

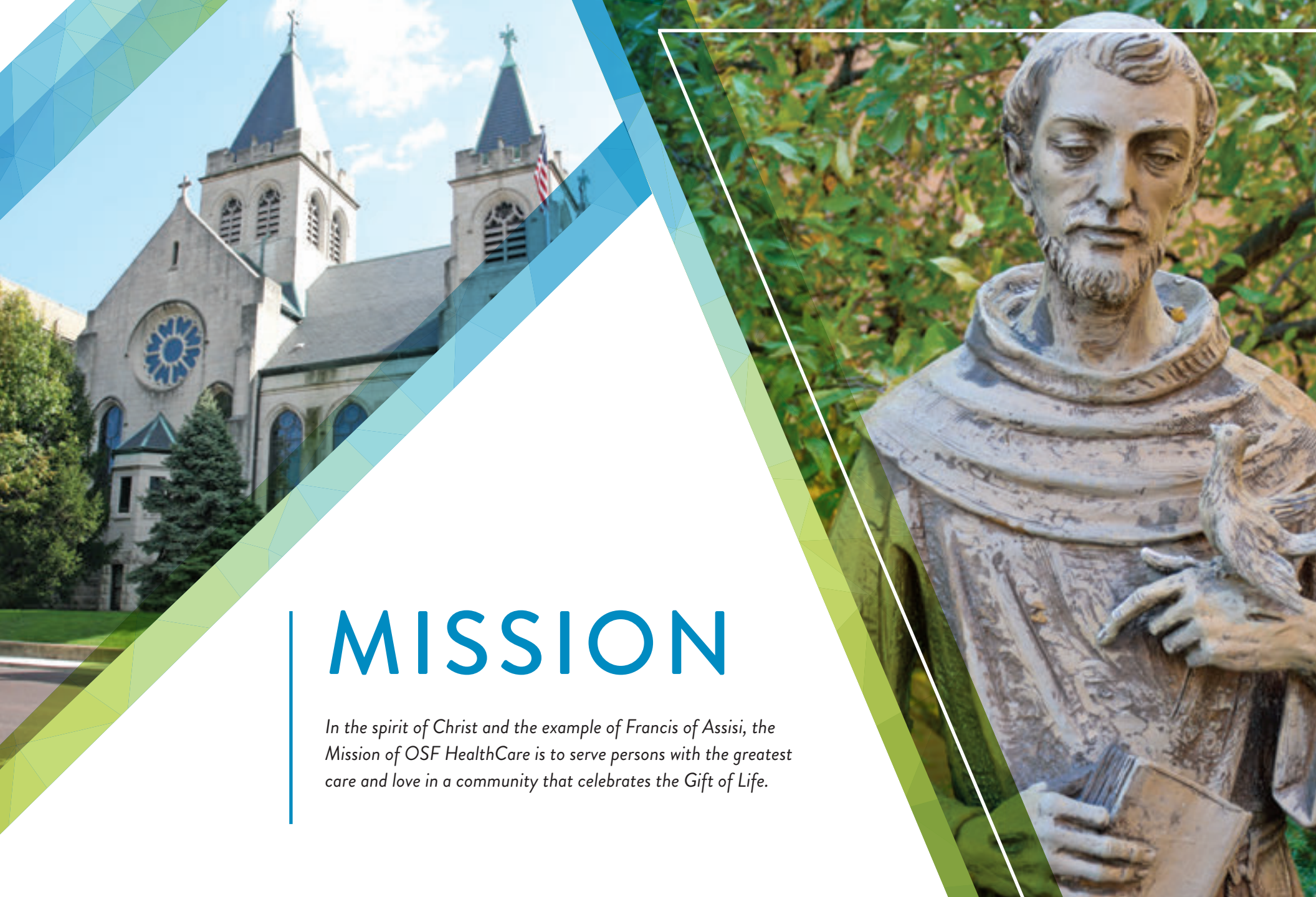


# 2018

## OSF HEALTHCARE ANNUAL REPORT



**OSF**<sup>®</sup>  
HEALTHCARE



# MISSION

*In the spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the Gift of Life.*





## MISSION | SISTER JUDITH ANN DUVALL, O.S.F

CHAIRPERSON, OSF HEALTHCARE BOARDS

While much has changed in the 141 years we have been serving our communities, one thing has never changed – the Mission that drives us to serve with the greatest care and love. As we dream of new solutions and a different future of person-centered care, our Mission is our ever-present guiding light.

Our growth throughout 2018 gave us many wonderful opportunities to carry out our Mission in new and exciting ways, serving more people in more communities than ever before.

In the last year, we accomplished so much. We welcomed two new hospitals into our Ministry, opened new facilities and reached out to our communities in new ways. All of these things we did in the Spirit of Christ.

Our pioneer Sisters, on whose heritage OSF has stood for more than a century, were unafraid to take on the challenging task of caring for those in need. Now, as then, we strive to be bold in our decision-making, compassionate in our care and humble in our service.

Staying true to this Mission has helped OSF HealthCare grow into the Ministry we see today, with 21,000 Mission Partners giving life to these words each and every day.

Reflecting on the gifts of 2018, my spirit is renewed. As we continue this sacred work, we look forward to 2019 and beyond. With hope for a better future and trusting faith in God's plan, we forge ahead to live our Mission in new and innovative ways.

*Sister Judith Ann, O.S.F.*

*"For I know the plans I have for you, declares the Lord, plans to prosper you and not to harm you, plans to give you hope and a future."*

Jeremiah 29:11



# VISION

*Embracing God's great gift of life, we are one OSF Ministry transforming health care to improve the lives of those we serve.*

## VISION | BOB SEHRING

CHIEF EXECUTIVE OFFICER, OSF HEALTHCARE

At OSF HealthCare, we are committed to envisioning what health care looks like, not just today or tomorrow, but far into the future. A compelling, inspiring Vision energizes all of us to work toward accomplishing big things for the betterment of the people and communities we serve with the greatest care and love.

It's essential we continue to innovate and push forward to get better in all areas that are core to us. But it's as important, if not more important, to challenge ourselves to find different approaches to delivering care. OSF Urgo is an example of this, as it delivers urgent care in a much different way. It's designed to attract a younger demographic who often may not have a previous relationship with us.

We really need to do both – strive to get better at everything core to our Mission and look at turning things on their heads. There can be no tinkering around the edges.

And it's important to remember that everything we achieve is not done by one person or an executive team. It's accomplished by all 21,000 Mission Partners every day thinking about the patient, the care they receive and continually asking, "Are we fulfilling the Mission of the Sisters?" In 2018, we extended our Ministry with the addition of hospitals in Urbana and Danville.

We were recognized by Forbes as one of the best employers in the country and we strived to help residents in the communities we serve live healthier lives. Through innovative work, we provided improved access and services across the Ministry and increased efficiencies to help slow the growth in health care costs. We continued to innovate in technology and in ways we provide and deliver care. And we were humbled by generous donations from people interested in impacting the world around them.

In these pages, we share and celebrate many of the ways we worked toward our Vision in 2018. What our Mission Partners and leaders do every day is incredible, and we need to remember to recognize that and celebrate their successes as they occur.

I want to thank our communities and those who entrust us with their care. It was a good year in a whole host of areas. Also, a huge "thank you" to all 21,000 Mission Partners for making the commitment to the Sisters' Mission and ensuring that OSF HealthCare continues to push forward in all areas for today, tomorrow and far into the future.

*Bob Sehring*



*"In their hearts humans plan their course, but the Lord establishes their steps."*

Proverbs 16:9





# COLLABORATION

MIKE A. CRUZ, MD

CHIEF OPERATING OFFICER, OSF HEALTHCARE

*“To be leaders in a constantly changing health care landscape, we must proactively pursue opportunities to be more efficient in our care and better serve our communities.”*

*Michael A. Cruz*

## A BRIDGE FROM HOSPITAL TO HOME

Being a patient-first organization means delivering the right care in the right place at the right time for each patient and family.

*In 2018, we partnered with Almost Home Kids to provide a bridge from hospital to home for those children with complex medical needs.*

With skilled medical care delivered in a comfortable, home-like setting, Almost Home Kids brings the best of both worlds to meet the needs of children and families who rely on the experts at OSF HealthCare Children's Hospital of Illinois in Peoria.

While children who have been treated at OSF Children's Hospital have benefited from existing Almost Home Kids locations in the Chicago area, having this invaluable source of transitional care, family training and respite care in Central Illinois will better serve those families closer to where they live.

Collaborating with this community-based organization was undoubtedly one of our greatest accomplishments in 2018. One of the beautiful parts of bringing this service to Peoria was seeing the enthusiasm with which our community embraced the idea. This 12-bedroom, 21,000-square-foot home, specially constructed to care for these special children, was built entirely from community donations.

The compassionate generosity of our caregivers and community made through the OSF HealthCare Foundation made this important service possible.





## WE STRIVE FOR A BETTER FUTURE

Acts of violence have long-lasting effects on our communities and the people and families who live through them. While OSF HealthCare treats their physical wounds, these survivors also need support for the mental and emotional effects of violence to truly recover.

With a \$1.1 million grant from the Illinois Criminal Justice Information Authority (ICJIA), we created OSF Strive, a new program to support adults and teens who have witnessed or been the victim of violent crime.

OSF Strive provides counseling, advocacy and support to those individuals and families through our own offices and partnerships with Peoria Public Schools.

By leveraging our resources and those available through the ICJIA, we are able to provide these services free of charge to adults and teens who live in the 61605 ZIP code, one of the most economically distressed in the state of Illinois.

*We cannot change the past, but we can help those in need find their way to a better tomorrow.*





## EFFICIENT. COMPETENT. COMPASSIONATE.

In an emergency situation, first responders and health care providers have one goal: to efficiently provide competent and compassionate care.

To foster that goal, OSF HealthCare Saint Anthony's Health Center in Alton partnered with the Alton Fire Department to become its resource hospital. Alton Fire Department had recently started its own ambulance service – eliminating the need for a private ambulance service to work as a pipeline between the two organizations.

*This partnership allows OSF Saint Anthony's and its partners at the Alton Fire Department to make the most of their shared resources and avoid unnecessary delays in medical care.*

The relationship started simply when the Alton Fire Department was seeking community donations to purchase a mechanical CPR device. It has since blossomed to include sharing education and other resources, and the relationship continues to grow.





## A PLACE FOR COMMUNITY

Providing the highest quality of health care for our communities means not just caring for people when they are sick or injured, but preventing illness and injury when we can.

Partnering with the YMCA and Easterseals to bring a community center to Bloomington will help us expand wellness offerings such as recreational activities and classes in nutrition, exercise and chronic disease prevention.

By donating land directly adjacent to OSF HealthCare St. Joseph Medical Center,

OSF HealthCare hopes this community center can begin to change the way people traditionally view health care – not just as a resource available when you are hurt or sick, but as a partner in maintaining your health and wellness.

*Together with our partners in the Bloomington-Normal community, we envision a place busy with after-school programs, social services and volunteer opportunities, bringing together people of all ages.*

# COMMITMENT

STEPHEN HIPPLER, MD

CHIEF CLINICAL OFFICER, OSF HEALTHCARE

*“Commitment is showing the courage to only focus on delivering excellent results for all we serve.”*

*Steve Hippler*







## TOP ONCOLOGY TEAM BREAKS GROUND ON STATE-OF-THE-ART CANCER CENTER

On June 15, 2018, OSF HealthCare broke ground on a planned \$14 million cancer center at OSF HealthCare Saint Anthony's Health Center in Alton.

Already employing the region's top oncology team, the cancer center, which will be directly adjacent to the health center, will have the latest technology and tools.

The first of its kind in the Riverbend community, the cancer center will address the growing need for outpatient oncology services. Nearly every detail of the building was designed with the care path of cancer patients in mind, providing usefulness to patients from detection to survivorship.

The center will include a new, high-technology linear accelerator, as well as focused radiation therapy. Along with medical oncology and infusion and dietary services, the facility will essentially have everything a cancer patient needs at one location and under one roof.

The new center will be named the Moeller Cancer Center, thanks to a \$1 million gift from Mike and Amy Moeller to support construction of the facility.

*The cancer center is slated to open by the end of 2019.*

## OSF HEALTHCARE ACQUIRES HISTORIC DOWNTOWN PEORIA HEADQUARTERS

In January 2018, OSF HealthCare purchased a downtown Peoria landmark from Caterpillar, Inc., intending to turn the historic building into the Ministry headquarters.

OSF HealthCare paid \$1 for the century-old building on Adams Street as part of a deal in which Caterpillar also donated to OSF HealthCare the neighboring Peoria Professional Building, the adjacent parking lot and \$3 million for further development of amenities on the block.

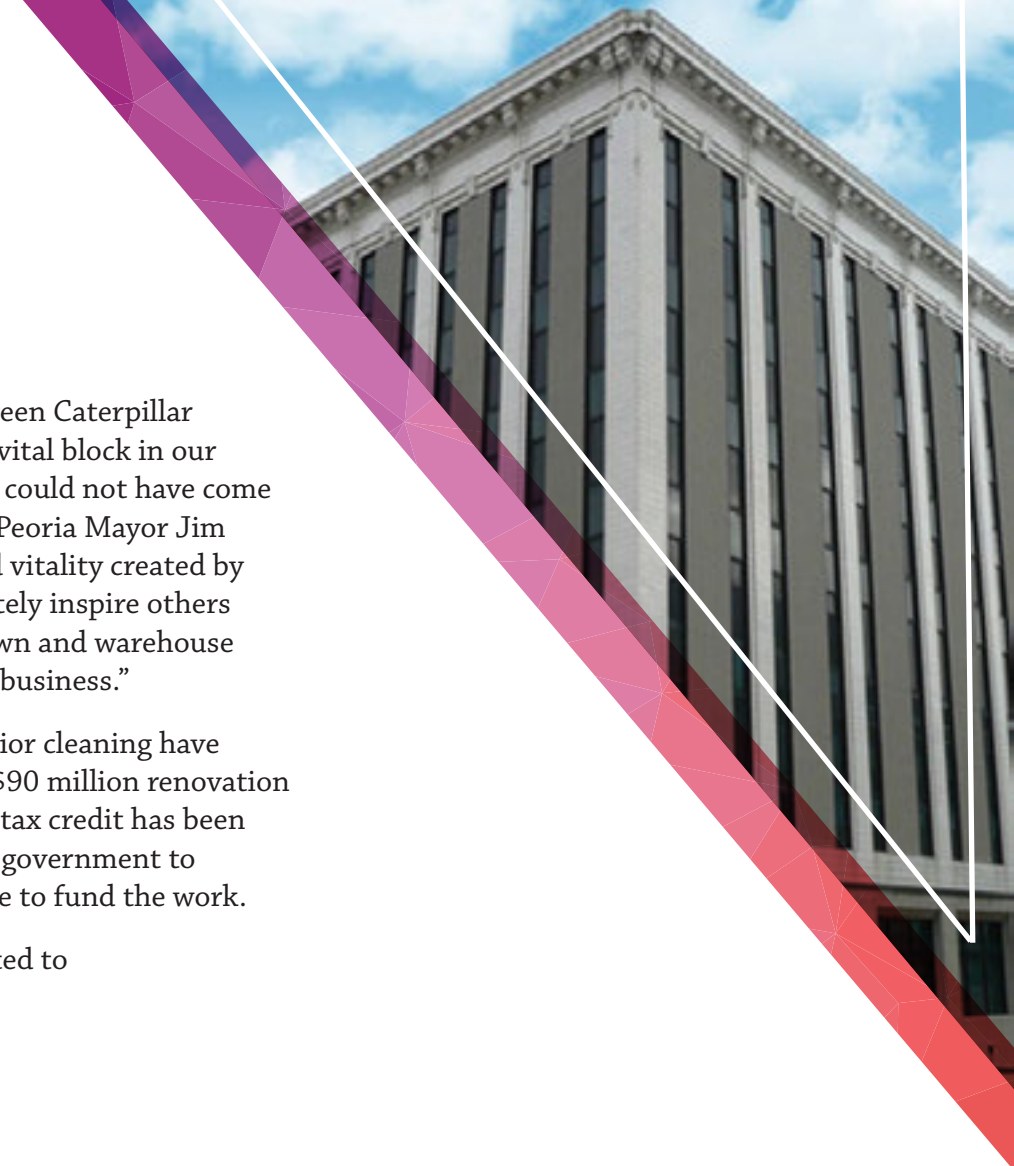
*Once complete, more than 700 OSF Mission Partners (employees) are expected to be located in downtown Peoria,*

further cementing the Ministry's commitment to the city where The Sisters of the Third Order of St. Francis opened their first hospital 141 years ago.

“The partnership between Caterpillar and OSF to bring this vital block in our downtown back to life could not have come at a better time,” said Peoria Mayor Jim Ardis. “The energy and vitality created by this project will definitely inspire others to look at our downtown and warehouse district to locate their business.”

Design work and interior cleaning have already begun on the \$90 million renovation project, and a historic tax credit has been expanded by the state government to provide vital assistance to fund the work.

Construction is expected to take about two years.





## CANCER CENTER EXPANSION BRINGS NEW TECHNOLOGY TO OTTAWA-AREA PATIENTS

In September 2018, Mission Partners from OSF HealthCare Saint Elizabeth Medical Center joined Ottawa-area community and business leaders to celebrate the completion of the 3,800-square-foot addition to the Fox River Cancer Center.

The additional space allows OSF Saint Elizabeth Radiation Oncology to house the region's first TrueBeam Linear Accelerator, the latest in image-guided radiotherapy technology.

The device uses advanced imaging and a new technology called arc therapy to accurately deliver higher doses of radiation to cancerous cells. It cuts

down on treatment time and reduces the impact to healthy tissue surrounding the tumor, compared to older machines.

*Treatments that might take 30 minutes on an older machine can be completed in about five minutes on the new one.*

A new Discovery IQ PET/CT scanner was also part of the expansion. It allows two scans to be taken simultaneously to help manage the patient's condition and properly phase the treatment.



## OSF HOSPICE CELEBRATES 40 YEARS OF MAKING EVERY DAY COUNT

In 1979, Bay de Noc Hospice – now known as OSF Hospice – became the first hospice in the state of Michigan. As OSF HealthCare prepared to celebrate the program’s 40th anniversary in November, one long-time volunteer shared her experiences.

Donna LaPorte, the proprietor of Jim’s Dari Kreme in Escanaba, Michigan, served as a volunteer for decades until illness slowed her down in recent years. She attended the first training sessions for volunteers held before the hospice even began serving patients.

*As preparations for the anniversary celebration were underway, she could still recall details from decades of service – moments of grace and empathy that left their imprint.*

“The best thing I ever did in my life was join hospice,” Donna said. “You become so involved with the families, it’s like you’re part of that family. There’s a love that’s hard to explain, but it’s there.

“I mean, it’s something that is just... it’s a part of your life you’ll never regret doing. If you ever want to feel God’s presence, it’s to be with a person dying. It’s beautiful. I get weepy-eyed, but I’ve cried with my people. I’ve laughed with them. I’ll just never forget them. It takes a special person to volunteer, but there are a lot of special people out there.”





## A NEW ADDITION TO ROCKFORD, ILLINOIS, PROVES TO BE WORTH THE WAIT

In April 2018, after three years of construction, the North Tower at OSF HealthCare Saint Anthony Medical Center in Rockford was opened to the public.

At a cost of \$85 million, the 144,000-square-foot, four-story tower boasts 78 private patient rooms, which allowed the hospital to convert all patient rooms to private and become the only all-private-room hospital in the city.

Designed with input from caregivers, the patient rooms are laid out to improve convenience during treatment and provide a more comfortable experience for patients and visitors.

The beautiful new facility was designed to create a welcoming atmosphere for patients, visitors and Mission Partners alike. It also hosts an OSF PromptCare,

a retail pharmacy, a coffee shop, a demonstration kitchen to host wellness education classes and a rejuvenation center with massage and other spa-like services.

*“To me, though, something more special than the bricks and mortar, is the investment OSF is making into our people,”*

said Rockford Mayor Tom McNamara, speaking at an open house in April. “Making sure that all their clients and all their patients have private rooms, 78 new private rooms, to me, says that OSF cares tremendously about their patients and about their community.”

## PROVIDING ACCESS TO OBSTETRIC CARE IN RURAL AREAS

As hospital obstetric units are closing across America, providing access to maternal care in rural communities is a great concern for OSF HealthCare.

When we talk about our Mission of serving with the greatest care and love, in a community that celebrates the Gift of Life, that very beginning of life is important to OSF HealthCare.

*To be able to have obstetric services in the more rural communities we serve is essential.*

For example, OSF HealthCare St. Mary Medical Center in Galesburg, with its obstetricians and midwives, serves as the maternity hub for the surrounding communities and its sister hospitals, OSF HealthCare Saint Luke Medical Center in Kewanee and OSF HealthCare Holy Family Medical Center in Monmouth.

Having this type of access allows moms and their newborns to stay closer to home for care.

And those receiving maternity care at many of our hospitals can be assured they are receiving high-quality care.

In 2018, the birthing center at OSF St. Mary was one of five OSF hospitals recognized by Blue Cross and Blue Shield of Illinois with Blue Distinction® Maternity Care designations. The others included: OSF HealthCare St. Joseph Medical Center in Bloomington, OSF HealthCare Saint Elizabeth Medical Center in Ottawa, OSF HealthCare Saint Francis Medical Center in Peoria and OSF HealthCare Saint James - John W. Albrecht Medical Center in Pontiac.







# SHARING THE MINISTRY

SISTER DIANE MARIE MCGREW, O.S.F.

PRESIDENT, OSF HEALTHCARE

*“Across the OSF HealthCare Ministry, we create, inspire and innovate to better assist the communities we serve with the greatest care and love in providing for the health care needs of individuals and families.”*

*Sister Diane Marie, OSF*

## WELCOMING TWO NEW HOSPITALS TO THE OSF FAMILY

Nearly 400 patient beds.

More than 1,400 new employees.

About 2,100 brand new devices  
added to a brand new network.

Those were just some of the monumental tasks facing OSF HealthCare on February 1, 2018, when it welcomed OSF HealthCare Heart of Mary Medical Center in Urbana and OSF HealthCare Sacred Heart Medical Center in Danville as the newest hospitals in the OSF HealthCare Ministry.

OSF HealthCare and Presence Health announced the ownership change in August 2017. At the stroke of midnight, February 1, all information technology systems had to be switched from Presence to OSF, including patient medical records, lab, pharmacy and every other technology that runs a hospital.

*More than 2,000 new devices – printers, laptops, computers and more – were deployed in a matter of hours, without disrupting patient care.*

In addition to the technology side, merging the two medium-sized hospitals into OSF HealthCare also meant changing names,

signage and ensuring new employees don clothing with the correct logo. It also meant ensuring everything from finance and human resources to care delivery operates the same way as the rest of the Ministry.

Most importantly, the addition of the hospitals has allowed OSF HealthCare to expand its Ministry to reach new communities and serve the people living there with the greatest care and love. They now have access to the continuum of care provided by OSF.

With the addition of OSF Heart of Mary and OSF Sacred Heart, OSF HealthCare is one of the largest Catholic health systems in Illinois, with 12 hospitals in the state and one in Escanaba, Michigan. OSF HealthCare currently employs nearly 21,000 Mission Partners across the Ministry.







## A CENTURY OF CREATING CAREGIVERS

It was 1918 when the first class graduated from Saint Anthony Hospital School of Nursing in Rockford. The class consisted of five students.

In May 2018, the graduating class numbered 99 at what is now known as Saint Anthony College of Nursing.

Over the last 100 years, Saint Anthony College of Nursing has graduated nearly 4,000 students. College President Sandie Soldwisch said it's a legacy that's unmatched by many colleges or universities in the country and it's a testament to the commitment of The Sisters of the Third Order of St. Francis and OSF HealthCare.

"Offering a nursing education program is very expensive," Sandie said. "And yet, they were aware of the fact that we could ensure good quality nursing education right here, where we would provide care back to patients in our own region."

*Along with doing its part in addressing the expanding need for nurses, the commitment of OSF HealthCare also provides area students a local opportunity to learn skills in a stable and expanding career.*

While the breadth of knowledge required to become a nurse is much more than what it was just 20 years ago, let alone 100 years ago, Sandie said the core values of providing care have remained the same.

Last year, the college moved to the campus of Rock Valley College (RVC) in Rockford. The collaboration benefits RVC students pursuing their associate degree in nursing and those wanting to continue to a bachelor's or master's program.



## COMMUNITY GARDENS ARE ANOTHER EXAMPLE OF CARING FOR THE PEOPLE WE SERVE

Caring for people isn't just about tending to them when they are sick or hurt. OSF HealthCare is focused on improving the lives of the people in the communities we serve by working to keep them healthy and helping those in need to eat well.

*Community gardens are not only an opportunity to address food insecurity in communities, but they also provide healthy foods to local pantries and agencies that are in place to reach those who are most in need.*

The gardens provide people an opportunity to gain gardening knowledge, empowering them to do it on their own. They also increase education about nutrition and food preparation and help people make healthier dietary decisions.

OSF HealthCare Mission Partners in Bloomington, Kewanee, Peoria, Pontiac and Streator have seen firsthand the benefits of tending to community gardens that provided hundreds of

pounds of fresh produce to community food pantries in 2018. In Galesburg, Mission Partners at OSF HealthCare St. Mary Medical Center nurtured a garden with the produce used in the hospital's cafeteria, providing fresh and healthy food options to staff, visitors and patients.

Mary Ann Burk, a Faith Community Nurse in Peoria, works out of St. Ann's Catholic Church on the city's south side. It became her goal – and passion – to turn a patch of grass on the edge of the parish's property into a garden that not only feeds the physical needs of the congregation but their spiritual needs as well.

“We want to not just feed their stomachs, we want to feed their souls and to make them know there is hope out there,” Mary Ann said. “Our thing is: to plant a garden is to believe in tomorrow. That's really what we believe. We believe in these people and we want to help them so that they do have a tomorrow.”





## GIVING SUPPORT TO STROKE SURVIVORS AND CAREGIVERS

Providing a safe place to gather with others who understand the day-to-day life challenges that exist for both stroke survivors and their caregivers is the goal of the annual Stroke Camp held in Princeton.

For three days and two nights, campers get a weekend away from their everyday routine while they participate in everything from pampering and respite to support groups and crafts at the camp sponsored by OSF HealthCare Illinois Neurological Institute.

Stroke Camp is often an emotional weekend, but it's also rejuvenating and empowering. Organizers hope participants go home with tools they can use to help with their journey to recovery – both physically and

emotionally. The weekend is also designed as an outlet for caregivers. For many, taking care of a stroke survivor is a full-time job, and can seem scary, frustrating or lonely. Stroke Camp is a way for these new caregivers to support each other and create connections.

*“When you go to camp and you have some time just with other caregivers to share your experiences, I think that brings people to tears,”*

said Maureen Mathews, advanced practice registered nurse with OSF HealthCare Illinois Neurological Institute. “Because finally, they get to let down and try to get rid of some of the junk they’ve been building up as they’ve been in a new role that they didn’t really want to take on.”

## PARTNERING TO PROMOTE HEALTHY HABITS

OSF HealthCare is committed to helping the communities we serve be healthy and active.

*In Belvidere, the OSF HealthCare Foundation partnered with the city's park district to establish a fitness court, making exercise accessible and affordable for residents.*

Belvidere Mayor Mike Chamberlain reached out to the OSF HealthCare Foundation for a donation to bring the effort together.

National Fitness Campaign (NFC) invented the Fitness Court®, a state-of-the-art outdoor gym facility with 30 individual pieces of equipment, a shock-resistant

sports flooring and exercise stations that allow up to 28 individuals to work out at the same time. There's also a free Fitness Court App that can be downloaded and used to track training progress, learn new routines, or compete in fitness challenges.

Mayor Chamberlain said the effort was just another example of the OSF HealthCare commitment to the community.

"OSF has been a great partner with the Belvidere community for many years," he said.







## MEALS FOR A HEALTHIER COMMUNITY

In its continuing Mission to serve with the greatest care and love, OSF HealthCare St. Joseph Medical Center in Bloomington, began a new program in 2018 to provide a free meal once a month to anyone who needs it.

SmartMeals: Sharing Christ's Love through Food provides healthy, budget-friendly meals to try at home. The program is designed to fill a need exposed in the 2017 Community Health Needs Assessment for McLean County. The assessment identified obesity as a major issue in the community.

Each month, a new healthy meal is offered, while supplies last. The meal is lower in fat and sodium, and higher in fiber. Meals are appropriate for most individuals, including those with dietary restrictions due to diabetes, heart failure, obesity, or COPD, for example. SmartMeals pickup is held once a month at the Center for Healthy Lifestyles at OSF St. Joseph.

The idea behind SmartMeals came from Kris Burke of Bloomington, who made a donation for the program in honor of her parents, the late Catherine Albert Fleming and Richard Albert. She said the program is a perfect reflection of her parents' legacies.

Erin Kennedy, manager of the Center for Healthy Lifestyles, said a major part of preventing obesity is nutrition education, and SmartMeals is designed to provide that knowledge, along with a recipe and ingredients for a healthy meal.

"Any time we can care for our community, whether they are patients or just our community at large, is amazing. We think about what health care looks like, and it's just not medical care," Erin said.

*"It's wellness. It's prevention. It's keeping people out of our hospitals because we are empowering them to make healthier choices."*

## STOPPING DIABETES IN ITS TRACKS

Studies show we have the power to halt the progression from prediabetes to diabetes with healthy lifestyle changes.

“There’s research that has shown that if people lose weight, if they lose 5 to 7 percent of their body weight, or if they get more physically active, they can actually turn that cycle around,” said Sherri Schlatter, a diabetes nurse educator at OSF HealthCare Saint James – John W. Albrecht Medical Center in Pontiac.

However, making major lifestyle changes can be tough.

*To help people find their way to a diabetes-free future, OSF Saint James began offering a free Diabetes Prevention Program.*

One in every three Americans has prediabetes – that’s 86 million people. Further, more than 25 percent of Americans over age 65 have Type 2 diabetes. In the United States, 23 percent of teens have prediabetes or diabetes. The numbers are staggering.

Those more at risk for developing Type 2 diabetes are overweight, spend a lot of

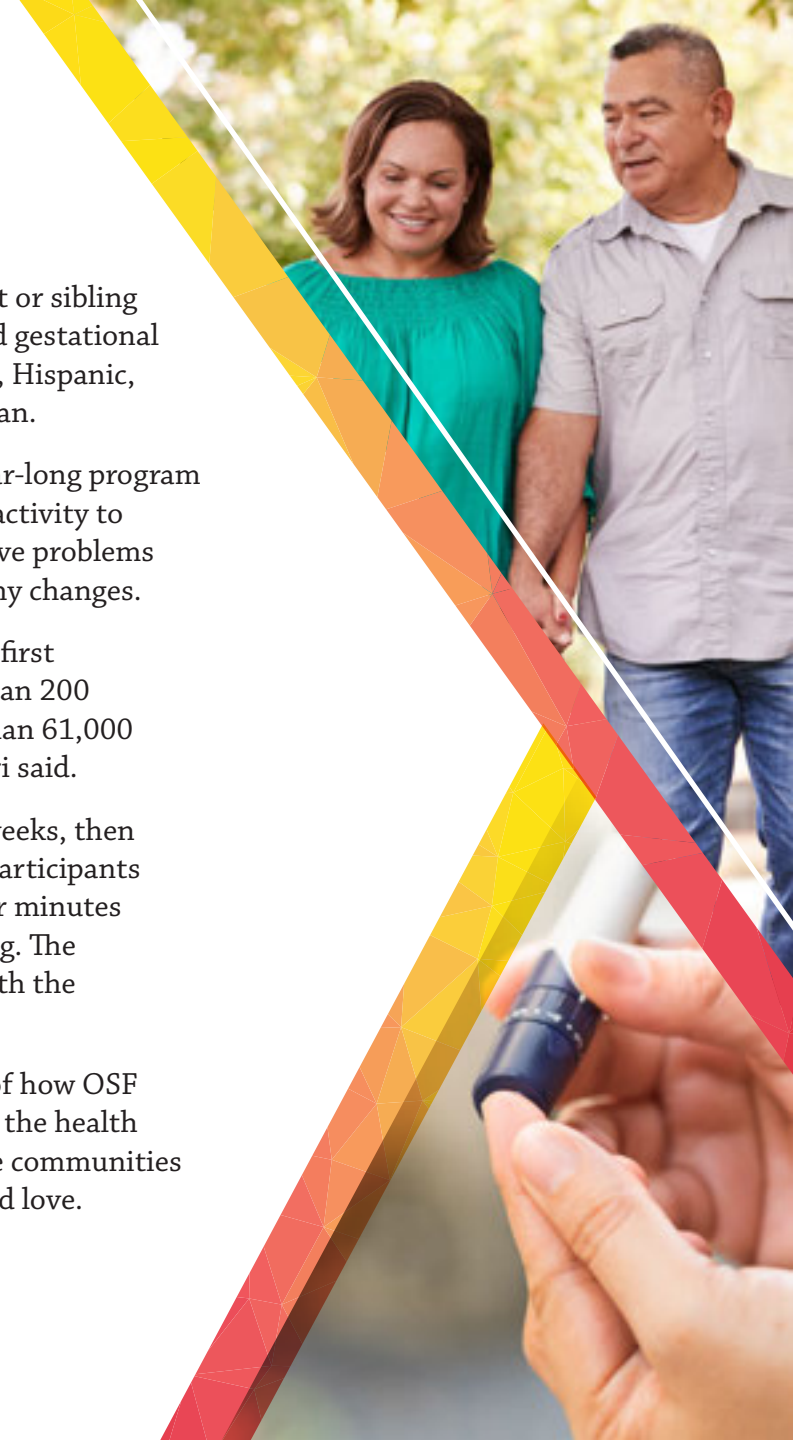
time lying or sitting, have a parent or sibling with diabetes, are over age 45, had gestational diabetes, or are African-American, Hispanic, Native American or Asian-American.

As a group, participants in the year-long program learn to eat healthy, add physical activity to their lives, stay motivated and solve problems that may get in their way of healthy changes.

Six months into the program, the first group of participants lost more than 200 pounds and combined for more than 61,000 minutes of physical activity, Sherri said.

The program runs weekly for 16 weeks, then monthly for the rest of the year. Participants privately weigh in and report their minutes of physical activity at each meeting. The goal is slow and steady change, with the help of a built-in support system.

The program is just one example of how OSF HealthCare is working to improve the health and well-being for residents in the communities we serve with the greatest care and love.





## GALESBURG BUSINESS OWNERS COMMITTED TO HEALTHY PROGRAMMING

Mark and Jeannette Kleine believe a life of good health begins in childhood.

The Galesburg business owners invested \$1.5 million with OSF HealthCare two years ago for establishment of the Kleine Pediatric Wellness Center, which is the name for programs to support better pediatric health.

Today, that investment has begun to pay off for the community.

A steering committee, made up of representatives from across the community, has set goals and is executing strategies on how to improve the fitness, nutrition and mental health of children.

The committee has piloted a free flu immunization program for fourth- and fifth-graders in Galesburg and surrounding rural areas.

The effort keeps kids healthy and in school so they can continue to grow and develop.

*OSF Galesburg Clinic and OSF HealthCare Children's Hospital of Illinois are also providing input on programs that have a track record of successful outcomes.*

For example, the steering committee launched a pilot "Walking School Bus" that included recruiting and screening volunteers to walk students to school from one of two bus stops where parents dropped off children.

The effort helped adults and children get in a lot more steps every day. Teachers appreciated the morning activity as it helped the kids burn a little energy and to start the school day focused and ready to work.



# INNOVATION

MICHELLE CONGER

CHIEF STRATEGY OFFICER, OSF HEALTHCARE

*“We have a goal at OSF HealthCare to innovate. That means we embrace changes happening across our industry and focus on deliberately designing the future of health care delivery to improve the lives of those we serve.”*





## COLLABORATIVE APPROACH TO HEALTH CARE'S MOST COMPLEX CHALLENGES

Understanding the value of fresh perspectives, OSF HealthCare in 2018 worked with the University of Illinois System to become the first corporate partner in the Discovery Partners Institute. The research and education center in Chicago is expected to foster breakthrough discoveries in a variety of industries.

The partnership includes the creation of the OSF Innovation Lab at the University of Illinois Chicago. The lab at UIC is a center for collaboration where world-class faculty researchers and students can work with the Complex Solutions Innovation team, a part of OSF Innovation, to address key questions around serving the poor, rural and elderly patient populations in Illinois.

OSF HealthCare is also partnering with the U of I and others to develop a Peoria Innovation Hub that's part of the Illinois Innovation Network (IIN), a statewide initiative led by the U of I to drive innovation along with economic and workforce development across the state.

The Peoria Hub will be dedicated to finding solutions to improve the wellness of underserved populations, and advance systems related to food, farming and transportation.

*Working with innovators outside the walls of OSF HealthCare brings added value to our patients and communities.*

## PNC GRANT HELPS JUMP EXPAND STEAM PROGRAMMING

*We believe in the importance of education in every young person's life,*

but when children and teens face extended hospital stays, their classroom learning experiences can be interrupted.

Jump Simulation, a part of OSF Innovation, received a \$400,000 grant from the PNC Foundation to expand the successful STEAM (Science, Technology, Engineering, Art and Math) education program to students who are also patients at OSF HealthCare Children's Hospital of Illinois.

The five-year grant funds the work of five Jump college interns annually to design and deploy STEAM education kits and a 22-page activity-coloring book that leverages augmented reality for OSF Children's Hospital patients. These kits will also be made available to children's hospitals

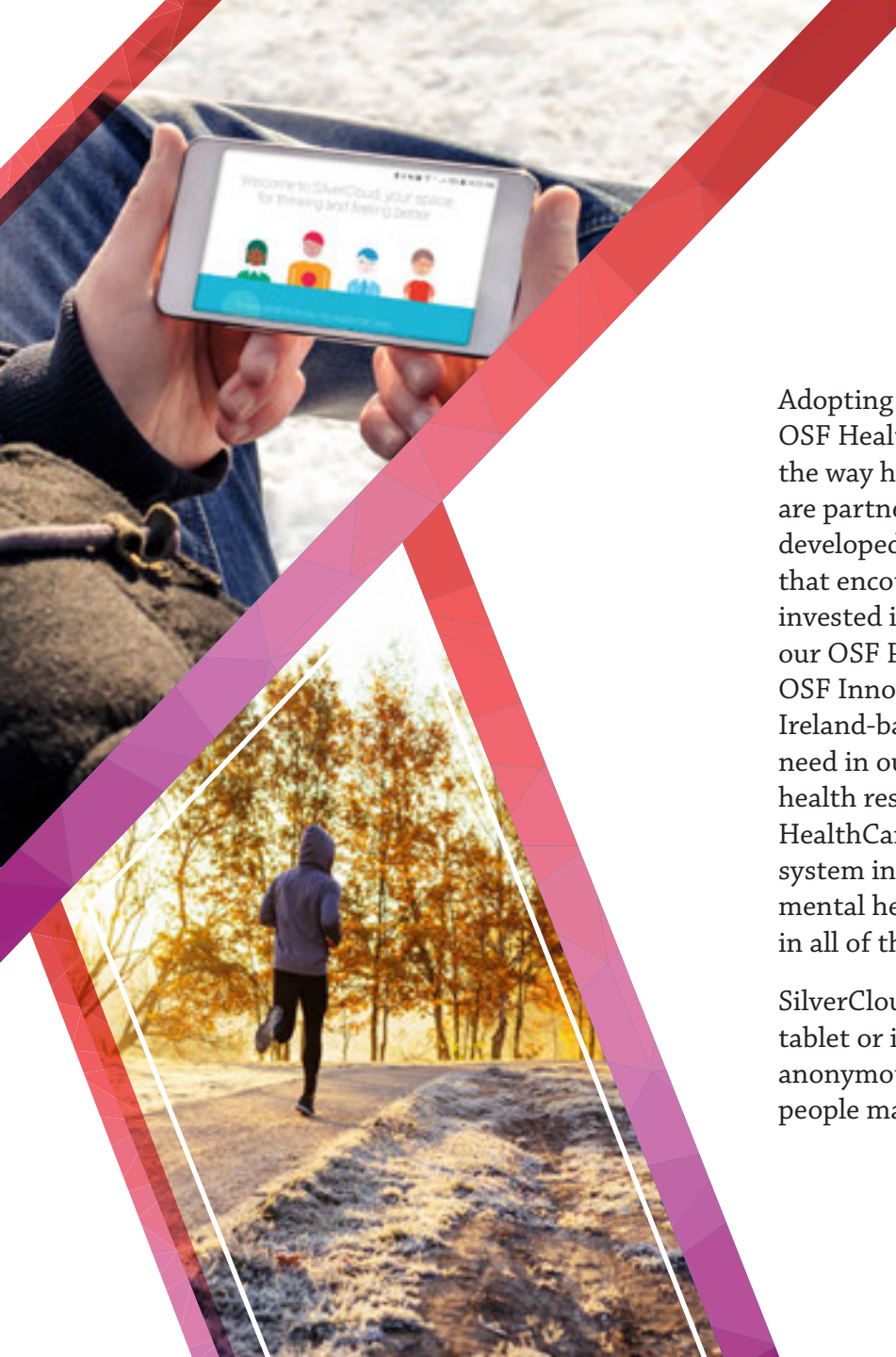
around the country, expanding the impact of this innovative program nationwide. The money also funds 1,000 student scholarships for low-to-moderate income students to attend STEAM courses at Jump.

The PNC Pediatric Classroom at OSF Children's Hospital, which has offered tutoring and support to patient-students since 2012, will receive an additional \$100,000 of funding through a separate portion of this grant.

More than 20,000 patients and students are expected to benefit from the five-year PNC grant, attracting more area young people to consider health care-related careers in the future.







## DIGITAL SOLUTION EXPANDS MENTAL HEALTH SERVICES

Adopting digital solutions is just one way OSF HealthCare is trying to revolutionize the way health care is delivered. We are partnering with companies who've developed innovative digital technologies that encourage patients to be fully invested in their own care. Through our OSF Partnerships team, a part of OSF Innovation, we partnered with Ireland-based SilverCloud to meet a need in our communities for behavioral health resources. In April 2018, OSF HealthCare became the first health care system in the U.S. to offer free digital mental health services to individuals in all of the communities it serves.

SilverCloud, available by smartphone, tablet or internet browser, is an anonymous, secure platform that helps people manage the feelings and causes

of depression, anxiety or stress. The interactive application includes various mindfulness exercises, interactive journaling, mood and lifestyle charting as well as coaching to meet weekly goals. The platform is also customizable to meet the needs of individual users.

Importantly, the accessibility and convenience of SilverCloud has attracted more than 2,300 individuals to take advantage of the digital mental health service over the course of nine months.

*In order to best serve our patients and our communities, we must meet them where they are and empower them to get the care they want and need.*

## NEW HEALTH CARE MODEL FOR PEOPLE ON THE GO

Re-imagining health care means not just assessing the care and services we offer, but the ways in which we deliver them.

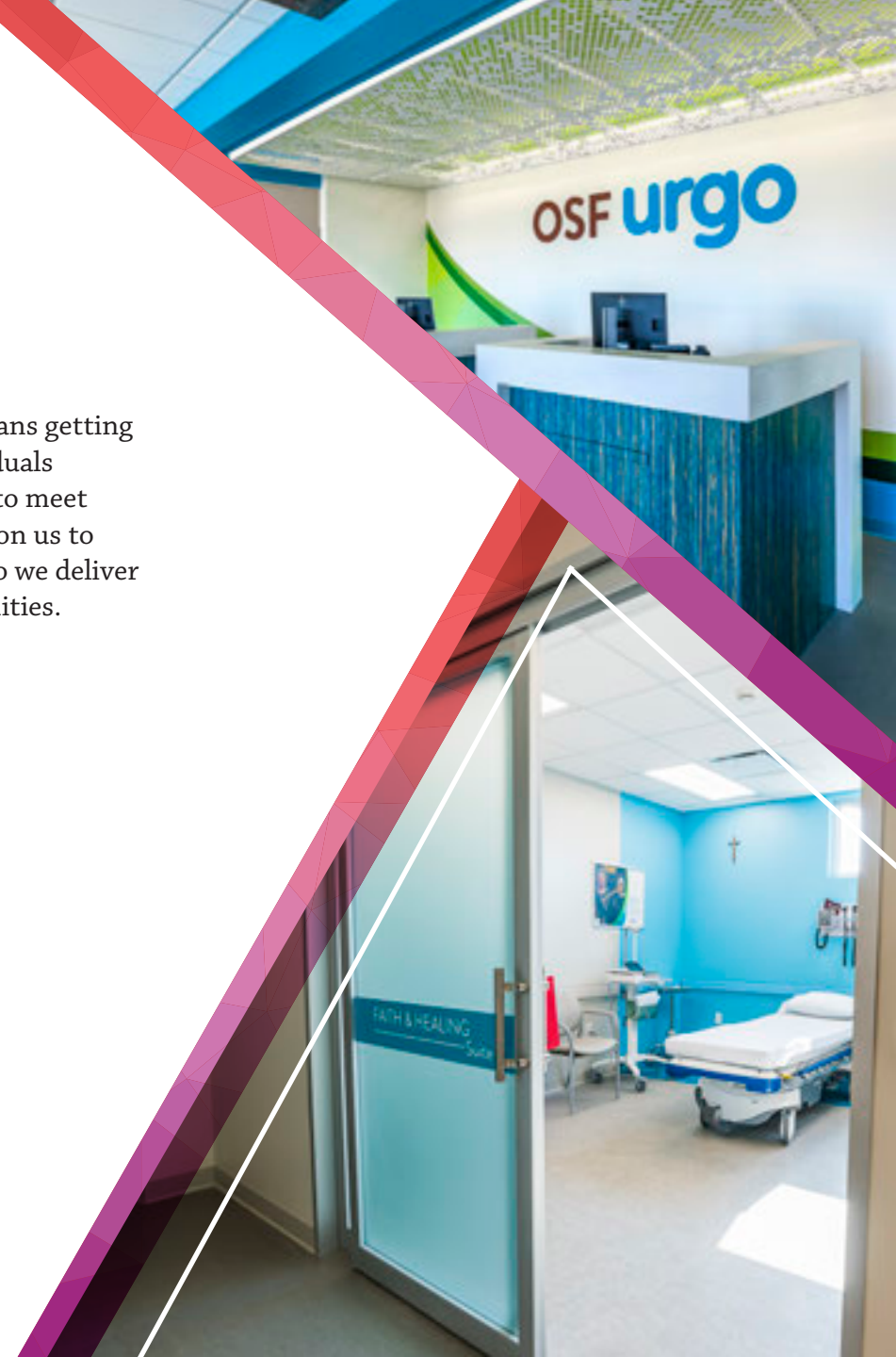
*In 2018, OSF HealthCare launched OSF Urgo, new urgent care clinics for busy people on the go.*

These modern, convenient clinics are located where people live, work, shop and play. At OSF Urgo, the high-touch experience ensures patients receive the exact care and service they need without sacrificing time or quality.

This new urgent care option was designed to reach a population that isn't engaging with health care in traditional ways. A health care system of truly

person-centered service means getting to know our users as individuals and creating an experience to meet their needs. It's incumbent on us to understand those desires, so we deliver what's best for our communities.

OSF Urgo adds to the suite of care options we offer.





## PRECISION MEDICINE BRINGS INDIVIDUALIZED TREATMENT

According to the Patient Safety Network, adverse drug reactions (ADR) are the most common form of inpatient error, with nearly 5 percent of hospitalized patients experiencing negative reactions to medication. ADRs account for nearly 700,000 emergency department visits and 100,000 hospitalizations each year.

Recognizing an opportunity to improve patient outcomes and reduce medical costs, OSF Innovation is linking comprehensive data and adaptive learning to calculate precise, patient-specific medication dosing through InsightRX.

InsightRX is a data-driven software that enables care teams to individualize pharmaceutical treatment based on a patient's underlying biological and pharmacological characteristics. The platform leverages mathematical models, patient demographics, physiological

characteristics, genomic data, drug concentrations and biomarkers to get a detailed understanding of a patient's response to different treatment strategies.

Beginning in 2018, OSF HealthCare Pharmacy Services piloted InsightRX to assist with dosing vancomycin for bacterial infections in pediatric patients, resulting in a 40 percent reduction in acute kidney injuries. OSF HealthCare plans to expand use of the vancomycin module across the organization.

*In the future, OSF HealthCare plans to partner with InsightRX to develop new dosing modules that can benefit patients worldwide.*



## JUMP NATIONALLY RECOGNIZED AS A LEADER IN SIMULATION EDUCATION

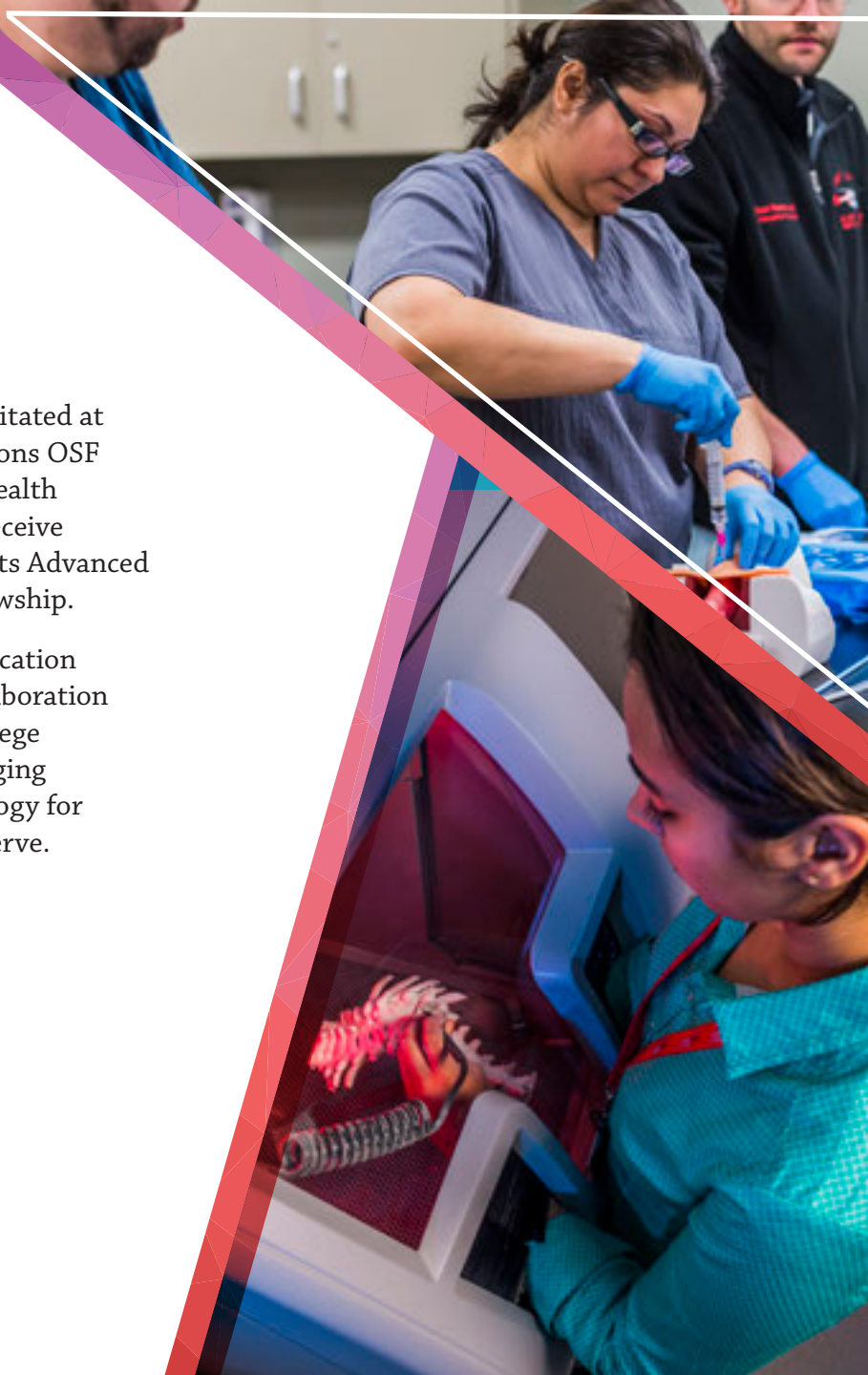
Jump Simulation, a part of OSF Innovation, is one of the largest purpose-built simulation and health care engineering centers in the world.

*Only five years since it opened, Jump was recognized in 2018 as a leader in educating health care providers.*

Its 2018 recognition includes certification as an outstanding center for simulation education by the American College of Surgeons (ACS) and accreditation by the Society for Simulation in Healthcare (SSH), an international organization that seeks to improve performance and reduce errors in patient care through the use of simulation.

The continuing education facilitated at Jump was also one of the reasons OSF HealthCare became the first health care system in the nation to receive systemwide accreditation for its Advanced Practice Providers (APP) Fellowship.

By providing research and education opportunities at Jump in collaboration with University of Illinois College of Medicine Peoria, we're merging innovative minds and technology for the benefit of the people we serve.





## JUMP ADOPTS AUGMENTED REALITY FOR MEDICAL EDUCATION

Doctors, nurses and other clinical professionals are required by law to maintain their competencies and keep up with the ever-changing developments in their respective fields. What if the future of continuing education was as simple as picking up your phone?

That's the question Jump Simulation, a part of OSF Innovation, is working to answer with the development of multiple apps that use augmented reality to manifest objects into any setting.

The idea is for learners to bring these items up with a click of a button at work, home or even a coffee shop to interact with them, explore their contents and participate in scenarios where these products might be used.

Jump has developed more than five interactive apps, focused on everything from reducing hospital readmissions to falls risk prevention.

While Jump has mostly been working on ways to use augmented reality to address medical and nursing education,

*the goal is to take this idea a step further into the patient education space.*

In the future, Jump envisions augmented reality apps that can be sent home with patients that allow them to approach their own follow-up care proactively.

## DATA TRANSLATION TOOLS HELPS OSF TACKLE OPIOID CRISIS

As the nation continues to suffer from a growing epidemic of opioid abuse, overdoses and deaths, OSF HealthCare is taking a comprehensive approach to deal with this issue in the communities it serves. The organization launched a multidisciplinary Ministrywide committee to come up with a variety of solutions on everything from patient education to offering a drug take back program.

The group enlisted the help of the Healthcare Analytics team, a part of OSF Innovation, to develop an Opioid Explorer.

*The Opioid Explorer breaks the data down into inpatient and outpatient facilities.*

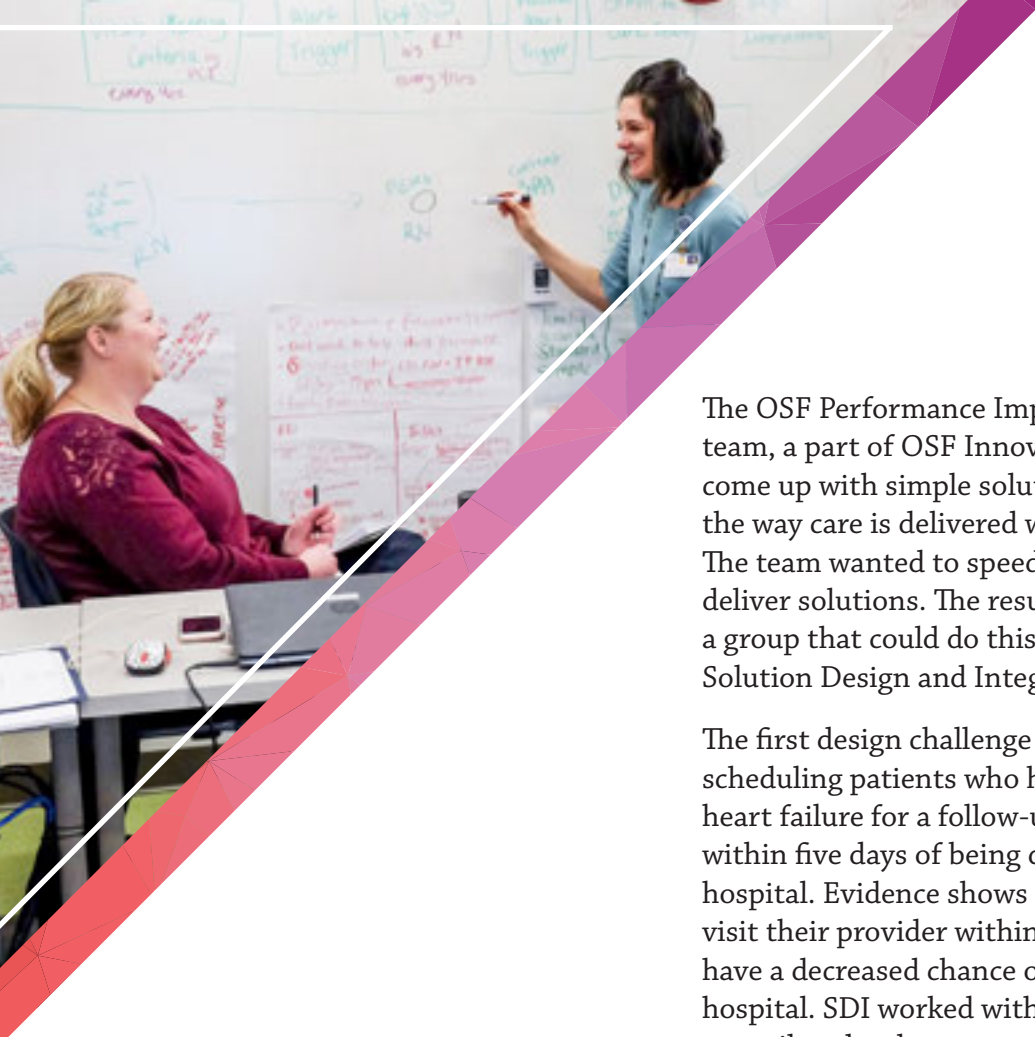
The data translation tool gives the hospital system an objective look at the overall prescribing habits of providers,

how that compares to their peers and enables them to provide the best and safest care possible for our patients.

A combination of efforts, including Ministrywide education on the appropriate use of pain medications, standardizing opioid prescriptions within the electronic medical record and use of the Opioid Explorer, have made a difference. In a year and a half, OSF HealthCare reduced tablets per prescription by 5 percent. The number of opioid prescriptions decreased by 13 percent and overall tablets were down by 16 percent. The collaborative effort is just one way multidisciplinary teams come together to build solutions.







## ENSURING HEART FAILURE PATIENTS GET THE FOLLOW-UP CARE THEY NEED

The OSF Performance Improvement (PI) team, a part of OSF Innovation, helps to come up with simple solutions to improve the way care is delivered within our facilities. The team wanted to speed up processes to deliver solutions. The result of this focus is a group that could do this type of work: the Solution Design and Integration team (SDI).

The first design challenge centered on scheduling patients who have suffered heart failure for a follow-up appointment within five days of being discharged from a hospital. Evidence shows that patients who visit their provider within those five days have a decreased chance of returning to the hospital. SDI worked with a multidisciplinary council to develop two standards of care that all clinicians must follow:

- Newly discharged patients receive a phone call or home health visit within two calendar days for an assessment and to remind them of their upcoming follow-up appointment.

- Patients are expected to visit with a provider within five days of hospital discharge.

The team shifted the responsibility of scheduling follow-up visits from an outside scheduler to a member of the patient's care team, who is more familiar with the patient.

*This process put in place in 2018 is improving re-hospitalization rates for heart failure patients.*

Patients who did not complete a five-day follow-up appointment had a 23 percent re-hospitalization rate. Those patients who completed a five-day appointment follow-up had a 15 percent re-hospitalization rate realizing 50 saved re-hospitalizations for the time of the pilot.

# PERFORMANCE

MIKE ALLEN

CHIEF FINANCIAL OFFICER, OSF HEALTHCARE

*"It's about delivering the best patient experience we can, as efficiently as possible."*



JIM MORMANN

CHIEF EXECUTIVE OFFICER, INTEGRATED SOLUTIONS  
CHIEF INFORMATION OFFICER, OSF HEALTHCARE

*"It's about individuals grabbing hold and being willing to take on new challenges. It's about taking that personal ownership and challenging ourselves to be something different. The question you should ask yourself is, did you perform at your highest level?"*



## NEW STAFFING APPROACH IMPROVES EXPERIENCE FOR PATIENTS AND CAREGIVERS

OSF HealthCare in 2018 committed to redesign how it staffs physician offices and hospitals, making it a priority to have the right clinician at the right time at the right place to meet the needs of the community.

The framework to achieve this goal is called Precision Staffing, which is a philosophy that empowers care teams to create and maintain staffing and scheduling levels that best meet patient needs and the daily demands of each shift.

*By harnessing the power of data and predictive analytics, OSF HealthCare modeled ideal staffing and scheduling levels across the health system.*

These models have become the consistent, rules-based approach to achieving the most efficient use of nursing and care staff resources.

Inadequate staffing levels lead to unnecessarily high labor costs for nursing and care staff as the health system has to depend on overtime, extra shifts and traveling staff to cover gaps. This also causes caregivers to struggle with inadequate time to care for patients, and an increased chance of fatigue.

The Precision Staffing philosophy helps us deliver the best quality care we can give our patients, at the most efficient cost, while providing a workplace that supports the well-being of each individual Mission Partner.







≡ Forbes

US

ASIA

EUROPE

## FORBES RANKS OSF HEALTHCARE THE BEST EMPLOYER IN ILLINOIS

OSF HealthCare was named one of the best employers in the country in 2018 by Forbes magazine, and was the highest ranked Illinois-based company on the list.

OSF HealthCare ranked 46th out of 500 large companies with at least 5,000 employees, giving it the highest ranking of the 33 Illinois-based companies that made the cut. All but three were from the Chicago area. OSF HealthCare was the fifth-highest ranked health care provider out of 25.

The recognition is a testament to the efforts by OSF HealthCare to prioritize the well-being of its 21,000 Mission Partners spread across nearly 125 locations.

*OSF HealthCare fosters an environment of support between leadership and their team members, and encourages Mission Partners to serve each other with care and love, the same way they treat patients.*



## HUNTING DOWN EFFICIENCIES IS THE GOAL OF INTEGRATED SOLUTIONS

Looking to improve operation standards, OSF HealthCare last year brought together Information Technology, Facilities and Construction Management, Biomedical Services and Supply Chain into a shared services organization called Integrated Solutions.

*“Trying to streamline operations is the focus,”*

said Jim Mormann, chief executive officer of Integrated Solutions and chief information officer for OSF HealthCare. “We’re focused on redesigning today’s models of operations to provide improved throughput, consistent standards, collaborative solutions and workflow efficiencies that provide cost-effective products and services.”

The first project for Integrated Solutions was the onboarding in February 2018 of the organization’s newest hospitals, OSF HealthCare Heart of Mary Medical Center and OSF HealthCare Sacred Heart Medical Center.

Since that successful integration, the group has devoted its time to building the foundation for solutions soon to improve operations and service.

Integrated Solutions kicked off several major projects that are still underway, including a “supply low” unit of measure, the creation of a supply distribution warehouse, the implementation of a consolidated call center, a construction workflow redesign, the replacement of local area and wireless networks, input workflow standardization, an Epic upgrade and the Ministry headquarters design.

“We aim to eliminate unnecessary cost wherever we can and create new revenue opportunities to help fund other services within the Ministry,” he said.

“Our redesign efforts must position us to be flexible to address the constant transitions in the market, and Integrated Solutions is vital to those efforts.”





## MAXIMIZING THE REVENUE CYCLE IMPROVES PATIENT EXPERIENCE, KEEPS THE MISSION STRONG

The revenue cycle is not what most people think of when they think of an effective health care system, but it is essential to the success of OSF HealthCare. It significantly impacts the patient experience and helps the Ministry maintain its financial health.

Revenue Cycle operations impact patient access. They impact how well services are documented, tracked and billed. They impact how efficiently payments are handled. Maximizing Revenue Cycle operations is a priority for OSF HealthCare, and in 2018, the organization made great strides.

“It’s about delivering the best patient experience we can, making sure we receive every dollar we’ve earned, and to do so as efficiently as possible,” said Mike Allen, OSF HealthCare chief financial officer.

“It’s critical that we handle this effectively, because if it doesn’t happen, we won’t be able to fund our Mission of service.”

### *2018 Revenue Cycle Highlights:*

- Improved the use of electronic medical records software to track services more precisely, improving billing accuracy and leading to millions of dollars in improved revenue.*
- Combined the hospital revenue cycle and the clinic revenue cycle functions under common leadership, as a foundational step to begin issuing a single bill for all services to patients.*
- Implemented new Revenue Cycle leadership structure designed to drive continuous improvement.*



# QUALITY & SAFETY

LORI WIEGAND, DNP  
CHIEF NURSING OFFICER, OSF HEALTHCARE

*"Health care is personal. Our families, friends and communities come to us in their time of need with dreams and goals they need our help to protect. I'm thankful we believe in providing excellence every day."*

*Lori Wiegand*

RALPH R. VELAZQUEZ, MD  
CHIEF MEDICAL OFFICER, OSF HEALTHCARE

*"We have earned people's trust, and we must continuously be looking for more and better ways to improve our quality of care and service while keeping our patients and Mission Partners safe."*

*Ralph R. Velazquez MD*





## COMMITMENT TO EXCELLENCE EARNS TOP STROKE CENTER DESIGNATION

OSF HealthCare Saint Anthony Medical Center was already Rockford's top choice for stroke care when it became the region's only Comprehensive Stroke Center in 2018, the highest stroke designation possible from The Joint Commission.

To achieve the Comprehensive Stroke Center designation, a hospital must be able to treat any type of stroke with every known treatment 24 hours a day, seven days a week. It must be able to handle multiple complex stroke cases at any time of the day or night, with a highly specialized stroke care staff, an interdisciplinary approach and the most advanced imaging methods.

*It means OSF Saint Anthony is the best bet in Rockford to receive the emergency stroke care you need any time of any day.*

The recognition was earned after OSF HealthCare invested millions of dollars to build a great team, improve the patient intake process and build a high-tech procedure room for surgical interventions that greatly improves patient outcomes.

There are only 14 other Comprehensive Stroke Centers in Illinois, including OSF HealthCare Saint Francis Medical Center in Peoria.



## A NEW ALTERNATIVE TO BLOOD THINNERS

OSF HealthCare Cardiovascular Institute helped make life a little easier for people suffering from atrial fibrillation (AFib) when it embraced a new surgical alternative to blood thinners.

AFib is an irregular heart rate that can lead to poor blood flow, blood clots, stroke and heart failure. People with AFib are often prescribed blood thinners long-term, which come with serious side effects, including the risk of dangerous heavy bleeding.

*The Watchman device provides a permanent alternative to those medications without their side effects.*

Implanted using a catheter inserted in the thigh, the plug-like Watchman closes off an area of the heart where 90 percent of blood clots attributable to AFib form. It is helpful in decreasing the risk of stroke,

and patients can typically leave the hospital 24 hours after the procedure.

OSF Cardiovascular Institute providers began performing Watchman procedures at OSF HealthCare Saint Francis Medical Center in Peoria in late 2017. Procedures started at OSF HealthCare Saint Anthony Medical Center in Rockford a short time later.

Marilyn Cooper, an 84-year-old former nurse's aide with a history of heart problems, had a Watchman procedure in early 2018. She said she would recommend the Watchman for patients with AFib, if only for the peace of mind.

"It's kind of a safety thing," Cooper said. "And I feel more comfortable, now that they said there was less chance of me having a stroke. And I feel relieved."







## CLINICAL AGENDA DRIVES PATIENT SAFETY PRIORITIES

OSF HealthCare is committed to using data to identify areas of improvement and address them as a united system. That is why it created the clinical agenda.

The clinical agenda is a list of our clinical priorities across the system. It is a working document that changes as needs change, helping OSF HealthCare remain a highly reliable organization that provides high-quality coordinated care and superior outcomes.

OSF HealthCare leadership believes impactful change can be effected by tackling challenges collectively rather than in isolated projects.

### *Our 2018 Goals:*

- Reduce the 30-day mortality rate from sepsis, the body's reaction to an infection in the blood, by improving how quickly patients displaying sepsis symptoms receive antibiotics. Caregivers managed to reduce the mortality rate from nearly 12.5 percent in 2014 to just over 9 percent in fiscal year 2018.*
- Reduce the 30-day mortality rate for heart failure patients by encouraging patients diagnosed with heart failure to have a follow-up visit within five days of discharge from the hospital, and by initiating guideline-directed medical therapy upon discharge. Progress toward this goal continues.*
- Decrease the severity of disabilities experienced by stroke patients by striving to administer a clot-busting drug within 45 minutes of arrival to ischemic stroke patients – a mark toward which we continue to make progress.*

# PHILANTHROPY

*The Culture of Philanthropy is deeper than supporting a charity. It is an understanding of the impact one can make through sharing a vision and embracing a partnership with our patients, families and the OSF HealthCare Foundation.*



"And do not forget to do good  
and to share with others, for with  
such sacrifices God is pleased."

Hebrews 13:15



## PHILANTHROPY | THOMAS HAMMERTON

PRESIDENT, CHIEF DEVELOPMENT OFFICER  
OSF HEALTHCARE FOUNDATION

Transforming health care starts with an innovative idea and the generous support of donors. At OSF HealthCare Foundation, we are humbled by the people who follow a passion to help others and positively impact the world around them.

In 2018, the OSF HealthCare Foundation received nearly \$21 million in philanthropic gifts. These gifts make it possible to extend our Sisters' Mission. I give great credit to our entire team, who work tirelessly every day, all year long.

We've never had more engagement from external partners than we did in 2018, and that ideal is carrying forward. We had much to celebrate in 2018, such as partnering with Almost Home Kids, which you can find in the Collaboration section of this report; a new cancer center in Alton that is detailed in the Commitment section; and expansion of the STEAM education program addressed in this report's Innovation section.

*Every contribution – both large and small – is significant and appreciated.*

Our goal at OSF HealthCare Foundation is to provide an opportunity to individuals who have the empathy and desire to make an impact on the health care journey of others – to make the world a better place. The generosity and dedication of all contributors allows OSF to pursue the highest level of care and bring greater access to health care expertise and resources across the Ministry.

We are fortunate to have the support of generous and thoughtful donors who are integral in our ability to share our Mission. We're building a culture of philanthropy of which we all can be proud.

A handwritten signature in black ink that reads "Thomas Hammerton". The signature is written in a cursive style.



## HIGHLIGHTS FROM 2018

### *Angel Ball raises money for cancer treatment*

Every five years, the OSF HealthCare Foundation holds the Angel Ball, a black-tie fundraiser for a major initiative. In 2018, nearly 1,200 attendees and sponsors helped raise a record \$5,254,675 to support a new proton center for cancer treatment to be built on the campus of OSF HealthCare Saint Francis Medical Center in Peoria. Almost Home Kids at OSF HealthCare Children's Hospital of Illinois also benefitted from the Angel Ball.

### *The Heller Center for Kids with Cancer*

The Heller Center for Kids with Cancer is becoming a focal point of fundraising for OSF Children's Hospital. The Center was created to help kids and families live life beyond cancer. Unable to watch children and families struggle, John and Annette Heller generously donated \$1 million to establish the Center in 2016 and the Foundation received a match of \$1 million from Caterpillar Inc.

The Center provides critical, non-medical support services to help children with their education, develop coping skills and successfully navigate growth into adulthood. More than \$3 million has been raised for the Center and there's a goal of \$10 million for an endowment to support these services.

### *Ed and Ann Rapp Family Endowment*

More than \$1.3 million was raised in 2018 for the Ed and Ann Rapp Family Endowment, which they established in 2017 with a \$1 million gift. Caterpillar executive Ed Rapp retired in 2016 following his diagnosis with ALS. He made it his personal challenge to support efforts to improve the care of patients with ALS.

The endowment is being used to support neuroscience innovation focused on assistive technologies, improving access to care and aiding in earlier diagnosis to benefit patients with ALS and other complex neurologic conditions. The effort involves an interdisciplinary collaboration among OSF HealthCare Illinois Neurological Institute, Jump Trading Simulation & Education Center and engineers from the University of Illinois.

### *OSF King Care-A-Van*

Don and Valerie King of Walnut, Illinois, made a \$400,000 gift for a Care-A-Van to be used in the I-80 region served by OSF HealthCare. As farmers, the Kings' passion centers on broadening access to health care. The OSF King Care-A-Van is an innovative mobile health unit that will bring wellness services, health screenings, immunizations and health education to people in rural communities.

The donation was inspired by the care and compassion the Kings received from our Sisters in 1983 following the birth of their son.

### *Expanding the 1877 Legacy Society*

The 1877 Legacy Society continued to grow throughout the OSF Ministry. Celebrating the year The Sisters of the Third Order of St. Francis began this sacred health care Ministry, the 1877 Legacy Society honors and recognizes those who have chosen to support any area of our OSF Ministry through a structured gift in their will or estate plan.

These legacy or "planned gifts" provide long-term support to ensure our Mission is here for future generations. In 2018, new chapters were launched for OSF HealthCare Saint Anthony Medical Center and OSF HealthCare St. Joseph Medical Center.

# LEADERSHIP

## EXECUTIVES AS OF MARCH 2019

### **Robert C. Sehring**

Chief Executive Officer  
OSF HealthCare

### **Sister Diane Marie McGrew, O.S.F.**

President  
OSF HealthCare

### **Sister M. Mikela Meidl, F.S.G.M.**

Executive Vice President  
Chief Ministry Officer  
OSF HealthCare

### **Michael Allen, CPA, FHFMA**

Chief Financial Officer  
OSF HealthCare

### **Robert G. Anderson**

President  
OSF HealthCare Saint Francis Medical Center

### **Kenneth P. Beutke, MHA, MS**

President  
OSF HealthCare Saint Elizabeth Medical Center

### **Chad E. Boore**

Chief Executive Officer, Eastern Region  
OSF HealthCare

### **Paula A. Carynski, RN, MS**

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OSF HealthCare Saint Anthony Medical Center

### **Michelle D. Conger, MS**

Chief Strategy Officer  
OSF HealthCare

### **Roxanna Crosser, MHA**

Chief Executive Officer, Western Region  
OSF HealthCare

### **Mike A. Cruz, MD**

Chief Operating Officer  
Chief Executive Officer, Central Region  
OSF HealthCare

### **Carol A. Friesen**

Chief Executive Officer, Northern Region  
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### **Lynn A. Fulton, MHA**

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### **Darrel C. Gumm, MD**

Physician Leader  
Cardiovascular Service Line

### **Thomas G. Hammerton**

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OSF HealthCare Foundation  
Chief Development Officer  
OSF HealthCare

**Stephen E. Hippler, MD, FACP**

Chief Clinical Officer  
OSF HealthCare

**Divya Joshi, MD**

Chief Executive Officer  
Children's Service Line

**Jennifer A. Junis, MSN**

President  
OSF HealthCare St. Mary Medical Center

**Jackie D. Kernan, RN, MSN**

President  
OSF HealthCare Saint Luke Medical Center

**David S. Lord, MHA**

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OSF HealthCare St. Francis Hospital  
& Medical Group

**Patricia G. Luker, MHA**

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**James J. Mormann**

Chief Executive Officer  
Integrated Solutions  
Chief Information Officer  
OSF HealthCare

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Chief Ambulatory Officer  
Ambulatory and Regional Business Integration  
OSF HealthCare

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President  
OSF HealthCare Saint Anthony's Health Center

**August Querciagrossa, RPH, MS, MBA**

President  
OSF Home Care Services

**Jared C. Rogers, MD**

President  
OSF HealthCare Heart of Mary Medical Center  
OSF HealthCare Sacred Heart Medical Center

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President  
OSF HealthCare Saint James-John W.  
Albrecht Medical Center

**Jeffry M. Tillery, MD**

Chief Executive Officer  
OSF Medical Group

**Dawn C. Trompeter**

President  
OSF HealthCare Saint Paul Medical Center

**Ralph Velazquez, MD**

Chief Medical Officer  
OSF HealthCare

**Lori L. Wiegand, DNP, NEA-BC**

Chief Nursing Officer  
OSF HealthCare



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Sister Rose Therese Mann, O.S.F.  
Sister M. Mikela Meidl, F.S.G.M.  
Robert C. Sehring  
James W. Girardy, M.D.  
Michael H. Veeder, M.D.

# FINANCIALS

FISCAL YEAR 2018

OCTOBER 1, 2017 –  
SEPTEMBER 30, 2018

\$2.8 billion

NET REVENUE <sup>1</sup>

\$20,805,000

OSF HEALTHCARE  
FOUNDATION CONTRIBUTION

761

EMPLOYED PROVIDERS

20,912

MISSION PARTNERS

124

OSF LOCATIONS  
INCLUDING HOSPITALS

256,527

HOME HEALTH  
ANNUAL VISITS

2,115,262

PHYSICIAN  
ENTERPRISE VISITS

538

LICENSED ADVANCED  
PRACTITIONERS

\$4.0 billion

TOTAL ASSETS

1,694,910

OUTPATIENT VISITS

80,056

INPATIENT ADMISSIONS  
(INCLUDES NEWBORNS)

2,924

HOSPICE  
PATIENTS SERVED

827,813

NUMBER OF  
PERSONS SERVED

<sup>1</sup> OSF HealthCare Total Net Revenue includes Net Patient Service and other Operating Revenues recognized. All data as of November, 2018



**OSF**<sup>®</sup>  
HEALTHCARE