VisionWorks, a comprehensive, low vision rehabilitation program.

Visual impairment has been identified as one of the four most significant contributors to lost independence among older Americans. For elderly residents with a loss of vision, the difficulty in accessing services can be insurmountable. Loss of vision threatens independence and presents challenges with activities of daily living (reading, writing, self-care, personal and household management, social interactions and community involvement), personal safety and mobility, and overall quality of life.

Patterned after nationally recognized models, and as part of Memorial’s extraordinary rehabilitation services, VisionWorks will provide elderly residents of Sangamon and surrounding counties with comprehensive low-vision evaluation, treatment intervention, education and adaptive device training, and facilitate successful reintegration to home, community, school, work and volunteer environments.

The goal of VisionWorks is to enhance the use of functional vision in order to maximize independent living abilities, safety and quality of life for people in the community who incur vision loss.

VisionWorks was launched with grants from the Memorial Medical Center Foundation and the King’s Daughters Organization.

In the photo at the left, Bob lines up a shot during a round of golf on the Nintendo Wii. The Wii games are integrated into recreational therapy to help stroke patients recover strength, balance and cognitive function.

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MASH Supports Patient Care, Employee Aid

Even as the economy tightened, Memorial Medical Center employees reached into their pocketbooks to pledge financial support for patients and co-workers with a record-setting contribution to the annual employee-giving campaign.

Celebrating its 20th year, MASH (Membership Annually Supports Health) received $200,812 thanks to the generous commitment of 823 employees. Some designate their gifts to specific departments while others leave their gifts unrestricted to be used where the need is greatest.

Employees also use their MASH donations to support Memorial’s Nursing Excellence Fund and SystemCARE, which provides financial assistance to their colleagues who experience a personal emergency, such as a fire or catastrophic illness in the family. More than $2.5 million has been raised through MASH in its two-decade history.
With a commitment to deliver a full range of coordinated healthcare services for children with developmental disabilities or mental illness, Mental Health Centers of Central Illinois united with other regional healthcare providers in the Noll Medical Pavilion in Springfield.

The Children's Center of MHCCI leased about 9,000 square feet of space on the Noll Medical Pavilion's second floor in June.

As many as 7,000 children and their families from across central Illinois are expected to be served by the providers in the Noll Medical Pavilion. Dedicated in June 2008, the building was the first step in creating a one-stop medical home where children receive comprehensive care.

For the next step, the children's services providers at Noll Medical Pavilion formed the Children's Healthcare Partnership.

This unique collaboration, which takes a comprehensive approach to the whole child, is comprised of The Children's Center, a program of MHCCI, The Hope Institute for Children and Families, Southern Illinois University School of Medicine's Division of Child and Adolescent Psychiatry, The Autism Program of Illinois and the Central Illinois Developmental Disability Dental Advisory Committee.

"For children with mental illness and developmental disabilities, access to quality care has long been a significant problem,"
The high quality of services and dedication to providing the best patient-centered care have earned Mental Health Centers of Central Illinois a three-year accreditation through the Commission on Accreditation of Rehabilitation Facilities.

CARF surveyors visited MHCCI sites and spent hours evaluating staff and clients. Their report indicated management and staff have clearly made a strong commitment to excellence in the field of behavioral health, rehabilitation and employment services. In total, MHCCI was recognized for 24 strengths and six exemplary commendations.

Agencies accredited by CARF are recognized for superior standards of care, value and optimal clinical outcomes that enhance the lives of those served. CARF accredits only those human service and rehabilitation programs that meet their rigorous standards.

MHCCI Earns 3-Year Accreditation

Jan Gambach, MHCCI’s president and system administrator of behavioral health at Memorial Health System said. “The Noll Medical Pavilion not only addresses this need but also moves us one step closer to creating a medical home where children can receive high quality, comprehensive care in one convenient, centralized location without regard to a family’s ability to pay.”

The services provided at the Noll Medical Pavilion include behavioral health, rehabilitation, psychiatry, optometry and physical and occupational therapy. Other services to be added include primary healthcare, oral health services and a pharmacy.

For children with complex conditions, coordinated care is crucial to ensuring that the proper services are delivered at the right time and in the proper manner.

The Noll Medical Pavilion is adjacent to the former Doctor’s Hospital building, now the home of Lincoln Prairie Behavioral Health Center, an 80-bed child and adolescent psychiatric hospital.

New Surgical Intensive Care Unit Provides Calm, Healing Environment

The services provided at the Noll Medical Pavilion include behavioral health, rehabilitation, psychiatry, optometry and physical and occupational therapy. Other services to be added include primary healthcare, oral health services and a pharmacy.

The Noll Medical Pavilion is adjacent to the former Doctor’s Hospital building, now the home of Lincoln Prairie Behavioral Health Center, an 80-bed child and adolescent psychiatric hospital.

The new Surgical ICU, on Memorial Medical Center’s second floor, began caring for patients March 2008. With warm colors on the walls, two-toned, laminate wood floors and natural light from windows, the unit provides a calm, healing environment.

“It’s warm, and it’s homey, and that is what we really want, as much calm as possible in this kind of environment where you have bells and whistles and alarms going off all the time,” Marsha Prater, senior vice president and chief nursing officer, said.

The family waiting area includes sleep chairs, recliners and a shower for visitors staying overnight. The soothing décor and comfortable accommodations ensure families a quiet place to rest and visit during a stressful time.

Previously, Memorial’s Surgical ICU and Medical ICU both shared quarters on the seventh floor, where the Medical ICU remains. But an increased volume of seriously ill patients drove the need of having more beds available.

“More beds mean less waiting for those critical patients,” Prater said. “And if needed, it allows for more time in the ICU.”

The new addition opened with six beds, but now operates eight beds and has the capacity to grow to 15.
If there’s one thing that Joe Greer enjoys more than taking care of his 2002 black Corvette, it’s spending time with his grandchildren.

“It’s the American sports car,” the 63-year-old Springfield resident said, a radiant beam stretching across his face. He’s owned 14 of the sleek classic autos since 1972, fulfilling a dream that began when he was a teen-ager. He and his wife, Caroline, have just as many grandchildren, ranging from a second-grade girl to a young man serving his country in the Air Force, and a 15th is on the way. “And I want to be around to see and play with them for a long time,” he said.

In February 2008, Joe, assistant superintendent for public works for Springfield, wasn’t certain how much time he might have. That’s when an X-ray revealed a mysterious lesion on his liver. A follow-up CT scan and MRI weren’t conclusive enough to verify that the lesion posed no danger to his health. Eight weeks after the discovery, Joe was scheduled for a biopsy, which carried some risks of excessive bleeding. “I was scared to death,” Joe recolled.

Moments before the biopsy, Dr. Kevin Coakley, a radiologist with Clinical Radiologists, S.C., wanted to do one more test, using a newly acquired scanner that merges nuclear medicine imaging with the pinpoint accuracy of CT scanning. The physician thought the Symbia T16 TruePoint SPECT-CT system could reveal if the lesion was a hemangioma, the most common benign liver tumor in adults.

The SPECT-CT scanner, which has been in use at Memorial Medical Center since March 2008, allows physicians to detect heart disease, cancer and other diseases earlier and to target treatments with greater precision. The scanner provides physicians with more detailed information and increased image clarity in a single non-invasive procedure than they could have obtained through separate SPECT and CT scans. The Symbia scanner is from Siemens Medical Solutions of Hoffman Estates, Ill., and was the first unit of its kind installed for clinical purposes in the United States.

“Whether it’s an organ-specific or a full-body scan, this technology is allowing us to begin treatment of certain conditions that would have gone undetected before,” said Tiffany Lowers, manager of outpatient imaging services at Memorial Medical Center.

Previously, patients underwent separate exams. In a SPECT, or single-photon emission computerized tomography,
Joe Greer shows off five of his 14 grandchildren, as well as his 2002 Corvette. Greer avoided a potentially dangerous surgery in February when his doctor used a non-invasive SPECT-CT scan to diagnose a benign lesion on his liver. The clean bill of health means he can spend even more time with his family (and his Corvette).

procedure, patients are injected with a drug containing a weak dose of radiation to trace a disease’s path and help identify abnormal cells. The SPECT machine scans the patient, producing three-dimensional images of the body. CT, or computed tomography, scans yield exceptionally detailed pictures of the body’s anatomy but can miss small or early-stage tumors.

With separate scans, patient movement and the time interval between exams could produce conflicting or inexact results.

The combined SPECT-CT technology detects changes in patients’ molecular activity—before structural changes become visible—and merges that information with precise anatomical detail obtained through CT technology to pinpoint the location of abnormal tissue. Patients only have to make one appointment with the combined system.

“In what this means to patients is that their physicians will be able to plan treatment more effectively,” Dr. Charles Neal, a radiologist with Clinical Radiologists whose specialty is in nuclear medicine, said. “As a result, potentially unnecessary and invasive surgeries can be avoided and the risks of necessary surgeries can be reduced.”

In Joe’s case, the scanner revealed that his biopsy would not be necessary. Shortly after the SPECT-CT scan, Dr. Coakley informed him and his wife that all was well. The lesion was not cancerous, and Joe couldn’t have been more pleased. “Nobody but God Almighty knows how good I felt when that doctor came back and said, ‘You can go home,’” he said.

The clean bill of health meant that Joe knew there would be more time for his family, including those 14 grandchildren, and his Corvette. “I will be forever grateful.”

New MRI At Memorial Designed To Be Accessible To More Patients

A new magnetic resonance imaging system at Memorial Medical Center is designed to help patients who previously were unable or unwilling to undergo the scans.

The hospital installed Siemens Healthcare’s Magnetom Verio 3T magnet in the Baylis Building in September 2008. The MRI uses the strongest magnet strength clinically available. It’s also designed with a larger opening that’s nearly 28 inches in diameter and a table that’s able to handle up to 550 pounds, making the scanner more accessible to larger patients. Other MRIs traditionally have a 350-pound weight limit.

The scanner also helps patients suffering from claustrophobia. About one out of 10 patients experience claustrophobia during an MRI. The new scanner has a shorter tube-like structure that patients pass through as they’re scanned, helping to reduce their anxiety and discomfort about being in confined spaces. The room in which the scanner rests also has two faux windows, one on the rear wall and another on the ceiling, that simulate an outdoor view to create a more open environment for patients.
From The Comfort Of Home
Telehealth Monitors Keep Close Track Of Patients’ Health

Someone’s keeping an eye on Donald Richardson’s vital signs every day, even when he and his wife are the only ones at home.

The 82-year-old Springfield resident is an early riser. Every morning at 7 sharp, he goes to a small monitor resting on his kitchen table. He wraps a blood pressure cuff around his arm, slips a rubber sensor over the tip of a finger, and stands on a scale. All of these are hooked up to the telehealth monitoring system on the table. In less than 10 minutes, it will take his vital signs and transmit the information to a nurse with Memorial Home Services to review.

After this daily check-up, Donald can settle down in his favorite chair and read a Western by Louis L’Amour, Zane Grey, Matt Braun or another favorite author. While he’s engrossed in a favorite story or catching an episode of “Law and Order” or “Crime Scene Investigation”—the originals, not those spinoffs—on television, a nurse reviews the data to make sure Donald’s health is on track or if there’s a need to intervene.

Donald was among the first patients to have a telehealth monitoring system installed in his home in early July.

Memorial Home Services, an affiliate of Memorial Health System, purchased 15 of the units. Each unit is hooked up through a patient’s phone line. The monitor will talk patients through checking vital signs of heart rate, blood pressure, oxygen levels and weight.

Memorial Home Services, which provides home nursing, hospice and medical equipment services across a 19-county region in central Illinois, received a $65,000 grant from the Memorial Medical Center Foundation to fund the initial telehealth effort and to place monitors in patients’ homes.

“This technology will greatly benefit patients with congestive heart failure, asthma, chronic obstructive pulmonary disease and other ailments by allowing healthcare professionals to monitor their vital signs daily,” Chris King, clinical supervisor at Memorial Home Services, said. Patients also continue to receive regular visits from home health professionals.
Memorial Home Services Goes Green, Purchases Eight Hybrid Vehicles

Memorial Home Services purchased three hybrid Honda Civics in November 2007, a purchase that reflects the affiliate’s commitment to promote a greener environment and to reduce auto emissions.

The hybrid vehicles are put to good use. Staff members with Memorial Home Services logged more than 1.1 million miles to make approximately 65,000 home visits to patients in 19 central Illinois counties in a year. Five more vehicles were purchased in October 2008.

“We are constantly identifying new ways not only to treat patients but also to restore their health and improve their lives,” Tom Westrick, Memorial Home Services’ administrator, said. “Promoting a healthy environment is consistent with our mission.”

Employees Give Over $60,000 To United Way

Employees from Memorial Medical Center, Memorial Physician Network (formerly HealthCare Network Associates), Memorial Home Services and Memorial Health System pledged $61,400 to the United Way of Central Illinois campaign in 2008, lending their support to more than 30 health and human-care services in the community.

Memorial raised more than $150,000 in the campaign. The additional money was raised through a variety of fund-raisers at the hospital, including the annual basket raffle, book sales and chocolate sales.

Two Memorial Health System affiliates were among the recipients of United Way funding. Memorial employees designated $9,990 to Memorial Home Services. The funds help provide patient-care services within the home health program in areas where funding is inadequate to meet patients’ needs.

Mental Health Centers of Central Illinois received $8,336 in employee-designated funds. The money assisted individuals, especially during a crisis, access a variety of vital services at MHCCI, The Children’s Center and the West Lake Center.

Local agencies that benefit from United Way funding deal with community issues including homelessness, domestic violence, child care, teen pregnancy, and programs for the disabled and senior citizens.

Donald is diabetic and has asthma and emphysema. He’s on oxygen around the clock, a portable oxygen tank always by his side, and has congestive heart failure. His health keeps him at home most of the time; his cherished pastimes of fishing and refinishing furniture are memories. The telehealth monitor is a godsend for the Richardson’s because Donald can have his vital signs checked in their home, instead of leaving the house for scheduled doctor visits.

The telehealth monitors are also configured to ask questions tailored to each patient’s specific diagnosis, King said. “It can gather important information by asking ‘Are you experiencing more difficulty breathing today compared to a normal day?’ or ‘Are you having difficulty taking any of your medications?’” King said.

“It keeps him on a regimen,” Betty said. “We’re glad we’ve got it.”

Daily monitoring allows nurses to identify changes in their patients’ health status earlier, preventing visits to the emergency room or hospital stays and improving patient outcomes, King said. “If the data indicates a need for intervention, the nurse will be able to take action.”
Construction of a new medical office building began at Taylorville Memorial Hospital in June 2008, the first step in a planned three-phase project that will significantly improve health services for the people of Taylorville and Christian County.

“It’s all designed with the patient in mind,” Dan Raab, Taylorville Memorial Hospital’s president and chief executive officer, said. “All three components will help us better meet the needs in our community.” The changes planned for the hospital campus will make it faster, easier, more convenient and more comfortable to receive medical care.

Another phase includes a new outpatient services center, which will be the home for a new Emergency Department, Outpatient Surgery and Radiology. The center will include a permanent MRI scanner, replacing a mobile MRI unit currently in use. Construction of the outpatient services center is expected to begin in 2009, pending approval from the Illinois Health Facilities Planning Board.

Completion of the 40,000-square-foot medical office building, Springfield Clinic Taylorville, is expected in July 2009. It will consolidate Springfield Clinic physicians currently spread out at three locations in the community.

The upgraded offices, which will be just west of and connected via corridor to the hospital, are needed to replace outdated, inefficient space. More than 60 Springfield Clinic staff members will join a team of seven full-time physicians and six nurse practitioners and physician assistants in the new building. In addition to housing the full-time clinical staff, the medical office building will host Springfield Clinic’s robust specialty outreach program. More than 20 medical specialists from Springfield Clinic in Springfield will regularly conduct clinics in Taylorville, meaning fewer Christian County patients will need to travel to Springfield to see their specialists, such as cardiologists or urologists.

The one-story outpatient services center is planned to replace some departments that are more than 50 years old. It’s a move, Raab said, to have the physical layout of the hospital reflect its services. “The surgery department was designed over 50 years ago to meet the needs at that time,” he said. “And in those days, you came into the hospital for two weeks to have your gall bladder removed.”

Patients will be able to quickly access the new center for tests like mammograms and CT scans as well as outpatient surgery. It will be closer to parking with no elevators, and the design emphasizes patient privacy. Raab said the facility would help recruit and retain physicians in Taylorville. The new operating rooms will be more spacious and better lighted, and technology will be state of the art.

Another phase in the project will be a road that provides a direct connection between the hospital and Route 29. The road will provide quick access and divert traffic away from the schools and surrounding residential areas, Raab said. At least 70 percent of traffic is expected to be directed away from those areas, alleviating congestion and improving safety to patients, residents and children. It will also make it easier for ambulances to arrive at the hospital.
Taylorville Memorial Hospital received a new, state-of-the-art coagulation analyzer in summer 2008. The system allows for faster and more efficient testing of clotting time and other factors associated with a patient’s blood.

“With the old equipment, medical technologists would have to wait until all the tests were finished before being able to process a critical patient’s lab test,” Lora Polley, director of Ancillary Services, said. “Now they are able to add these patients at any time.”

The faster results allow physicians to more quickly adjust the patient doses of certain anti-coagulant drugs. This has led to better patient care, more effective treatment results and an increase in patient satisfaction.

Rural Doctors Benefit From Taylorville Memorial Programs

In an effort to bridge the gap between rural living and quality healthcare, Taylorville Memorial Hospital hosted a series of three medical continuing education programs developed for rural healthcare providers.

Physicians, nurse managers and nurse practitioners from across the area benefited from the following programs: “Managing Type 2 Diabetes and Promoting Metabolic Cardiovascular Health: Issues for the Rural Healthcare Professional,” “Breast Cancer Prevention for the Rural Healthcare Provider” and “Strategies for Smoking Cessation for the Rural Healthcare Provider.”

The education programs were made possible by a $3,000 grant from the Illinois Critical Access Hospital Network. However, all educators involved waived their fees, and the funds were used to update the hospital’s CPR training equipment.

ExpressCare, Physician Offices Expand To Two Additional Sites

Memorial Health System began work to open two new locations for ExpressCare, which provides non-emergency medical care without an appointment. The two locations, one in northeast Springfield and the other in south Springfield, will also include new physicians’ offices that will be part of Memorial Physician Services, formerly HealthCare Network Associates.

The northeast Springfield location is a new 12,000-square-foot building; the south Springfield location is renovating an existing 8,400-square-foot building. Work on both locations will be completed this spring.

Both ExpressCare sites will open soon after construction and renovation is finished. Memorial Physician Services at North Dirksen and Memorial Physician Services at South Sixth will open later in 2009. Both locations will offer on-site laboratory and x-ray services.

Memorial ExpressCare at Koke Mill, with more than 25,000 visits annually, continues to provide patient care.
When you’re suffering from a debilitating lung condition and you don’t have a driver’s license, making twice-weekly 60-mile round trips between Lincoln and Springfield is a daunting prospect.

John Meyers of Lincoln needed a bullectomy, a surgical procedure in which a bulla—an expanded air space in the lungs that doesn’t contribute to breathing—is removed. His surgery was at Memorial Medical Center, but his twice-a-week therapy, both before and after the operation, was only an option if he could receive it in his hometown.

“I couldn’t make those trips to Springfield,” John said.

That’s where Abraham Lincoln Memorial Hospital was able to help. Sharon Koester, manager of ALMH’s cardiopulmonary department, wanted her patient to have full access to the care he needed. She knew it was not only more convenient for John to complete pulmonary rehabilitation in Lincoln, but it was really necessary. She made arrangements for John to have his pre- and post-surgical therapy at ALMH.

“In John’s case, it would have been almost impossible for him to go into Springfield to do the exercise part of it,” Koester said.

John is one of about 1,400 patients seen annually in ALMH’s cardiopulmonary department for conditions such as asthma, bronchitis, emphysema, pulmonary fibrosis and cystic fibrosis. Typically lasting 10 weeks, the sessions include physical exercise as well as education on breathing, diet, lifestyle choices and medication use.

John, 62, started his therapy before surgery, going to ALMH twice a week to strengthen his lungs with physical exercises and educational breathing sessions. He learned better techniques to keep him from getting winded.

Even with the aid of oxygen, John sometimes took 90 minutes to shower and would need to stop and catch his breath after turning the wheel on his riding lawn mower. Still, he often juggled his oxygen tank to take a bicycle ride to the hospital for required pre-surgical sessions. The reasoning behind his motivation to get to ALMH was simple: he wanted his life back.

“Sometimes it would take me 30 minutes to get my breath,” John said. “One time somebody thought I was dying. The main thing was to get that operation as soon as possible.”

After surgery, John faithfully attended his 10 weeks of therapy at ALMH. His weight rose from 164 to 193 pounds. He even continued sessions after the required timeframe. He’s now able to stay on a treadmill for 30 minutes, instead of six.

“Now I can do just about anything that I want to, as long as I don’t jump into it too fast,” John said.

“He was a perfect patient. He did everything he was supposed to do,” Koester said. “And it brought great results.”
The Memorial Medical Center Foundation awarded nearly $210,000 in health–related grants to 17 projects throughout the health system and the community. The Foundation awards grants in the areas of patient care, education and research.

One central Illinois organization receiving assistance was Kumler Neighborhood Ministries in Springfield. It received $49,749 for its pharmaceutical assistance program, which helps low-income residents who need prescription medication to manage medical problems.

Other grants included $35,000 to Memorial Medical Center’s Interdisciplinary Pain Expert Group to purchase equipment that monitors the amount of carbon dioxide in respiratory gases to help monitor respiration in high-risk patients.

The Foundation has distributed nearly $5 million in grants since 1985.
Nancy O’Dell does not remember July 23, 2008, but it’s a day her family will never forget.

The 55-year-old Virden resident awoke at 4 that morning with excruciating pain. Her husband, Dave O’Dell, immediately called for help, and she was rushed to Memorial Medical Center’s Emergency Department.

“The doctor said if it is an aortic problem, you’ll need to call your family because the condition is catastrophic,” Dave said. “They took her for a couple tests, and she was diagnosed literally within 10 minutes of coming in.”

Nancy suffered an aortic dissection, a tear in the outer layer of the blood vessel branching off the heart. It’s a commonly misdiagnosed condition that can quickly lead to death.

Nancy was immediately taken to the operating room where she spent eight hours in surgery that included stopping her heart for 15 minutes. Doctors were able to repair 20 percent of her aorta, and she spent four days in ICU before leaving the hospital Aug. 1.

“I’ve always looked back and thought, if we had gone to any other place that morning, we would have lost time, and it could have been a very different outcome,” Dave said.

In fact, the Emergency Department at Memorial has a track record of extraordinary patient care. Nearly 65,000 patients were served in 2008, an 8 percent increase over the previous year. The staff treats about 180 patients each day in the 44-bed unit.

“We’re prepared to take care of whatever presents to the ED,” Jennifer Boyer, RN, director of emergency medical services, said.

Around 220 people work in the ED, including registered nurses, LPNs, ED technicians, unit clerks, unit support assistants and office support staff. The Midwest Emergency Department Specialists (MEDS) provide physicians, nurse practitioners and physician assistants.

The staff regularly treats patients with cardiac conditions, strokes, respiratory problems, sepsis and diabetes. They also see a fair share of broken bones, lacerations, eye injuries, nose bleeds and ear infections.

“There really isn’t anything that we do not take care of,” Boyer said. “Our world-class emergency care includes medical expertise that combines knowledge and
experience with compassionate care. That allows us to work at a faster pace and still achieve great results.”

The care given at Memorial’s Emergency Department is twice as fast as the national average. And it’s that quick response that Dave believes saved his wife’s life.

“Everything fell into place that day, and I credit each employee for saving her life. It’s something you don’t think about until it happens to you.”

Nancy still faces a difficult journey. She had a second operation to repair the remaining damage to her aorta, and she has lost 60 pounds since the surgeries. Her long-term recovery includes strict blood pressure control and follow up CT scans. But in time, her family believes she can get back to the things she enjoys, like book club, her bunko group and serving on the library board.

“Right now we’re just taking it one day at a time,” Dave said. “But she plans on getting back to 100 percent. And knowing Nancy, that’s exactly what she’ll do.”

Memorial ED Team Goes To Guatemala

A group consisting of an ED physician, eight ED nurses and two EMTs traveled in February to Guatemala to provide medical care and deliver medical and other supplies to a Guatemalan clinic and orphanage. “We stayed in Antigua, Guatemala, and ran four days of clinic at Mercy Clinic at an orphanage called Casa Angelina in Chimaltenengo,” said Peggy Knowski, RN, who organized the trip.

Memorial Health System provided young people from junior high to college with many opportunities to learn more about healthcare careers.

About two dozen high school students, decked out in bright red scrubs, received hands-on knowledge about the nursing profession in Memorial Medical Center’s seventh annual Teens Experiencing Nursing (TEN) camps.

Twenty students attended Memorial’s four-day TEN camp in July followed by another three students who completed TEN University, designed as a more intensive experience for students who have already been through a TEN camp. The camps are free to qualifying students. They offer innovative learning and career opportunities to help students learn about gratifying career options in nursing and other healthcare professions.

The hospital also sponsored its sixth annual Explorer Post 1897, in which 106 students from 18 high schools learned about healthcare careers, including rehabilitation, nursing, radiology, cardiovascular, information systems, health information management and laboratory. Throughout the school year, students attended monthly programs featuring a different healthcare career.

At Taylorville Memorial Hospital, nearly two dozen eighth-graders learned about healthcare careers in the hospital’s Scrubs program. Two groups attended six sessions each, touring departments and job-shadowing clinicians in radiology, pharmacy, lab, emergency medicine, nursing and rehab services.
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- Memorial Home Services, Lincoln
- Memorial Home Services, Springfield
- Passavant Home Services, Jacksonville

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- Roy Newman
- Michael O'Shea
- Janet Stover
- Marilyn Tate
- Laura Thomas
- Karen Valenti
- Becky Werth

**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
- The West Lake Center
- Memorial Counseling Associates
- Logan-Mason Rehabilitation Center

**MEMORIAL HEALTH VENTURES**
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**ALLIANCE AGREEMENT PROVIDER**
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## MHS FY 08

### Operating Statistics

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<tr>
<th></th>
<th>FY 2007</th>
<th>FY 2008</th>
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<tr>
<td><strong>MEMORIAL MEDICAL CENTER</strong></td>
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<tr>
<td>Licensed Beds</td>
<td>562</td>
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<td>Patient Days of Care</td>
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<td>Discharges</td>
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<td>Births</td>
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<td>Average Length of Stay</td>
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<tr>
<td>Outpatient Visits</td>
<td>465,250</td>
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| **MEMORIAL HOME SERVICES** |         |         |
| Hospice Days of Care     | 33,874  | 41,332  |
| Home Health Patients     | 3,143   | 3,677   |

| **HEALTHCARE NETWORK ASSOCIATES** |         |         |
| Clinic Visits             | 251,013 | 270,039 |

| **ABRAHAM LINCOLN MEMORIAL HOSPITAL** |         |         |
| Licensed Beds              | 25       | 25       |
| Patient Days of Care       | 4,367    | 4,344    |
| Discharges                 | 1,295    | 1,300    |
| Average Length of Stay     | 3.37     | 3.34     |
| Outpatient Visits          | 54,012   | 56,146   |

| **TAYLORVILLE MEMORIAL HOSPITAL** |         |         |
| Licensed Beds               | 25       | 25       |
| Patient Days of Care        | 6,028    | 6,272    |
| Discharges                  | 1,768    | 1,717    |
| Average Length of Stay      | 3.41     | 3.65     |
| Outpatient Visits           | 36,405   | 38,128   |

### Festival Of Trees Raises Nearly $200,000

The 18th annual Memorial’s Festival of Trees raised a record $196,000 for Memorial Medical Center projects and programs.

*cont’d on page 25...*
More than 30,000 people visited the nine-day family holiday tradition in November 2007 featuring more than 130 exquisitely decorated holiday trees and wreaths. Another 1,000 preschoolers and elementary students attended the Festival the week before it opened to the public. The event’s theme was “I Believe.” The family event included rides on the Candy Cane Express, the ever-popular Festival of Trees train, visits with Santa and Mrs. Claus and balloon tricks courtesy of Shriners’ clowns. The event is one of the Memorial Medical Center Foundation’s largest fundraisers.

...from page 24

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>FY 2007</th>
<th>FY 2008</th>
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<tbody>
<tr>
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<td>Capitation Revenues</td>
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<td>Total Revenues</td>
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<th>EXPENSES</th>
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<td>Physician Fees</td>
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<td>Excess Available for Facilities Improvement Funds</td>
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<tr>
<td>Total Expenses</td>
<td>$612,727</td>
<td>$582,567</td>
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As a non-profit, community-owned healthcare organization, Memorial Health System is guided by its mission to improve the health of the people and communities we serve. We live out that mission in a variety of ways and take seriously the responsibility entrusted to us.

We recognize our responsibility for providing quality healthcare, regardless of one’s ability to pay. Our three hospitals—Memorial Medical Center in Springfield, Abraham Lincoln Memorial Hospital in Lincoln and Taylorville Memorial Hospital—provide important and meaningful resources to help ensure that those who are without health insurance receive the care they need when confronted with illness or injury.

We also recognize unfortunate occasions arise when patients are not able to pay for their medical care and are not eligible for federal or state medical assistance programs. Through our charity care, Memorial Health System provides financial assistance to patients unable to pay for their medical services. As a tax-exempt organization, we also return benefits to our communities through numerous educational efforts and research projects.

Memorial Health System returned $68.4 million in community benefits for the fiscal year that ended Sept. 30, 2008. This total includes $43.8 million for the unpaid cost of public programs, $14.9 million for traditional charity care and $9.7 million for other community benefits, such as research, education and additional community support.

Of that total, Memorial Medical Center returned $55.1 million in community benefits. That total includes $33.1 million in the unpaid costs of public programs. Traditional charity care and support of the Capitol

**Giving Back To The Communities We Serve...**

**Staff Provided Health Fairs, Free Screenings To Community**

In October 2008, Memorial Home Services hosted its second annual expo to showcase its services and products and provide health screenings. Screenings, which were free and open to the public, measured blood pressure, blood sugar and oxygen levels. More than 250 people attended the event.

During the Memorial Heart and Vascular Institute’s fourth annual heart and vascular fair in Springfield’s White Oaks Mall, about 600 shoppers received free health screenings. The fair in February 2008 included free screenings for cholesterol, blood pressure, blood sugar, vascular health and weight and body fat analysis. Information booths covered topics such as exercise, nutrition, smoking cessation, heart health and stress management.
Community Health Center totaled $12.8 million. The remaining community-benefit dollars added up to $9.2 million.

Abraham Lincoln Memorial Hospital provided $4 million in community benefits to the citizens of Logan and eastern Mason counties. That total includes $3.2 million in unpaid costs of public programs, $530,000 in traditional charity care, and $227,000 to fund diverse health activities.

Taylorville Memorial Hospital supplied $3.8 million in community benefits. That amount includes $3.1 million in unpaid costs of public programs, $602,000 in traditional charity care, and $96,000 in other community services.

Additional community benefits totaling $5.5 million came from Memorial Health System's three other affiliates and Memorial Health Ventures, a non-profit subsidiary of the health system. The total community benefits provided by each were $3 million from Memorial Physician Services (formerly HealthCare Network Associates), $1 million from Memorial Health Ventures, $916,000 from Memorial Home Services, and $645,000 from Mental Health Centers of Central Illinois.

To highlight the importance of Breast Cancer Awareness Month, all three of Memorial Health System's hospitals—Memorial Medical Center, Abraham Lincoln Memorial Hospital and Taylorville Memorial Hospital—partnered with area health agencies to offer free mammograms in October 2007. The program was designed to assist underinsured women who postpone getting an annual mammogram because they cannot afford the cost and do not qualify for other screening assistance.

“Our patients have access to the highest quality of diagnostic care,” Vicki Franzen, quality control technologist with Memorial Breast Diagnostic Services, said. “They can rely on us to have the best people and the ability to get the most accurate results possible.”
Wound Healing Center Launches

Memorial Medical Center opened its Wound Healing Center in August, offering state-of-the-art treatment for diabetic foot ulcers, pressure ulcers, infections, compromised skin grafts and wounds that haven’t healed within 30 days.

Chronic, non-healing wounds are a hidden epidemic affecting millions of people in the country. “Every wound is different, and each requires an individual plan of care,” Melissa DeGroot, program director of the Wound Healing Center, said.

Memorial’s Wound Healing Center uses a multidisciplinary approach to providing comprehensive wound care. The center has two hyperbaric oxygen chambers to provide a high-pressure and oxygen-rich environment to treat deep tissue abscesses, severe diabetic ulcers and bone infections.

Memorial partnered with National Healing Corporation, a Florida-based disease management firm and one of the largest wound-care management companies in the nation, as well as a number of physician specialists in the community to open the Wound Healing Center.

Burn Center, Transplant Run/Walks

The Regional Burn Center and the Kidney/Pancreas Transplant Program at Memorial Medical Center each held 5K run/walk fund-raisers, bringing in a combined total of more than $21,000 to help the patients they serve.

The burn center’s second annual run raised about $7,300 and drew an estimated 150 walkers and runners to Springfield’s Washington Park in June 2008. Proceeds from the run benefitted the burn center, burn outreach programs and community education programs including the Burn Survivor evening, which is held annually during Fire Prevention Week. Memorial’s Regional Burn Center serves more than 200 acutely burned patients each year with the latest in burn technology.

The transplant program’s fourth annual run raised about $14,000 and had more than 210 participants in Washington Park in September 2008. Proceeds assist transplant patients and living organ donors with medication, transportation and other emergent needs.
our vision: to be a national leader for excellence in patient care.
our mission:

to improve the health of

and communities

the people

we serve.

MHS ANNUAL REPORT 2008