



Pana Community Hospital

2019 ANNUAL REPORT

Historic Building Project is Completed



It was standing room only at Pana Community Hospital's Open House on December 12, 2019 which celebrated the completion of the hospital's historic \$20.4 million building project. Over one hundred guests gathered in the hospital's new front lobby to see the completion of the project that began in August of 2017. Dr. Terry Cunningham, President of Pana Community Hospital's Medical Staff was one of many who remarked during the short program held at the Open House. "Seeing and experiencing the finished project makes me deeply excited for the City of Pana and the people served by this hospital. For over 100 years this hospital has stood here, but I don't think it has ever been this strong," stated Cunningham.




On August 10, 2017, PCH kicked off the building project with a ground-breaking ceremony under a huge white tent on the lawn of our hospital. It was a day to remember as hundreds gathered to kick off our historic building project. Construction of Phase I of the building project was completed in January of 2019, and in February the Illinois Department of Public Health inspected the building and sent the official "Certificate of Occupancy" which allowed the staff to move into their brand new space! Phase I of the project was the Patient Services Addition which included a state of the art surgical suite with two operating rooms, eight recovery areas and a dedicated waiting room. Surgeries in this new space began in early 2019 and both physicians and patients had rave reviews about the new surgical wing! Other expansions in Phase I included a new laboratory, diagnostic imaging wing, cardiopulmonary, materials management storage space, and a new kitchen, and the Harvest Café.



Phase II construction began in early 2019 and moved quickly. In approximately 6 months, this phase was complete. Phase II included a new front entrance in which patients have easy access into the hospital under a new canopy. As guests enter the hospital, there is a beautiful expanded



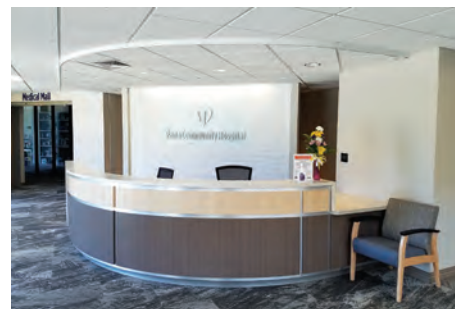
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waiting area featuring a two-story glass atrium and four private registration offices. New first floor restrooms were added, as well as improvements to the Imaging waiting area, and the relocation of medical records and billing offices to the third floor. The new hospital gift shop, now named Retail Therapy, was also completed.

The second phase of the project also included the addition of Community Medical Clinic's FastCare. This clinic was added to the front of the current Emergency Department. Community Medical Clinic's FastCare offers convenient walk-in clinic services with expanded evening and weekend hours. CMC's FastCare offers healthcare services for those who do not have a primary care provider and offers services when other primary care providers' offices may be closed.

As this historic project is completed, the hospital continues to look towards the future. "The work of upgrading both our physical plant and equipment is never finished," stated Trina Casner, President and CEO. "Our hospital has been a vibrant part of this community for over 100 years and we will continue to improve our services so we can continue our mission to be a leading partner in assuring community-based quality health care." Pana Community Hospital remains an independent, not-for-profit hospital, much like when it was founded in 1914!



Pana Community Hospital Foundation Surpasses \$1.5 million Goal!!!

The Pana Community Hospital Foundation Board pledged to raise \$1.5 million over a two year period in support of the hospital's historic expansion and renovation project. This was the largest amount of funds the Foundation has pledged to raise for a project to date, but thanks to the generosity of our community, we have surpassed our goal raising \$1,585,000!!

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. During the campaign we raised over \$800,000 from individuals and memorials, \$250,000 from local businesses and over \$80,000 from our hospital employees! From the smallest donation to the largest, every dollar raised was important. We would like to sincerely thank the community for their generosity and support of our hospital.



Several members of the Capital Campaign fundraising committee gathered to celebrate the completion of our goal. Pictured are: Deb Stalets, Trina Casner, Cindy Hancock, Selena Reed, Cheryl Swenny, Kim Pollman, Carol Schramm, Joyce Throneburg, John Livesay, Vicky Gullion, Dick Lees, Joyce Morgan, Steve Neece, Ron McMillen and Gayle McRoberts.



Zeta Theta Chapter of Delta Theta Tau Sorority contacted several classes of Pana High School and challenged them to see which class could donate the largest amount. **This fundraiser raised \$8,440.** Sorority members presented the check to several Capital Campaign committee members.

Capital Campaign Steering Committee

Committee Chairmen

Vicky Gullion, Joyce Morgan and 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 and Dr. Shabaz Mohammad

Hospital Family Chairmen

Jean Applegate, Mollie Beyers, and
Stephanie Anderson

Major/Corporate Gifts

John Livesay, Steve Neece, John Gardner,
Dick Lees and Carol Schramm

Financial Assistance

Chad Sutton

Fundraising Committee

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

Ex Officio

Trina Casner, President/CEO and Kirk Woods,
Foundation Board Chairman

Pana Community Hospital Patients Benefit from New Low-Dose CT Scanner System and New X-ray Machine

Pana Community Hospital's Imaging Department purchased two new units of imaging equipment in 2019. The first purchase was a new CT Scanner system which was installed in April of 2019. This new CT scanner provides quality diagnostic services at lower radiation doses. Our patients have already benefited from the advance technology. "We are very excited to offer this new technology to our patients. Pana Community Hospital is constantly striving to offer our patients the best quality care and the safest possible care," stated Vickie Coen, Chief Clinical Officer/Chief Nurse Executive. CT is a non-invasive and expedient way to look inside the body at organs, soft tissues, vascular structures and bones using x-rays to generate very high-resolution images of the body. It accomplishes this by rotating an x-ray source and detector around the patient as the patient is moved through the device.



In December of 2019, the Imaging Department also purchased a new digital x-ray system. This major endeavor included a new digital mobile x-ray machine, a refurbished digitally upgraded mobile x-ray machine, a digital upgrade to one of our X-ray Rooms (our fluoroscopy room) and a brand new complete digital x-ray system for our other x-ray room. Upgrading to all digital x-ray producing units greatly reduces time to produce an image. Images are immediately available at the monitors of the digital equipment for Emergency Provider's viewing.



Pana Community Hospital's Imaging services include general x-rays, CT, MRI, Dexa, Ultrasound, Nuclear Medicine and 3-D Mammography. All of our imaging procedures create digital images which helps all the members of your health care team work together to diagnose and treat your condition as quickly as possible.

New Surgeons at Pana Community Hospital

Pana Community Hospital is pleased to welcome two new specialty physicians—Dr. Leslie Anewenah and Dr. Andrew Ott. Dr. Anewenah specializes in General and Colorectal Surgery and Dr. Ott is an Podiatry Surgical specialist.

Dr. Anewenah began seeing patients at PCH in November of 2019. He completed two residencies—one in General Surgery and one in Internal Medicine. Dr. Anewenah also completed a fellowship in Colorectal Surgery. He sees patients every Monday at PCH.

Dr. Ott began seeing patients at PCH in October of 2019. Dr. Ott completed his residency in New York City, based at New York Presbyterian Queens where he was chief resident in his 4th year of residency. His residency was primarily devoted to reconstructive foot and ankle surgery, but also covered all aspects of general podiatry. Dr. Ott is available to see patients every Tuesday at PCH.

The Surgery Department of Pana Community Hospital is comprised of a team of skilled and experienced professionals who work with consulting surgeons. PCH offers surgical services Monday through Thursday, including Endoscopic, Laparoscopic, Podiatry, Ophthalmology, Orthopedic, and General Surgical Procedures.



Pana Community Hospital Implements New EMR System



Did you know Pana Community Hospital took on **two** major projects in 2019? Most of you knew about the historical completion of our building project, but many did not know about our second major project—the implementation of a new Electronic Medical Records (EMR) system. The old system was not meeting the hospital's standards and was being split up and sold to several different companies, creating unexpected extra expenses. The decision to convert to Cerner Community Works was made in 2018 and the conversion took place in 2019.

Employees were asked to vote on a theme for the conversion process which would last for almost an entire year. It was decided to use a Star Wars theme with the slogan "We Are the Force." Teams of support staff arrived from Cerner to Pana Community Hospital to collaborate in the implementation process. For over 10 months staff worked hard to ensure all employees and providers were trained on the new system.

On September 23, 2019, the new system "Rolled into the Future" and PCH went LIVE with Cerner Community Works. The team from Cerner, who implements systems all over the United

States, shared that Pana Community Hospital was one of the best hospitals they had worked with throughout the process. Our hospital was even featured in a special article published by Cerner. "I am proud of the dedication and hard work our staff invested in the roll out our new EMR system," stated Trina Casner, President and CEO. "We continue to have open lines of communication with Cerner. If we have questions, they are able to provide our staff with the answers."

The new Cerner Community Works system benefits our patients for many reasons, some of which include cost savings, larger more stable system, and most importantly better quality of care for those we serve. Other 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 is also 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 to meet these new government standards.



2019 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) Matt Beavers, Chairperson; Rick Schmitz, Vice Chairperson; Charles O'Malley, Treasurer.
(Standing) Jim Brewer, Dr. Terry Cunnington, Kenneth Flesch, Greg Holthaus, Dave Dorn Jr., Dr. David Lett, Judge David Slater, and Pastor Amanda Richards.
(Not pictured) Sarah Myers, Secretary.



2019 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) Gayle McRoberts, Vice Chairperson; Kirk Woods, Chairperson; and Mary Kirkbride, Secretary/Treasurer.
(Standing) Don Bilyeu, Dwain McAfee, Rev. Charles Banning, Brian Sims, George Heintz, Ed Chausse, and Selena Reed.
(Not pictured) Dr. Marlon Muneses, Steve Morrell, and Jeff Shouse.



Pana Community Hospital Offer Transport Service for Its Patients

Pana Community Hospital recognized the need for transportation to health care appointments well over 25+ years ago when Faith-In-Action, supported by Pana Community Hospital, was established and set into motion providing rides to doctors appointments. In 2018, the Faith-In-Action Board Members voted to disband and transi-



tion specifically the transportation services and its investments into a new service for Pana Community Hospital patients named PCH Transport Services. The purchase of a new wheelchair van and passenger van for PCH Transport Services was made possible by a donation from the Ruby June Munzenmaier Estate.

The availability of the Transport Services to the PCH patient base has been invaluable to ensure patients are arriving at their doctor's appointments in a timely and safe manner. In 2019, PCH transported over 600 patients! We

would like to thank all the transport drivers who made this possible in 2019: Joe Murrell, Bob Smith, Bill Schuck, Mickey Clemons, Jim Morgan and Carol Chandler.

Quad County Receives Accolades for Patient Satisfaction

Quad County makes patient satisfaction their top priority and in 2019 the agency received accolades for their hard work. Quad County Home Health Agency received Fazzi's HHCAHPS (Home Healthcare Consumer Assessment of Healthcare Providers and Systems) Patient Satisfaction Award of Distinction and was in the top 25% of Fazzi's National patient satisfaction database for the second year in a row. Quad County Hospice was also presented with Fazzi's Patient Satisfaction award.

"I am very proud of all the staff at Quad County. Receiving these awards is a special recognition to our staff's hard work," stated Tom Culberson, Quad County Director. "We work hard to ensure the highest quality of care and compassion to every patient we serve. These awards tells us that our patients appreciate the work we do to assure their satisfaction."

Other honors in 2019 for Quad County included Peoples Bank & Trust award to Quad County Hospice Veterans as Volunteers of the Quarter. Veterans serve a program called "No Veteran Dies Alone" which links veteran volunteers with vets living out their final days in Quad County Hospice care. The program provides a reassuring presence to a dying veteran with ongoing visits from the veteran volunteers of QC Hospice.

Quad County Home Health, Hospice, and Home Medical Supplies & Equipment, Inc have served Christian, Shelby, Montgomery and Fayette Counties since 1980 and have now added Macoupin County into their service area. The Quad County office is located just behind Pana Community Hospital on Huber Street.



Some members of the Quad County team including three of our Hospice Veteran Volunteers.

Pandemic Brings Challenges & Resilience to Weather the Storm!

As we prepare the 2019 Annual Report, we are facing a pandemic that has stretched across our world, the United States, our State, and into our small rural communities. The impact to our community has been dramatic as we have seen businesses and schools shut down and residents asked to only leave home for essential needs. Pana Community Hospital had to temporarily shut down some of our elective services for a period of time. As with most businesses across our state and communities, the pandemic has taken an economic toll on our hospital as well.



Dr. Terry Cunningham sees a patient remotely using video visit technology.

As we struggle to navigate our way through this pandemic, we are now finding ways to safely open our schools, businesses, and our services at Pana Community Hospital. Our hospital and clinics are taking all the necessary precautions to provide the highest level of patient care in a safe environment. Our employees have gone above and beyond to make sure our hospital services remain open for our patients. We have engaged in extra cleaning and disinfecting measures, carefully screen all patients and visitors, and require protective measures such as masks, gowns, shields, etc. to protect our staff and patients.

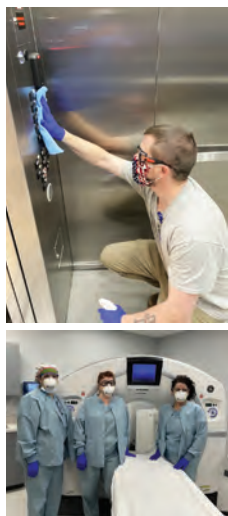
Although the pandemic is bringing us challenges, all of us at Pana Community Hospital, Quad County, Community Medical Clinic and Pana Medical Group have found resilience to weather this storm. Members of our Administrative team meet weekly with the Emergency Operations Preparedness team to analyze our current supply of PPE (Personal Protective Equipment) and discuss ever changing situations in our community including carefully monitoring outbreaks and concerns.



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We are constantly looking for more ways to provide testing for our community and slow the spread of the virus. Our continued commitment remains strong to do all we can for our patients until a vaccine is produced.

It is often during difficult times, that we see a true reflection of the human spirit. We have been blessed with many acts of kindness and generosity to our hospital and we thank our community for their unending support. Rest assured, we will continue to make your health our priority. After all ***"We are all in this Together!"***



Community Benefit by the Numbers



153,841

Total inpatient and outpatient visits, procedures and ambulance trips



6,085

Emergency Department
Visits



26,812

Clinic Visits

75,197

Lab Tests



497

Surgeries



11,273

Radiology Exams



1,822

Observations/Patient Days

30,670

Rehab & Therapy
Treatments



1,485

Ambulance Trips





273

Number of Employees



\$666,223

Financial Assistance
for those unable to pay



\$12,257,646

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

Employee Spotlight

If someone is looking to learn more about the history of Pana Community Hospital, a good place to start would be with Luann Funk. Luann has worked for the hospital since 1982 and many can say she has been a part of everything since arriving. She began her career working part time in Social Services under Manager Ida Koontz. In 1983, Luann transferred to Administration and has been there ever since with several job titles and responsibilities.

Luann began working as Administrative Secretary in 1983 under CEO Harry Provost. During Luann's 38 years, she has worked with 10 administrators/CEOs which included Provost, John Mauldin, Hal Heftwich, Ken Wisenend, Andy Mannich, David Faulkner, Michael Laird, Vickie Coen (Holthaus), Roland Carlson and Trina Casner. "Each administrator had a different personality and unique style of management. I learned a lot from each one and was flexible in my job responsibilities to fit their requirements," stated Funk.

In 1995, Luann organized the Human Resources department and became Human Resources Manager and in 1996 was named HR Manager/

Administrative Assistant. "Over the years, I have seen many changes at Pana Community Hospital and I am excited to have been a part of them," stated Funk. With all the additions and changes within the hospital, Luann noted her office location has moved several times as well. "I believe I have worked on almost all floors of PCH including working from a trailer in the back of the hospital at one point!"

Not very many people can say they have been employed by an institution that has been in place for over 100 years, but Luann is very proud to say she has been a part of PCH's history for over 38 years. Many former administrators and board members will tell you that Luann was the glue that kept the hospital together and things ran smoothly because of her. But Luann would probably not take the credit and prefer to humbly take notes from the sidelines.

"It was emotional for me to announce my retirement in December of 2019. I have not only enjoyed the job, but the people I have worked with—both past and present—they are truly a family to me." Currently, Luann is working a few days a week as needed instead of completely



Luann Funk

retiring. PCH was reluctant to let her go completely. Perhaps we still need that glue to hold us together for a little while longer.

"Many former administrators and board members will tell you that Luann was the glue that kept the hospital together and things ran smoothly because of her. But Luann would probably not take the credit and prefer to humbly take notes from the sidelines."

Message from the CEO

Dear Friends of Pana Community Hospital,

We are most certainly living through some difficult, turbulent and interesting times. What we are experiencing right now will someday be the subject of books, documentaries and podcasts. I would normally be writing this message to you in March but our annual report was delayed due to the COVID pandemic. We considered not preparing one this year but decided it was important to share our successes and positive stories with you.

As you can see from this report, 2019 was another amazing year for PCH. We strive to be the best healthcare provider for the communities we serve and what we accomplished in 2019 continues to build on our mission to be your leading partner in assuring high-quality healthcare close to home.

Our commitment to our communities continues as we deal with what has been a very challenging and unprecedented 2020. I want to take this opportunity to thank all our dedicated staff members for their extra efforts and hard work during this difficult time. We are here to protect your health now and always. I know that we will get through this with the support and help of one another.

I hope that you enjoyed reading about what we have been up to, and thank you for your continued support of the services provided by Pana Community Hospital.

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



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