

# PANA COMMUNITY HOSPITAL

## 2018 ANNUAL REPORT

YOUR *health*  OUR *future*





## Dear Friends of Pana Community Hospital,

Pana Community Hospital is pleased to share with you our 2018 Annual Report. This past year we have completed Phase 1 and kicked-off Phase 2 of our historic building project. Also, during this past year, we have had to say goodbye to some dear friends. Last year we also made the decision to begin a conversion of our computer system that will be complete in the Fall of 2019.

Although our building project has had some unexpected delays, it is moving along very well. We have occupied the patient services addition and have begun utilizing most of that space. We are very pleased with how it has turned out and look forward to serving your healthcare needs in this new space.

The kick-off of Phase 2 created significantly more disruptions than the previous phase with the closure of our main entrance. We appreciate everyone's patience while we utilize a temporary entrance and work to guide people throughout the building. Although the project has created some inconveniences, we are confident that they will have been worth it when the project is complete.

It was with heavy hearts that we said goodbye to Dr. Virgil Dycoco in December and Roland Carlson in March. Both individuals were very important to the PCH organization in their own ways and we will miss them. Personally, they both taught me very important lessons about doing what is best for our patients and how to approach my career as Pana Community Hospital's CEO.

Pana Community Hospital is also blessed with long-tenured employees that we spotlight each year in this report and I thank Carol, all our employees, and providers for their dedication to our mission to providing community-based, quality healthcare. I am honored to work with this great group of people. I also want to thank all of our volunteer groups for your support of PCH—we couldn't do what we do without you.

Lastly, I want to thank Pana and the surrounding communities for your support of our local hospital, physician clinics, home health agency and our rehab and wellness center. We will continuously strive to be the best, highest-quality provider for your healthcare and wellness needs.

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

## Carol Hoehn, Business Office Manager, Celebrates more than 40 Years of Service to PCH

It takes dedication to work for the same employer your entire life and that is what Carol Hoehn has done at PCH. In 1978, while Carol Hoehn was a junior at Pana High School, her teacher Ruth Berns told her the hospital was looking for a part-time typist. Carol applied for the job and began her career at PCH typing manuals for the hospital's first Joint Commission Accreditation. Upon graduation in 1979, she accepted a full-time position in the billing department. "I have never had any other employment!" stated Hoehn.

In 1994, Carol became Manager of the Business Office and remains in that position today. She manages 13 employees and oversees registration and patient accounts at the hospital. Carol has been at PCH since the very first computer system arrived in 1983 and has been a part of at least four computer system conversions. What major changes has Carol seen? "Payer reimbursement has become much more complicated due to an increase in government regulations and constantly changing technology," stated Hoehn.

After working at PCH more than 40 years, Carol stated she has had the privilege to work with many great people. "My most precious memories are of all the people and doctors I have worked with." In 2014, Carol really enjoyed seeing former CEO, Don Shula, return to PCH to celebrate the hospital's 100 year anniversary. "Don was the first CEO I worked under and I truly enjoyed getting the chance to see him and talk about the old days." So why would you stay in the same job your whole life? Carol's answer; "PCH has always been family oriented with an understanding that women with kids have to work. PCH provided flexibility I needed to raise my family. Still today, as a grandmother, PCH offers a balance of work and family."

Carol and her husband Steve live in Oconee and have two children, nine grandchildren, one great-grandchild and one on the way! She serves as Secretary of the Pana Rural Fire Association and Secretary of the Sacred Heart Cemetery Board. She is also Secretary and Co-founder of the Friends of Oconee Fire Department.



Above: Carol is standing in what is soon to be her new office which will be located on the 3rd floor of PCH in the former surgical area. Patient accounting staff will be moving their office spaces from the 1st to 3rd floor.

**"My most precious memories are of all the people and doctors I have worked with."**

**Carol Hoehn**

# In Memoriam

## Remembering Dr. Virgilio M. Dycoco

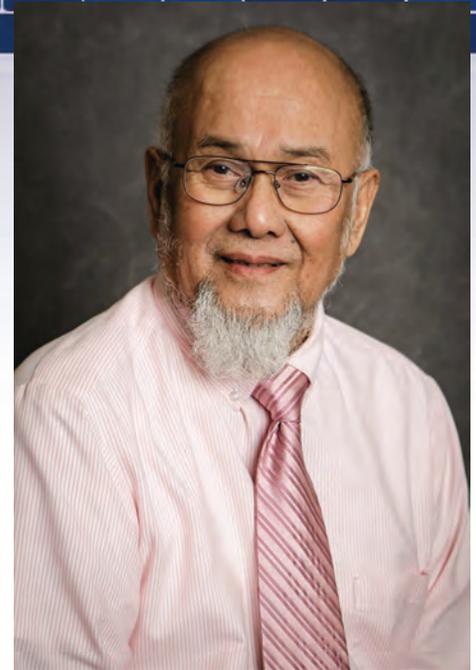
Pana Community Hospital, Pana Medical Group, Quad County and Community Medical Clinic staff had to say goodbye to a dear friend and colleague—Dr. Virgil Dycoco, on December 27, 2018. He was 78 years old. It was a difficult time for his family but also a very hard time for clinic and hospital staff who were his family as well. Dr. Virgil served Pana and surrounding communities for 45 years.

He was born in the Philippines to Leopoldo and Maria (Madrid) Dycoco and was one of 15 children. After graduating from Far Eastern University Institute of Medicine in the Philippines, he came to America to continue his internship and medical residency program at the New Jersey College of Medicine Hospital affiliates. Although he could have chosen to work in a larger city, in 1973 Dr. Virgil chose to come to Pana. He married Dr. Gloria in 1970 in New Jersey and together they practiced medicine at the Pana Medical Group and raised three children in Pana—Jun-Jun, Maria and Melissa. He was devoted to his wife, children and four grandchildren.

Dr. Virgil was an incredible physician but also liked to make work fun. Pana Medi-

cal Group staff has many fond memories of Dr. Virgil. One of those memories was of Dr. Virgil ringing a bell at the nurses to 'hurry up' and going to the waiting room to get patients himself if they were too slow. Other fond memories were Dr. Virgil's famous home-made egg rolls for staff at Christmas and singing karaoke at holiday parties.

According to those who worked right alongside Dr. Virgil, the thing that stood out most was his devotion to his patients. "He was the kind of doctor who called his patients in the evening to see how they were," stated Phyllis Schultz of PMG. Other staff said Dr. Virgil could remember everything about his patients. As he arrived to the office, he asked about medication refills or lab results on each patient without even looking at their chart. He loved his patients so much that he disliked being away from the office for too long. Shawn Holland of PMG recalls, "He would call the office while on vacation to check on his patients." After seeing patients Dr. Virgil's quote was "See how you do and let me know." He always wanted to know how each patient was doing. Even from his hospital room in his final days, Dr. Virgil was inquiring about his patients.



September 22, 1940 ~  
December 27, 2018

In his last days, Dr. Virgil asked the nursing staff to take him up to the third floor for a visit with staff. He gave final words of inspiration, instructing staff to "do good for others" and offered words of reassurance about passing on to the next life. He even joked and made staff laugh one last time. As the nurses took him away, he said "I will see you again someday." We are very blessed to have had this man serve our hospital and community. We will miss his voice in these hallways and in the rooms at Pana Medical Group and look forward to the day when we will meet Dr. Virgil again!

# Providers

SERVING OUR PATIENTS

## PRIMARY CARE PROVIDERS



Terry Cunnington,  
M.D.



Gloria Dycoco,  
M.D.



Shabaz  
Mohammad, M.D.



Marlon Muneses,  
M.D.



Deogracias  
Quizon, M.D.



Catherine Teodoro,  
M.D.



Dennis Yap, M.D.

## NURSE PRACTITIONERS



Blair Angel, FNP



Deb Anklam, FNP



Tabitha Litz, FNP



Marc Scholes, FNP



Coleen Rakers,  
ANP-C



Demosthenes Asuncion, M.D.

## EMERGENCY PHYSICIAN/ HOSPITALIST

## GENERAL SURGEON



Steven Weber, M.D.

## UROLOGIST



Scott Matz, M.D.

## ORTHOPEDIC SURGEON



Youssef El Bitar, M.D.

## RADIOLOGIST



Mary Ludolph, M.D.

## PATHOLOGIST



Paul Kay, M.D.

# Phase One COMPLETED!

## Services Begin in the New Addition!

It has been an exciting year at Pana Community Hospital as we have watched Phase I of our building project completed. Construction of Phase I of the building project was completed in January of 2019. The Illinois Department of Public Health inspected the building and in February sent the official "Certificate of Occupancy" which allowed the staff to move into their brand new space!



Above: The new Patient Services Addition includes a state of the art surgical suite with two operating rooms, eight recovery areas and a dedicated waiting room. Surgeries in this new space have begun and both physicians and patients have rave reviews about how great the new space is!



The lab staff is thrilled with their new lab space that doubles the amount of space in which they worked previously.



Diagnostic Imaging has begun serving patients in their new space including:  
Mammography, Bone Density,  
Nuclear Medicine, and Ultra Sound.

Cardiopulmonary Services have new areas as well which includes:  
EKG, EEG, Pulmonary Function Testing,  
and Stress Testing.



Below: New dining area and cafeteria.



The addition also includes a new cafeteria and kitchen, creating a large dining space as well as cooking and prep areas. Hospital employees, patients and their families, and the general public will have access to the new cafeteria. The addition also includes a new area for materials management, space for a future in-house MRI and a large mechanical penthouse with all new equipment to serve the entire hospital.

This is the most significant building project and expansion that the hospital has undertaken in the past 50 years. It is absolutely necessary in order to provide for continued success and quality of services well into the future. As one of the largest employers in our community this project is vital to all of our citizens and to the citizens in the surrounding communities. We are fortunate that we continue to have a community-owned facility—something that many of our surrounding towns can no longer claim.



# Phase Two BEGINS!



Construction crews have started Phase II of the project. The front entrance of Pana Community Hospital was closed in March as crews took down the front canopy and started digging the foundation. Phase II includes a new front drive in which patients will be able to easily access the building under a new canopy. As patients enter the hospital there will be a beautifully expanded waiting area

that features a two-story glass atrium and four private registration offices.

Phase II also includes an Urgent Care facility which will be added to the front of the current Emergency Department. The benefit of this location is that if an urgent care visit such as back pain becomes an emergency such as a heart attack, emergency staff are just a few feet away to handle any issues that may arise.

Due to the front entrance closure, patients are using a temporary entrance located at the back of the building. Emergency walk-in patients enter at the ambulance doors. Clinic patients enter the Medical Mall through the east doors located near the MRI. Volunteers are located at the temporary entrance to assist patients and visitors and escort them to where they need to go within the hospital during the construction process.

Other renovations in the hospital during Phase II include moving medical records and billing offices from the first floor to the third floor, new restrooms outside the new cafeteria, and extra storage space.

Phase II of the project is expected to be completed in the late fall of 2019. Plans are being made for a ribbon cutting ceremony and open house to celebrate the completion of the project.



**Top left photo:** Removal of front canopy.

**Left:** Cornerstone from the Sisters of Misericorde was found. This significant part of our history was carefully removed and will be preserved for future display.

**Top right:** CEO gets a closer look with members of O'Shea and Farnsworth.

**Photos 2 and 3:** Foundation work and pouring footings.

**Bottom right:** Work begins on the former surgical suite area which is being transformed into office space for Patient Accounting.

## Pana Community Hospital In Process of Implementing New EMR System

Most of you know that Pana Community Hospital has embarked on a historical building project, but most do not know that we have begun a second major project at our hospital. In July 2018, we received board approval to convert our Electronic Medical Record (EMR) from our current system to **Cerner Community Works**. Our current system was being sold to several different companies creating unexpected extra expenses and an overall system that was not meeting standards.

The Cerner electronic medical record (EMR) is an integrated database that provides a comprehensive set of capabilities that allow healthcare professionals to electronically store, capture, and access patient health information in both the acute and ambulatory care settings. The hospital board and administration decided to convert to Cerner Community Works for many reasons, including cost savings, more reliable system, and most importantly, better quality of care for our patients. Advantages for patients include one single patient record that can be shared by our hospital and both Community Medical Clinic and Pana Medical group and online patient bill pay. It will also be easier for PCH to share patient records beyond our walls to larger hospitals in the area. Recent government regulations are requiring hospitals to be subject to a value based payment system. Cerner will help Pana Community Hospital and our clinics be prepared to meet these new government standards.

Pana Community Hospital and our governing Board of Directors makes sure that every decision we make improves the quality of care for the patients we serve—whether it is to upgrade our EMR system, purchase new hospital equipment, or even expand our entire physical building—we put patients first.



PCH administrative team Vickie Coen, James Moon, Dianne Bailey and Trina Casner with Matt Duerfeldt of Cerner.

**“The hospital board and administration decided to convert to Cerner Community Works for many reasons, including cost savings, more reliable system, and most importantly, better quality of care for our patients.”**

**Thanks to the over  
150 volunteers  
who serve  
Pana Community  
Hospital!**

*We appreciate your support,  
fundraising efforts and the  
gift of your time!*

*Our volunteers serve  
in many capacities:*

Board of Directors  
Foundation Board  
Meals on Wheels  
Faith in Action  
Chaplains  
Hospitality  
Gift Shop  
Hospice  
Auxiliary

**2017 Auxiliary Officers:**

Candy Craig — President  
Luann Funk — Vice President  
Mary Lacy —  
Secretary/Treasurer

**PCH Volunteer Coordinator:**

Katie Sinclair

*New members are always  
welcome and can join by  
contacting Katie  
at 562-6290.*



**Pana Community Hospital Board of Directors**

Pana Community Hospital is independently owned and governed by a volunteer board of community members representing the areas that the hospital serves including Pana, Ramsey, Assumption, Nokomis Tower Hill and Oconee.

(Seated L to R): Sarah Myer, Secretary; Charles O'Malley, Treasurer; Rick Schmitz, Vice Chairperson; and Matt Beavers, Chairperson. (Back row): Judge David Slater, Dr. Terry Cunnington, Kenneth Fleisch, Larry Cearlock, Greg Holthaus, Jim Brewer, Pastor Amanda Richards and Dr. David Lett.



**Pana Community Hospital Foundation Board of Directors**

Pana Community Hospital Foundation is governed by a volunteer board of directors comprised of community members and hospital and health care professionals.

(Seated L to R): Vicky Gullion, Vice Chairperson; Kirk Woods, Chairperson and Gayle McRoberts, Secretary/Treasurer. (Back row): Rev. Jeff Shouse, Don Bilyeu, Rev. Charles Banning, Ed Chausse, Brian Sims, George Heintz, Dwain McAfee, Selena Reed and Mary Kirkbride.  
Not pictured: Dr. Marlon Muneses and Steve Morrell

## In Memoriam



### Remembering Roland R. Carlson

PCH has lost a valued friend and strong supporter of our hospital. It was with great sadness that we learned of the passing of former CEO Roland R. Carlson who went to be with his Lord on March

3rd, 2019. He was 75 years old.

Roland began his career at PCH as CEO in July of 2000 and served our hospital well until his retire-

ment on December 31st, 2011. Since that time, he and his wife, Rosemary enjoyed retirement and traveling to visit their four children and five grandchildren.

Many improvements to PCH occurred under the leadership of Roland including the medical mall expansion, "facelift" changes throughout the hospital and hospital grounds, large equipment purchases (including CT scanner and digital mammography), and design, implementation and completion of the Rehab/Wellness Center.

## Welcome

### Pana Medical Group Welcomes Coleen Rakers, ANP-C

Pana Medical Group announced the addition of Coleen Rakers as an Adult Nurse Practitioner to their practice. Coleen joined physicians Dr. Gloria Dycoco, Dr. Deo Quizon, Dr. Dennis Yap, and Dr. Marlon Muneses as well as Tabitha Litz, FNP. "I am excited to be back in my hometown. It is always my goal to bring exceptional care to the families we serve. I feel privileged to join the PMG family," stated Rakers.

Coleen has been working in the health field for 35 years and has been working as an Adult Nurse Practitioner for the past 20 years at St. John's Mercy Medical Center in St. Louis, MO. Rakers graduated from Springfield College in Illinois with an associate's degree in 1984, as well as, a diploma in nursing (1984) from St. John's Hospital School of Nursing. In 1998, she received a BSN from Mennonite College of Nursing and in 1999 she graduated from University of Missouri at St. Louis with a MSN. Coleen is originally from Ramsey and is the daughter of Donna and the late Raymond Rakers.

Pana Medical Group has been providing quality care to its patients since 1946. This long standing practice has a strong history of top quality physicians with office locations in Pana, Ramsey, and Nokomis.



# Community Benefit

BY THE NUMBERS



**166,049**

Total inpatient and outpatient visits, procedures and ambulance trips



**6,866**

Emergency Department  
Visits



**28,992**

Clinic Visits

**81,407**

Lab Tests



**597**

Surgeries



**13,164**

Radiology Exams



**1,709**

Observations/Patient Days

**31,649**

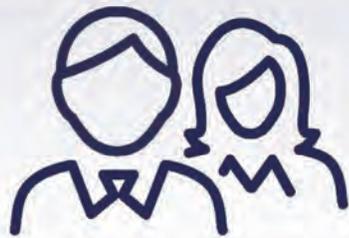
Rehab & Therapy  
Treatments



**1,665**

Ambulance Trips





**266**

Number of Employees



**\$1,100,957**

Financial Assistance  
for those unable to pay



**\$11,674,457**

Total Gross Employee  
Wages

## Pana Community Hospital Healthcare Assistance Program

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 created a Healthcare Assistance Program. The program positively impacts patients by giving them access to the care they need-without the burden of undue financial stress.

## PCH Community-Based Programs Include



Sports medicine  
clinics for student  
athletes

Meals on Wheels



CPR Training

Senior citizen  
outreach through  
Quad County



Silver Sneakers

Fifth Grade  
Health Jams



Patient  
Transportation  
Service

Health Fairs



No Veteran Dies  
Alone Hospice  
Program

## Capital Campaign Steering Committee

### COMMITTEE CHAIRMEN

Vicky Gullion  
Joyce Morgan  
Dick Lees

### COMMUNITY CHAIRMEN

Cindy Hancock — Nokomis  
Carol Schramm and Ron McMillen — Pana  
Joyce Throneburg — Assumption  
Mary Ann Rhoades — Ramsey

### PHYSICIAN CO-CHAIRMEN

Dr. Marlon Muneses  
Dr. Shabaz Mohammad

### HOSPITAL FAMILY CHAIRMEN

Jean Applegate  
Mollie Beyers  
Stephanie Anderson

### MAJOR/CORPORATE GIFTS

John Livesay  
Steve Neece  
John Gardner  
Dick Lees  
Carol Schramm

### FINANCIAL ASSISTANCE

Chad Sutton

### FUNDRAISING COMMITTEE

Kim Rodgers  
Gayle McRoberts  
Melissa Rybolt  
Carol Chandler  
Deb Stalets  
Selena Reed  
Cheryl Swenny

### EX OFFICIO

Trina Casner — President/CEO  
Kirk Woods —  
Foundation Board Chairman

## Pana Community Hospital Foundation Raises \$1,050,000 to Support Building Project

The Pana Community Hospital Foundation Board pledged to raise \$1,500,000 over a two year period in support of the hospital's historic expansion and renovation project. This is the largest amount of funds the Foundation has pledged to raise for a project to date, but thanks to the generosity of our community, **\$1,050,000 has been raised so far!**

Throughout its history, Pana Community Hospital has been blessed with people in the community and surrounding areas willing to support the hospital's efforts and even exceeded fundraising goals each time. The Foundation's Capital Campaign Committee is looking forward to the last efforts in the coming year to raise the **\$450,000 needed** to reach its goal!

### PCH FOUNDATION CAPITAL CAMPAIGN



Over the past year, the Foundation has hosted many fundraising projects to raise money for the Capital Campaign. Here is just some of the support we received from various events!

The LiveWell 5K Run/3K Walk supported the building project and the Brian McMillen Memorial Scholarship Fund. In 2019, the race will be held Saturday, May 25th at 8 am in Kitchell Park!

The 25th Annual Golf Outing at Oak Terrace Resort of Pana raised over \$30,000 and featured the largest number of participants, with 36 teams registered in the 18-hole golf scramble.



The Foundation hosted an ice cream sundae bar to kick off the employee giving campaign. PCH employees have pledged more than \$60,000 towards the building project!

The Foundation Feud was a hilarious event that also raised funds for the project. Plans are being made to host this event again in the fall of 2019!

The Foundation sold McDonald's punch cards with the proceeds benefiting the project.



Chad Sutton of Endurance Capital ran the Boston Marathon in April, 2018 raising funds for the project!





101 East Ninth Street | Pana, IL 62557

Local  
Postal Customer



## Coming in Late Fall 2019—

Watch for details on our ***Ribbon Cutting/ Open House*** to celebrate the Building Project completion in the fall of 2019.

We are so excited to share our finished project with you and appreciate all your encouragement and support throughout this entire process. We feel this expansion proves our commitment to our community and assures we can continue to provide quality healthcare for many years to come.