



# Moving Forward

2021 Annual Report



## CEO Message

*Dear Friends* of Pana Community Hospital,

I was hopeful that with this annual report, I would not have to mention COVID but unfortunately, it was a significant factor for us again in 2021. As an organization, we worked through multiple surges in infection rates in our community throughout the last year and in January of this year. As COVID brought us new challenges, everyone here at PCH did everything necessary to continue to respond to patient and community needs.

Now as an organization, we are beginning to talk about what impact the COVID pandemic will have on the healthcare industry. Will it change it significantly? What have we learned from it? These are questions we look to find answers to as we plan for our future. These answers will be important factors as we develop short and long-term goals for Pana Community Hospital.

During the past year, we had some exciting things happen that you will read about in this annual report. We look forward to offering additional specialty providers through our new collaboration with the Springfield Clinic and to the completion of our MRI Suite.

And as always, I can't say enough about the amazing team of people who work for and support Pana Community Hospital. They are the key to our hospital's success!

**Trina J. Casner, FACHE**  
President & Chief Executive Officer

## Moving Forward — How the Pandemic has made us STRONGER

As COVID numbers decrease and the media changes its attention to a new crisis, many people in our community are breathing a sigh of relief. Some believe the pandemic that took so many lives, changed the way we lived, and crippled our economy is over. The most recent surge in January 2022, brought the highest number of infections and deaths to our community. The variant that came at the beginning of the year caused critical problems in transferring patients to larger hospitals that had NO beds to spare. So is the threat gone? Unfortunately, the virus still exists and continues to infect the most vulnerable—those people who are unvaccinated and those who are immunocompromised. At Pana Community Hospital, we have been pushed to our limits to battle the disease at its strongest point and still continue to work hard to make sure our patients are protected and have the best defenses ready should a surge present itself again. We are learning to *MOVE FORWARD* and use the lessons we learned from this pandemic to make our hospital stronger.

After two years, it is clear that COVID-19 has presented the most significant challenge to healthcare in over a century, affecting all of Illinois. The pandemic strained hospitals to their limits and took a heavy toll on the healthcare heroes who worked tirelessly to care for the sick while maintaining every day operations to ensure patients' healthcare needs were being met.



What is Pana Community Hospital doing now to make sure we continue to *MOVE FORWARD* in the shadow of a deadly pandemic? Today, masks are still required at our hospital, wellness center, and all our physician clinics. This is to protect all people who use our services. We must be vigilant to make sure we do not spread any disease, whether it is Covid, the flu, or any other virus to other patients and our staff. Our hospital continues to be cautious by keeping the Harvest Café, gift shop, and meeting rooms closed to the general public.

The PCH Emergency Operations Planning committee continues to meet on a regular basis to review infection rates, discuss policies, and review our supply of Personal Protective Equipment such as masks, gowns, goggles, etc. This committee makes sure our hospital is prepared for emergencies and can react to a critical situation quickly by convening as a group to discuss solutions to problems that may arise.

Pana Community Hospital is optimistic that we can put procedures in place to normalize our operations in the near future. We hope to open our hospital to public gatherings, offer health fairs, and bring back the Auxiliary Bazaar as soon as we determine it is safe to do so. Our community's health is our top priority and we take the job of keeping you healthy and safe very seriously.

As we reflect on the past two years, Pana Community Hospital continues to work tirelessly on making sure we are ready...

ready for the stroke patient that comes by ambulance

ready when your child runs a high fever and is brought to our ExpressCARE

ready when the imaging department sees a suspicious lump on your mammogram

READY if another COVID-19 surge hits our community

Our commitment to your health has never wavered. We are committed to *MOVE FORWARD* and bring you the highest quality healthcare possible. ❤️



## PCH Anxiously Awaits New MRI Suite Coming in 2022

Over the past several years, the Pana Community Hospital Foundation was very busy raising the largest amount of funds in its' history! Thanks to the generosity of our community, the Foundation raised \$1,585,000 in support of Pana Community Hospital's historic building project, but the work of our Foundation is never complete. Time and time again, the support of our donors ensures the success of our hospital both now and in the future.



*This rendering shows what the new MRI Suite will look like.*

Currently the Foundation is raising funds for the hospital's in-house MRI Suite. This project greatly enhances our current MRI imaging capabilities and will offer many benefits for our patients. A few of the benefits of the in-house MRI are:

- Relocation within our imaging wing
- Easy accessibility to our Emergency Department and Inpatient services
- Advanced state of the art technology
- Esthetically soothing atmosphere

Work on the new MRI Suite has already begun with plans for the MRI machine to arrive in August. The Imaging Department hopes to offer in-house MRI scans in the Fall-Winter of 2022. ❤️

## Dr. Brooke Dean Commits to Pana Community Hospital

Pana Community Hospital is excited to announce that **Dr. Brooke Dean** has committed to working in Pana upon completion of her residency. Brooke has signed a commitment to begin her medical career at Pana Community Hospital joining the physician staff at Community Medical Clinic.



Dr. Dean is a graduate of Hillsboro High School and received her BS in Biology, with minors in Business Administration, and Philosophy & Religion from Truman State University in Kirksville, MO. She went on to receive a Masters degree in Microbiology & Immunology from Tulane University School of Medicine in New Orleans, LA. In 2020, Brooke graduated from the University of Illinois College of Medicine in Rockford, IL. Dr. Dean is currently completing her Family Medicine residency at University of Missouri. ❤️

## Pana Community Hospital Welcomes Two New Specialists

Pana Community Hospital is pleased to welcome two new specialty physicians—Dr. David Tapscott and Dr. Scott Morgan. Dr. Tapscott is an Orthopedic Surgeon and Dr. Morgan is a Urologist. We are excited to continue to move forward on our objective to offer a variety of specialists at our local hospital so patients do not have to travel far for specialty care.



*David Tapscott, MD  
Orthopedics*



*Scott Morgan, MD  
Urology*

**Dr. Tapscott** of Springfield Clinic is the newest surgeon to provide Orthopedic consultation and surgeries at Pana Community Hospital. His interests include: general orthopedics, shoulder surgery, arthroplasty, and fracture care. Dr. Tapscott currently sees PCH patients three days a month.

Other Orthopedic specialists at PCH include Dr. Youssef El Bitar, with SIU Medicine; and Dr. Jacob Sams and Dr. Donald Sullivan, both with Decatur Orthopedic Center in Mt. Zion.

**Dr. Scott Morgan** is also with Springfield Clinic, and has 22 years experience providing general urology care. Dr. Morgan has a particular interest in treating kidney stones, helping patients with prosthetics, and providing urogenital care. Dr. Morgan will begin seeing patients in May and will have scheduled hours two days a month. ❤️







## Employee Spotlight — Vicki Reiss

**Vicki Reiss** moved to Pana in 1982 and began her job at Pana Community Hospital a few years later in 1984. “Upon moving to Pana, I didn’t know many people, but after working at PCH, I made many new friends both at work and in the community,” stated Vicki. Vicki was hired by Vickie Coen who at that time was the Quality Assurance (QA) Manager. “Vickie will tell you she hired me because I could actually read her handwriting,” laughed Vicki. After working for approximately 6 months in QA, her duties in that department became somewhat less demanding due to a decrease in census. This allowed her time to work in the Medical Records department filing, splitting time between both departments. Eventually, Vicki was working full time in Medical Records. “The manager at that time taught me to code charts and suggested I take further courses to expand my knowledge,” she added. In 1996, Vicki became the Medical Records department manager and in 2006, became a certified coder. Vicki said; “One of the things I love best about this job is every day is a little different: different patients, different diagnoses. And there is always the

challenge of keeping up with new standards for payment.”

“During my 38 years at PCH, the staff have not only been friends but on a few occasions care-takers for myself and my family. I truly believe the staff in our ER saved my mother’s life in 2015. I know it’s been said many times in the past, but working at Pana Community Hospital is not just a job, it’s an extension of family. We always can count on each other to get the job done or make life a little better when the tough times come.”

Vicki and her husband, Tim have three children: Erin, Kyle and Rich who have blessed them with 6 grandchildren. Thanks to Vicki for her many years of service to Pana Community Hospital. ❤️

## Pana Community Hospital Physical Therapy Expands Services to Moweaqua

Pana Community Hospital’s Physical Therapy Department is excited to announce they have expanded their services to Moweaqua, IL. **Dr. Bryce Fortner**—Doctor of Physical Therapy—started offering therapy services at Level Up Fitness and Sports Enhancement on September 8, 2021. Level Up Fitness opened in April of 2021 and offers fitness training for adults and youth in a new 15,000 square foot facility.

Pana Community Hospital Rehab has been a leading provider of therapy using scientifically-based treatment techniques that focus on restoring function, relieving pain, and preventing injury.

Dr. Fortner has been a part of the PCH Rehab team of professionals for 11 years. “I am looking forward to offering physical therapy at Level Up and encouraging a healthy active lifestyle for both adults and children. My job is to make sure injuries don’t limit a person’s ability to maintain an active life. I am excited to bring our therapy services to the local community and look forward to seeing many of our patients from Moweaqua and Assumption and other surrounding areas in this great facility,” stated Fortner. ❤️

*Dr. Bryce Fortner (left) is pictured with Josh Evans, owner of Level Up Fitness in Moweaqua.*







## Community Services by the Numbers

Total inpatient and outpatient visits, procedures and ambulance trips: **2020 141,035** **2021 164,513**



Emergency Department Visits

**2020 4,496** **2021 5,079**



Clinic Visits

**2020 23,532** **2021 28,261**



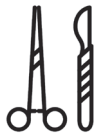
Helicopter Transfers

**2020 11** **2021 56**



Lab Tests

**2020 79,220** **2021 87,676**



Surgeries

**2020 453** **2021 698**



Radiology Exams

**2020 10,718** **2021 12,797**



Observations/Patient Days

**2020 1,264** **2021 1,237**



Rehab & Therapy Treatments

**2020 20,003** **2021 27,327**



Ambulance Trips

**2020 1,349** **2021 1,438**

## Pana Community Hospital Plays a Crucial Role for Community Health and Economic Stability

This report identifies and measures the direct impact of our hospital on the local economy while highlighting the jobs we create as the largest employer in the Pana community. Pana Community Hospital creates a ripple effect providing dollars directly to the communities we serve that result in a stronger local economy.

### ECONOMIC IMPACT

Pana Community Hospital is the **LARGEST** employer in the Pana Community

**278 (2020)** **289 (2021)**  
Number of Employees

**\$15.2 M (2020)** **\$16.5 M (2021)**  
Total Gross Wages and Benefits

**\$64.4 M (2021)**  
Amount infused into local and state economies

### HEALTHCARE ASSISTANCE PROGRAM

**\$1.2 M (2021)**  
**\$1.1 M (2020)**

Pana Community Hospital is a not-for-profit 501(c)3 corporation that provides high quality medical care to all individuals—regardless of their ability to pay. In an effort to help our patients struggling to afford their medical expenses, we have a Healthcare Assistance Program.

## PCH Community-Based Programs Include:



Sports medicine clinics for student athletes



Meals on Wheels



CPR training



Senior citizen outreach through Quad County



Silver Sneakers



Patient Transportation Service



No Veteran Dies Alone Hopsice Program



Safe Sitter classes



Terra Marie Henschen Kasch Summer Meal Program