

Annual Report • 2024

EXPANDING

Horizons

GROWING TO SERVE OUR COMMUNITIES

 **Deaconess**



STRATEGY SUMMARY

DEACONESS HEALTH SYSTEM'S COMMITMENT to “Care Close to Home” remains our guiding principle, even as we navigate one of the most challenging health care landscapes in recent history. The financial strain that hit hospitals across the Midwest in 2022 and 2023 forced many to merge or close their doors. Yet, during this time, Deaconess chose a path of resilience and growth, expanding our services and partnerships while staying true to our mission of providing high-quality, accessible health care in local communities.

In an era where many health care providers are struggling to maintain independence, Deaconess stands out as a model of strategic growth and community-focused care. By expanding our horizons, we’re not just growing larger—we’re growing better, stronger and more capable of serving our communities for generations to come. Our journey is far from over, and we invite our communities to grow with us as we continue to redefine what it means to provide exceptional, accessible health care.

In this year’s Annual Report, we highlight the many ways Deaconess has expanded to better serve patients across Indiana, Illinois and Kentucky. Our journey includes the addition of Memorial Hospital and Health Care Center, new affiliations with Perry County Memorial Hospital and Fairfield Hospital, and a comprehensive strategy to strengthen health care where it’s needed most.





KEY GROWTH HIGHLIGHTS

- **New Partnerships:** In the past year, we welcomed new facilities into the Deaconess family, extending our footprint while enhancing health care services in the Tri-State area.
- **Regional Approach:** Deaconess is dedicated to keeping care local. Unlike other health systems, our focus isn't on funneling patients to distant centers but rather on building a regional model that serves our communities by keeping care close to home.
- **Enhanced Services:** From new dialysis capabilities at Memorial Hospital in Indiana, to resumed crucial services such as surgery and pulmonary function tests at Deaconess Union County in Kentucky, to adding more than 50 new physicians in Illinois as well as an updated MRI and Cardiac Cath Lab, we continue to expand access to essential services.
- **Regional Centers:** We've introduced regional hospitals to bring advanced care closer to home. These hospitals not only offer specialized services, they also partner with smaller hospitals through outreach clinics and educational programs, making sure our communities have access to the care they need without the burden of traveling far. This approach has been central to realizing our vision of improving health care access and keeping patients close to their support systems.

As you read through our annual report, you'll see how much Deaconess has grown over the past year, with exciting progress in Indiana, Illinois and Kentucky. But through it all, we've stayed focused on what matters most: providing high-quality, compassionate care. Whether it's expanding our services or adopting new technologies, everything we do is about making sure you and your loved ones can get the care you need, right in your own community. Our commitment to improving health in the places we call home is at the heart of everything we do as we continue to grow.

We're proud of our journey, but we're even more excited about what lies ahead as we continue building stronger, healthier communities for generations to come.

We invite you to explore the full report to learn more about how Deaconess is redefining local health care with purposeful growth and unwavering dedication.





STRUCTURE



DEACONESS' NEW REGIONAL OPERATING STRUCTURE

Deaconess has introduced a new regional operating structure to improve decision-making and foster clearer, more consistent communication across its regions. By organizing into distinct geographic regions—Central, Indiana, Illinois and Kentucky—Deaconess aims to streamline processes and address unique health care challenges while maintaining a system-wide standard of care. This structure allows leaders to respond effectively to local needs and create a unified approach to improving patient outcomes. New leadership roles will ensure each region meets clinical and operational goals, promoting a cohesive care model across the health system.

PHYSICIAN ENTERPRISE LEADERSHIP COUNCIL

As Deaconess has expanded, the Deaconess Clinic Board was transitioned into the Physician Enterprise Leadership Council (PELC). PELC was established to ensure inclusive representation from physicians and advanced practice providers across all regions and specialties within the system. The council represents employed providers from all markets, both inpatient and ambulatory specialties, broadening the leadership group to include 16 physicians.

PELC serves as the primary governing body for all employed physicians and advanced practice providers across the entire Deaconess Health System.

PELC REPORTING COMMITTEES

- **Finance Committee:** Monitors financial performance and physician productivity.
- **Quality Committee:** Oversees quality initiatives and clinical performance, including peer reviews.
- **Operations Committee:** Focuses on operational efficiency and clinical outcomes.
- **Compliance Committee:** Ensures policy adherence through audits, education and investigations.
- **Compensation Advisory Council:** Develops equitable compensation models and reviews productivity.

- **Central Region:** Dr. Brad Scheu will serve as Central Region President, overseeing hospitals such as Deaconess Midtown and Gateway. Supporting him are Susan Brumley as COO, Kathy Clodfelter as CNO, and Dr. Dennis Beck as CMO. Central region includes Midtown, Gateway, TWH, where Chris Ryan is CEO, Henderson, where Linda White is CAO, and Cross Pointe.
- **Indiana Region:** Led by Keith Miller as President, the Indiana region includes Memorial, where Keith Miller is CAO, and Gibson, where Lois Morgan is CAO. For the region, Mat Gaug has been appointed COO, with Lori Persohn as CNO and Dr. Stan Tretter as CMO.
- **Illinois Region:** Will Davis continues as President of the Illinois region, supported by Amanda Throgmorton (COO), Dana Dalton (CNO) and Dr. Jodi Fox (CMO). The Illinois Region includes DIL Medical Center, DIL Crossroads, DIL Union County and Red Bud.
- **Kentucky Region:** The President position is still to be filled. Alisa Coleman serves as President of Baptist Health Deaconess Madisonville, with Amber Powell as CAO of Deaconess Union County.



INNOVATION

BUILDING SYSTEMNESS: THE POWER OF EPIC AT DEACONESS

As Deaconess continues to expand its regional footprint, aligning all facilities under a unified IT system is key to ensuring seamless, coordinated care.

Implementation of Epic across our network is a step toward enhancing “systemness”—our ability to operate as one integrated health system. By bringing all of our hospitals onto the same platform, we’re not only improving communication and efficiency but also creating a more consistent patient experience.

Key Milestones in Epic Implementation:

- Deaconess Illinois Medical Center in Marion, Illinois, went live August 18.
- Deaconess Illinois Crossroads in Mt. Vernon, Illinois, and Deaconess Illinois Union County in Anna, Illinois, went live September 15.
- Memorial Hospital and Health Care Center (MHHCC) will transition to Deaconess’ instance of Epic in 2025.
- Lawrence County will follow, with an anticipated go-live in mid-2026.

This unified system will allow for improved decision making, streamlined processes and enhanced patient care across all regions.

EMBRACING TECHNOLOGY AND INNOVATION AT DEACONESS

Deaconess has made significant strides this year in using technology and innovative ideas to enhance patient care, improve accessibility and help employees.

One notable advancement is the launch of ScriptCenter, which provides Deaconess employees and their families with convenient access to prescriptions.



This automated machine at Gateway MOB 2 allows quick, easy pick-up of medications.

Additionally, our Urgent Care on Demand Video Visits have revolutionized patient access to high-quality health care, offering 24/7 availability regardless of location.

Powered by KeyCare’s Epic-based platform, these virtual visits are accessible to anyone seeking care—and they’re free for those covered by Deaconess insurance.

Access has long been an issue for behavioral health. Deaconess continues to reduce those barriers, now providing Behavioral Health Urgent Care Video Visits.

A visit provides assessment by a licensed social worker for emotional, behavioral and addiction-related needs. It’s open to all age groups and provides referrals for appropriate outpatient services.

Behavioral Health Urgent Care Video Visits are available 9:00 AM to 6:00 PM, Monday through Friday.

Another way Deaconess is innovating to increase care access is eVisits. This newest addition to Deaconess’ virtual visit options allows patients to get care from their own medical provider for certain conditions without needing to schedule an appointment or come in to the clinic. And because it’s message-based, patients can send messages whenever it’s convenient for them.



STRATEGY

DEACONESS STRATEGIC PLAN: 2024-2026 FOCUS

As Deaconess moves forward, our 2024-2026 strategic plan remains anchored in four key areas of focus: People, Health, Growth and Sustainability. Our goals are evolving over the next three years, particularly within the People focus.

Under People, we have made significant updates to our goals, adding Leader Effectiveness and Employee Experience.

Additionally, we've introduced two new strategic enablers that are crucial across the strategic plan.

- **Innovation and Transformation:** Transforming the health care experience through the adoption of innovative approaches and new technologies.
- **Systemness:** Advancing cultural, organizational and operational consistency across all Deaconess locations to build a unified and efficient health system.

These updates help Deaconess grow while sharpening our focus, allocating resources effectively and aligning our workforce with our mission, vision and values.

Through these strategic efforts, we're improving health care delivery, access and quality for the Tri-State region, ensuring our patients continue to receive the best possible care.



PEOPLE

Cultivate an unparalleled employment experience for People while ensuring they have expertise and support to provide exceptional care and service



GROWTH

Enhance patient access and first-in-class experience to foster Growth by leveraging geographical, technology and relationship opportunities.



HEALTH

Improve the Health and well-being of our communities by providing quality care, with exceptional service, at a lower cost



SUSTAINABILITY

Ensure long-term Sustainability of the health system by creating an organizational design and operating model to meet the current and future needs of patients and communities we serve



AWARDS AND RECOGNITION

2024 HEALTHGRADE ACHIEVEMENTS

Once again, Deaconess has earned a Patient Safety Excellence Award—among other honors by Healthgrades—placing it the top in the nation for providing excellence in patient safety by preventing infections, medical errors and other preventable complications.



Other Healthgrades honors for this year include America's 100 Best for Prostate Surgery, Pulmonary Care and Spine Surgery and Excellence Awards in Outpatient Joint Replacement, Outpatient Orthopedic Surgery and Stroke Care.



#2 IN INDIANA - 7TH YEAR IN A ROW



Deaconess has been recognized as the #2 Hospital in Indiana by *U.S. News and World* report for a seventh consecutive year! Deaconess was also recognized as high performing in eight procedures and conditions.

FORBES EMPLOYER AWARD

Deaconess was included on the Forbes list of America's Best Employers by State 2024. This award is presented by Forbes and Statista Inc., the world-leading statistics portal and industry ranking provider.

The list includes 1,294 organizations across the nation. Deaconess was among the top in Indiana.



SHAWN MCCOY NAMED CHAIR-ELECT OF IHA BOARD

Deaconess CEO Shawn McCoy has been named chair-elect of the Indiana Hospital Association's (IHA) board of directors. This prestigious appointment highlights his outstanding leadership within the health care community and commitment to advancing hospital standards across the state.

As chair-elect, McCoy will play a pivotal role in guiding the association's strategic direction, advocating policies that strengthen Indiana's health care systems and supporting initiatives that enhance patient care.



AWARDS AND RECOGNITION



BECKER'S HEALTH CARE AWARDS: RECOGNIZING EXCELLENCE AT DEACONESS

Being recognized by Becker's Health Care, a national leader in health care news, underscores Deaconess' commitment to excellence and innovation in the health care sector. This prestigious acknowledgment highlights our dedication to providing exceptional care and improving health outcomes within our communities.

This year, Deaconess proudly celebrated several significant achievements:

Great Heart Program:

Our commitment to cardiovascular health has earned recognition for its outstanding impact on patient care.

William Davis: Honored as one of the Black Health care Leaders to Know, William's contributions reflect our commitment to diversity and equity in health care.

PCMH and Ferrell:

Named among the Critical Access Hospitals to Know, our efforts showcase our dedication to comprehensive, accessible care.

Dr. Amanda Bohleber: As a Chief Transformation Officer to Know, Dr. Bohleber's visionary leadership is shaping the future of our health system.

Shawn McCoy:

Recognized as a Great Leader in Health care, Shawn exemplifies the leadership qualities that drive our mission forward.

Greg Moore: As a Rural CFO to Know, recognized for his work, MOore underscores the importance of sustainable financial practices in rural health care.

These accolades not only highlight individual excellence but also reinforce Deaconess' reputation as a leader in delivering high-quality, compassionate care.

We're proud to be part of a network that prioritizes innovation and leadership in health care, ultimately benefiting the patients and communities we serve.

LEAPFROG SAFETY

All four eligible hospitals— Gateway, Midtown, Cross Pointe and Memorial Hospital and Health Care Center, received A grades in spring 2024. Deaconess Midtown Hospital has received straight A's from Leapfrog for the past nine years in a row.



MOST WIRED

Deaconess was awarded a Most Wired Level 9 (of 10) Digital Health Certification for both acute and ambulatory care settings for a 13th consecutive year. This award recognizes Deaconess' dedication to digital health tools and automation throughout our organization.



AWARDS AND RECOGNITIONS

CELEBRATION OF LEADERSHIP

Several programs of Deaconess Health System were nominated and recognized in March at the 29th annual Leadership Everyone Celebration of Leadership Awards ceremony.

Deaconess' **Medication Assistance Program (MAP)** and **Medication Therapy Management (MTM) Clinic** were awarded the top honor in the Health and Social Services category.

Additional nominees from Deaconess were:

INDIVIDUAL

- **Health and Social Services:** Shawn McCoy

PROJECTS AND PROGRAMS

- **Community and Neighborhood:** Stop the Bleed
- **Education:** Health Science Institute
- **Health and Social Services:** Pediatric Type 1 Diabetic Program, The Women's Hospital Simulation Education Program

INDIANA BUSINESS JOURNAL MEDIA'S INDIANA 250

Deaconess CEO Shawn McCoy was once again named to the Indiana Business Journal Media's Indiana list. The list includes the state's 250 most influential leaders across business, philanthropy, the arts, government and not-for-profits.

Shawn was honored for his work in the health care and life sciences category. Also recognized were Deaconess board members Curt Begle, Amy Romain Barron and Jim Ryan.

DIVERSITY, EQUITY, INCLUSION AND BELONGING (DEIB) INITIATIVES

At Deaconess, our commitment to Diversity, Equity, Inclusion and Belonging (DEIB) is essential to delivering exceptional health care and fostering innovation within our diverse workforce. By prioritizing DEIB initiatives, we create an environment in which every employee feels valued and empowered, ensuring equitable access to health care for all community members. In FY24, Deaconess made significant strides in advancing DEIB efforts:

- **Respectful Workplace Training:** Enhanced training for leaders achieved a 95% completion rate, up from 80%, and was extended to Illinois clinics and The Women's Hospital.
- **Employee Resource Groups (ERGs):** A new neurodiversity ERG was introduced, along with regular leadership meetings to promote collaboration. Charters for Working Parents, Women in Tech and PRIDE are complete, with others nearing completion.
- **Other Initiatives:** The *Where You Belong* newsletter continues to promote health equity, and the Women's Advancement Series launched, focusing on empowering and growing women leaders at Deaconess.
- **DEIB Executive Council Growth:** With a focus on systemness, the council expanded to include representatives from across the entire health system, enhancing collaboration and ensuring our DEIB strategy aligns with our mission for equitable health care.

These initiatives reflect Deaconess' ongoing commitment to fostering an inclusive, supportive and equitable environment for employees and the communities we serve.





WHAT'S NEW IN THE REGION



THREE HOSPITALS WELCOME NEW NAME AND BRAND

As part of our ongoing commitment to elevating health care standards in southern Illinois, we are pleased to announce the renaming of three of our hospitals:

Union County Hospital is now known as Deaconess Illinois Union County.

Crossroads Community Hospital is now known as Deaconess Illinois Crossroads.

Heartland Regional Medical Center is now known as Deaconess Illinois Medical Center.

This change, celebrated on August 5, marks the beginning of a new era of care for southern Illinois. While the names on our buildings may have changed, our core values and mission remain steadfast. We are, and always will be, devoted to providing the highest quality care to every patient who walks through our doors.

EXCITING UPDATES ACROSS DEACONESS ILLINOIS REGION

The past year has brought exciting developments to Deaconess Illinois, showcasing our ongoing commitment to advancing health care and providing high-quality care close to home. We've made significant strides in expanding our facilities and services.

Key projects include the completion of a new Cath Lab and X-Ray replacement at Deaconess Illinois Medical Center, adding advanced diagnostic and treatment capabilities. Looking ahead, we're preparing for the FY 2025 launch of Deaconess

Illinois Medical Center and Crossroads Oncology Infusion Center, with the completion of a 128-slice CT replacement project at Deaconess Illinois Medical Center and Deaconess Illinois Crossroads expected by the end of October.

Additionally, the Deaconess Illinois Union County helipad relocation represents a vital enhancement to emergency care access, providing faster, more efficient transportation for critically ill patients.

To support our continued commitment to excellence in

nursing, we introduced two new educational programs. The Nurse Internship Program, which began in August 2024 with five students, provides hands-on training for nursing students, allowing them to gain valuable experience in real-world health care settings.

The Nurse Residency Program welcomed 25 new nurses—15 at Deaconess Illinois Medical Center and 10 at Deaconess Illinois Crossroads—offering them structured mentorship and education as they transition into professional nursing roles.



WHAT'S NEW IN THE REGION



DEACONESS ILLINOIS MEDICAL CENTER UPDATE

The past two quarters have seen exciting advancements at Deaconess Illinois Medical Center (DIMC) as we continue to enhance facilities and improve patient care. Here are some key updates:

In-House Dialysis Services:

May 13, inpatient dialysis services began at DIMC, with hours of operation from 7 AM to 6 PM, Monday through Friday. DIMC has been training ICU staff to perform emergent dialysis on nights and weekends. The goal is to transition to a future state in which the ICU team can perform sustained low-efficiency dialysis.

Stepdown Unit: A new Stepdown Unit has been opened to accommodate increased patient volume, allowing us to provide more specialized care and manage a broader range of patient needs.

Cath Lab Equipment Upgrade: The Cath Lab has been outfitted with the latest technology, ensuring our cardiac services remain cutting-edge and patient-focused.

Lobby and Public Space Improvements:

We've made significant updates to our lobby, registration, main waiting and dining areas, creating a more welcoming environment for patients and visitors.

New Stryker Stretchers:

We received 15 Stryker Prime electric wheel stretchers, enhancing patient transport and comfort throughout the facility.

Medical Office Building Refresh:

New carpet and fresh paint have been installed in the medical office building, creating a more modern and inviting space for patients and staff.

Curtain Upgrade: For the first time in five years, all curtains in the ED, ICU, PACU and SDS now match, enhancing both aesthetics and operational uniformity.



DEACONESS ILLINOIS CROSSROADS UPDATE

Deaconess Illinois Crossroads has seen significant advancements this year, further enhancing the care we provide to our community.

A key highlight is the installation of new analyzer equipment in our lab, which will improve diagnostic accuracy and efficiency, allowing us to deliver timely and precise results for our patients.

In addition, we're proud to announce the opening of a new procedure center. This facility will expand our capabilities, offering specialized services such as pain management and endoscopies.

The procedure center is a critical step forward in meeting the growing needs of our community and ensuring that patients can receive high-quality care close to home.

These updates reflect our ongoing commitment to improving health care access and delivering exceptional services to our patients at Deaconess Illinois Crossroads.



WHAT'S NEW IN THE REGION

DEACONESS ILLINOIS UNION COUNTY UPDATE

Deaconess Illinois Union County has been undergoing significant construction and updates to enhance patient care and operational efficiency. One major project currently underway is the replacement of the existing nurse call system. This essential upgrade will improve communication between patients and staff, ensuring quicker response times and enhanced care coordination.

Additionally, construction has begun on a new helipad, which will streamline patient transfers and improve emergency response capabilities at Union County.

Once completed, the helipad will allow for more efficient transportation of critically ill patients, further strengthening our ability to provide high-quality, timely care.

LAWRENCE COUNTY MEMORIAL HOSPITAL UPDATES

This year at Lawrence County Memorial Hospital, a Deaconess affiliate, has been marked by significant leadership transitions and exciting advancements in patient care.

Keith Miller, who previously served as CEO, has transitioned to the role of Chief Administrative Officer at Memorial, where his leadership and dedication continue to shape our mission.

In his place, Amy Hurley has stepped in as CEO, bringing her deep knowledge of our organization and commitment to high-quality care as we move forward into a new chapter of growth.

Another major highlight of the year is the addition of a pediatrician to our rural health clinic—the first time in more than 20 years that we've been able to offer dedicated pediatric services.

This development represents a significant expansion in the care we can provide to families in that region, ensuring that children in rural areas have access to specialized, high-quality medical care close to home.



RED BUD REGIONAL HOSPITAL UPDATE

Red Bud Regional Hospital is committed to providing exceptional patient care through ongoing facility improvements. This year, the outpatient surgery area has undergone an upgrade, featuring fresh paint, updated flooring and the addition of a surgeon cubby to enhance workflow and efficiency.

Repairs to the hospital's elevators are currently underway, ensuring safe and reliable access for patients and staff.

Patients will also notice an update to the ultrasound room, which was relocated late last year. This redesign prioritizes patient privacy, particularly during multiple examinations, fostering a more comfortable and confidential environment.

We remain dedicated to enhancing our facilities to better serve our community and improve the patient experience.



WHAT'S NEW IN THE REGION



FAIRFIELD MEMORIAL HOSPITAL AFFILIATION

On April 1, 2024, Fairfield Memorial Hospital officially became part of the Deaconess family, marking another step in our strategy of smart growth.

This affiliation allows Fairfield Memorial to strengthen its quality health care services, helping patients receive the care they need close to home.

By bringing Fairfield Memorial into the Deaconess network, we're not only enhancing local care but also reinforcing our overall mission of expanding access to exceptional health care across the region.

Together, we're building a future in which more patients can remain in their communities while receiving top-tier medical services.

FERRELL HOSPITAL UPDATES

Ferrell Hospital faced a particularly challenging year after a severe storm on May 8 caused extensive flooding and damage to the facility. Despite the adversity, the dedication and teamwork of the staff ensured that patient care continued during the subsequent repairs.



Staff members worked tirelessly to shift services and adjust schedules, meeting daily to assess progress and address emerging needs. Their flexibility and commitment were critical in keeping operations running smoothly. To maintain service, a mobile lab was set up in the parking lot, and expanded weekend and evening hours were added to serve patients. Additionally, the Emergency Department was modified during the remodel, ensuring that essential care remained uninterrupted.

Throughout this difficult period, Deaconess provided invaluable support. From logistical assistance to resource sharing, Deaconess played a key role in supporting their navigation

of repairs and ensuring continuity of operations. This partnership highlights our shared dedication to health care excellence, enabling Ferrell to overcome the challenges posed by the storm and continue to serve the community with minimal disruption.

In August, Ferrell Hospital reached a significant milestone with the opening of Ferrell Hospital Family Practice in Harrisburg at 30 Veterans Drive. This new location is home to a podiatrist, a women's health nurse practitioner, and a family nurse practitioner, further expanding access to high-quality care for the surrounding community.





AWARDS AND RECOGNITIONS

DEACONESS ILLINOIS DAISY AWARDS

Deaconess believes nursing excellence deserves to be celebrated. The DAISY Award for Extraordinary Nurses was established to honor the exceptional contributions of our nursing staff who demonstrate unwavering commitment to patient care. Recognizing these outstanding individuals not only boosts morale but also reinforces our mission to provide compassionate, high-quality health care.



Becky Clinton-Harmon is the DAISY Award winner for Deaconess Illinois

Crossroads. Becky's infectious smile is a beacon of comfort for patients. She embodies calmness, patience, kindness, knowledge and compassion. A recent patient expressed relief at being welcomed by Becky, highlighting her exceptional ability to ease anxiety during critical moments.



Rachel Krebs, LPN, Med/Surg Unit, is the DAISY Award winner for Red Bud. Rachel

exemplifies proactive patient care, going above and beyond to ensure her patients' comfort. One nominator shared, "Rachel was on top of everything I needed before I even had to ask." Her attentiveness and dedication have made a significant impact on the patient experience.



Nina Lasley, RN, is the DAISY Award winner for Deaconess Illinois Union County. Nina's commitment

to excellence is evident through her heartfelt interactions with patients. Nominated by two patients who wanted to express their gratitude, one remarked, "From the moment my name was called by her, I was greeted with a smile! Her level of professionalism and care is unmatched." Nina's compassionate approach leaves a lasting impression on those she cares for.



Toni Musgraves, RN, is the DAISY Award winner for Deaconess Illinois Medical Center. Toni, an RN in the

Emergency Department, has been honored with the DAISY Award for Extraordinary Nurses. Toni consistently goes above and beyond for her patients, serving as both a role model and a compassionate caregiver. Her dedication to excellence is truly appreciated.

ACR MAMMOGRAPHY ACCREDITATION AND RENEWAL

Red Bud Regional Hospital is pleased to announce that it has earned accreditation in mammography from the American College of Radiology® (ACR®). This achievement reflects our commitment to meeting rigorous standards focused on practice parameters, technical standards, image quality and patient safety.

The ACR seal of accreditation signifies that our mammography services meet the highest level of image quality and safety standards.

We're also pleased to announce that the Deaconess Illinois Union County Mammography Department has successfully passed its renewal for accreditation by the ACR. Our dedicated teams work diligently to ensure all procedures are performed with precision and care, contributing to early detection and improved outcomes for our patients.

We're grateful for the hard work and commitment to excellence shown by our teams at both facilities, and we look forward to continuing to provide top-tier health care services to our patients at Red Bud and Union County.



ADVOCACY



SUPPORTING RURAL HEALTH: A COMMITMENT TO COMMUNITY WELL-BEING

At Deaconess Health System, we understand that effective health care delivery goes beyond the walls of our facilities. It encompasses advocacy for policies and initiatives that improve the health and well-being of our communities, especially in rural areas where resources may be limited.

This year, Deaconess Illinois leaders took significant steps in advocating rural health initiatives in southern Illinois by engaging in meaningful dialogue with key stakeholders.

Meetings with leaders from the Illinois Hospital Association, Illinois State Representative David Severin, President of the Illinois Senate Don Harmon, and Illinois Governor JB Pritzker highlighted our commitment to addressing the unique challenges faced by rural health care providers.

Our advocacy initiatives are not just about improving health care infrastructure, they're about safeguarding the future of health care in southern Illinois.

Through these efforts, we're committed to ensuring that our hospitals can continue to serve as essential pillars of support for our communities.

As we move forward, Deaconess will continue to champion the needs of our rural populations, working hand-in-hand with state leaders to foster a healthier future for all.





WHAT'S NEW IN THE REGION



DEACONESS UNION COUNTY CELEBRATES MILESTONE: FIRST SURGERY IN 2.5 YEARS

In December 2023, Deaconess Union County proudly completed its first surgery in 2.5 years, marking a significant milestone in the hospital's commitment to restoring essential services to the community. This achievement reflects the dedication and hard work of our staff in navigating

challenges and adapting to evolving health care needs.

The successful surgery not only signifies the return of vital surgical services but also underscores Deaconess Union County's commitment to providing high-quality, patient-centered care. We're excited to continue

expanding our surgical offerings, ensuring that our patients have access to the comprehensive medical services they need.

As we move forward, we remain focused on enhancing our capabilities and providing our community with the best possible health care.

DEACONESS UNION COUNTY HOSPITAL RADIOLOGY UPGRADE

Deaconess Union County Hospital is excited to announce a significant upgrade to its radiology department, enhancing imaging services to better serve its community. It now offers a comprehensive range of advanced imaging options, including:

- **CT Scan:** Providing detailed cross-sectional images for accurate diagnosis.

- **Ultrasound:** Offering non-invasive imaging for various medical conditions.
- **Digital Diagnostic X-Ray:** Ensuring quick and precise imaging for a variety of needs.
- **3D Digital Mammography:** Enhancing breast cancer detection with advanced imaging technology.

- **Bone Density Scan (DEXA):** Assessing bone health and aiding in the diagnosis of osteoporosis.

These upgrades reflect our commitment to delivering high-quality, patient-centered care through state-of-the-art technology and services. We are dedicated to meeting the health care needs of our community with the best possible resources.



WHAT'S NEW IN THE REGION

BAPTIST HEALTH DEACONESS UPDATES

Baptist Health Deaconess has made significant advancements and achievements in various areas over the past year, enhancing the quality of care provided to our patients and the community. Here are some of the key updates:

New Procedures and

Services: We've expanded our services to include several innovative procedures, such as Inspire therapy for sleep apnea, Velys robotic total knee replacement, and total ankle replacement surgery. Additionally, we launched a Hernia Clinic and the University of Louisville Heart Failure Clinic in Madisonville. We're also proud to be one of only three facilities in the state to offer Pulsed Field Ablation and provide leadless pacemakers for patients with abnormal heart rhythms.

Joint Venture with

CommonSpirit: Baptist Health Deaconess Home Care entered into a joint venture with CommonSpirit, enhancing our home care services and broadening access for patients.

Wound Care Expansion:

Our Wound Care services have been expanded to the Hopkinsville clinic, allowing us to better serve our patients' needs.

Maternity Care Recognition:

We are proud to announce that our Maternity Care has been designated as a Blue Distinction Center+ by Anthem BCBS, recognizing our commitment to high-quality care for mothers and newborns.



CCU Serenity Garden

Renovation: The renovation of the CCU Serenity Garden has been completed following a generous \$250,000 gift to our Foundation, creating a peaceful space for patients and families.

Celebrating 100 Years of

Service: In honor of our centennial anniversary, we are engaging in monthly service projects to give back to our community.

Stroke Care Achievement:

We received the American Heart Association's Get With The Guidelines® - Stroke Gold Plus quality achievement award, underscoring our dedication to excellence in stroke care.

Pathway to Excellence

Designation: We have received the Pathway to Excellence designation for the third consecutive year, recognizing our commitment to nursing excellence.

Record-Setting Dialysis

Month: Our Dialysis unit had a record-setting month, providing 146 treatments since bringing the service in-house, further enhancing care for our patients with kidney needs.

LeapFrog Score Upgrade:

Our LeapFrog score has been upgraded to a B, reflecting our ongoing efforts to improve patient safety and quality of care.

Café 900 Renovation:

The renovation project for Café 900, completed by Morrison Health care, has created a more inviting space for patients, visitors, and staff.

Carotid Care Quality

Champion Recognition:

Baptist Health Deaconess was recognized by the Society for Vascular Surgery Vascular Quality Initiative as a Carotid Care Quality Champion, highlighting our commitment to quality vascular care.

ACR Accreditation for CT

Scan: We are pleased to have received ACR accreditation for our CT scan services, further ensuring the quality and safety of our imaging services.



WHAT'S NEW IN THE REGION

DEACONESS UNION COUNTY HOSPITAL UPDATES

Deaconess Union County has made significant strides in enhancing patient care and operational efficiency in this fiscal year. Here are some key initiatives and projects currently underway.

Surgery Refresh Project:

Launched in July 2024, this project aims to modernize our surgical facilities and is expected to be completed by December 2024.

Centralized Utilization

Management: We've moved to a centralized utilization management model for inpatient and observation patients, streamlining our processes for better patient care.

Redesign of Swing Bed

Program: The swing bed program has been restructured to include updated responsibilities for swing bed liaisons and case management.

Pulmonary Function Tests

Resumed: We resumed Pulmonary Function Tests in September 2024, reinstating an important service for our patients.

Rapid AI Implementation:

The implementation of Rapid AI for stroke patients allows faster diagnosis and treatment, improving outcomes for those affected by strokes.

Tele-Neuro Services:

We have introduced Tele-Neuro services in the Emergency Department and inpatient areas, increasing access to specialized neurological care.

Pediatric Readiness

Collaborative Enrollment: Deaconess Union County has enrolled in a pediatric readiness collaborative, with plans to be fully operational by Q2 FY25, helping to ensure high-quality care to our youngest patients.

Maternal/Neonatal Readiness

Improvement: Collaborative efforts with Deaconess' women's and children's services have led to improved maternal and neonatal readiness.

Glucostabilizer Initiative:

We've initiated the glucostabilizer program for both DKA and non-DKA patients, aligning our practices with the system's standards for diabetes management.





WHAT'S NEW IN THE REGION



LIVINGSTON HOSPITAL UPDATES

Livingston Hospital is poised for significant growth and enhancement of its health care services with several major initiatives planned for the coming years:

Major Construction Project:

In 2025, they plan to begin construction on a new addition of over 60,000 square feet, along with extensive remodeling of our existing 30,000 square foot hospital facility. This expansion will significantly enhance our capacity and service offerings.

New Facility Features: The new addition will include a medical-surgical unit, an emergency department, as well as surgery and imaging services. The remodeling of the existing space will feature an updated pharmacy

and designated areas for chemotherapy and infusion treatments, allowing us to provide comprehensive care in a modern environment.

Project Timeline and Budget:

The entire project is expected to take approximately 18 months to complete, with a current budget of around \$78 million. Funding will be secured through the USDA Community Facilities Program.

Outpatient Services Building:

In addition to the major expansion, they are currently constructing a new building of approximately 8,000

square feet on the hospital campus. This facility will house our outpatient physical and occupational therapy services and will also include office space for two primary care providers, enhancing accessibility for our patients.

Mental Health Care Services:

In our commitment to comprehensive health care, we have recently added a therapist to our team to help address mental health care needs within our community.



AWARDS AND RECOGNITIONS



NURSE OF THE YEAR

Caroline Wheatley was named Nurse of the Year at Deaconess Union County Hospital. This prestigious recognition highlights Caroline’s exceptional dedication, skill and compassion in providing outstanding patient care.

Caroline exemplifies the qualities we value in our nursing staff: commitment to excellence, empathy and the ability to positively affect the lives of her patients. Her unwavering support and advocacy for those in her care have made a significant difference in our community.

Awards like Nurse of the Year not only celebrate individual excellence but also inspire all nurses to strive for greatness in their roles.

Congratulations to Caroline Wheatley for this well-deserved honor, and thank you to all our nurses for their unwavering commitment to patient care.



DEACONESS EMS PEDIATRIC CARE RECOGNITION

Deaconess EMS has been selected as one of only 34 agencies to be acknowledged by the Voluntary EMS Pediatric Recognition Program in Kentucky. This prestigious recognition highlights our agency’s commitment to excellence in pediatric emergency care.

Achieving this acknowledgment signifies that Deaconess EMS has successfully met the rigorous criteria established by the Kentucky EMS for Children Advisory Committee. This program is designed to help ensure that our team is equipped to handle pediatric emergencies with the highest level of expertise and compassion.

We’re proud of our EMS team for their hard work and commitment to enhancing the health and well-being of our community’s children.



AMBER POWELL NAMED TO KENTUCKY BOARD OF NURSING

Deaconess Union County CAO Amber Powell, MSN, APRN, FNP-C, CCRN-K, NE-BC, has been appointed to the Kentucky Board of Nursing (KBN) by Governor Andy Beshear. Amber will represent the Kentucky Organization of Nurse Leaders, filling the seat previously held by Mandi Walker.

Amber’s dedication to improving health care quality and leadership in nursing practice has made her a valuable asset to Deaconess Union County and the broader health care community.

Her experience and commitment to patient care will greatly benefit the KBN as it works to ensure public protection and uphold sound regulatory practices in nursing.



INNOVATION

NEW TECHNOLOGY AND ADVANCEMENTS

At Deaconess, our steadfast commitment to enhancing patient care and safety outcomes drives everything we do. We continuously strive to implement innovative practices, leverage the latest technologies, and foster a culture of excellence among our staff. By prioritizing patient safety and consistently evaluating our processes, we ensure that our patients receive the highest quality of care.

Our dedication to improvement not only benefits our patients, it also strengthens our position as a trusted health care provider in the community. Together, we're working toward a future in which exceptional care and safety are the standards, not just aspirations.



da VINCI ROBOT NOW AT MIDTOWN

Deaconess Midtown now has its first da Vinci robot, marking a new era of advanced surgical care at this facility.

This leading-edge technology will enhance our ability to provide minimally invasive procedures across various specialties, including urology, gynecology, colon, general and pulmonary surgery in yet another facility.

The da Vinci robot offers greater precision, shorter recovery times and better outcomes for our patients.



Y-90 RADIOEMBOLIZATION

After years of preparation and collaboration with Oncology, Dr. Maunil Sheth and the teams in Interventional Radiology and Nuclear Medicine successfully completed the initial phases of the first Y-90 radioembolization treatment.

This groundbreaking, minimally invasive procedure allows radiologists to precisely target cancer cells in the liver by delivering radiation directly to the tumor's blood supply, thereby protecting surrounding healthy tissue. This complex procedure marks a significant advancement, as it has never been offered within our health system before.



WATCHMAN FLX PRO

Dr. Chandrashekar Kumbar and his team have become regional pioneers by implanting the new Watchman FLX Pro device, enhancing the effectiveness of this widely used procedure for a broader range of patients.

This innovative device improves the healing process and significantly reduces the risk of stroke-causing clots, making it a vital advancement in cardiac care.



AWARDS AND RECOGNITION

GATEWAY: REGIONS FIRST AND ONLY ACHC COMPREHENSIVE STROKE CENTER

In 2024 Deaconess Gateway achieved recognition as the region's first and only ACHC Comprehensive Stroke Center. This distinction reflects our commitment to providing leading-edge stroke care, supported by:

- Artis icono biplane technology for advanced stroke treatment
- RAPID-AI technology to quickly identify suspected large vessel occlusions (LVOs), enhancing triage and transfer decisions.



These innovations enable faster, more accurate stroke interventions, solidifying our leadership in neurovascular care.

ACCREDITATION OF REGISTERED NURSE RESIDENCY PROGRAM

Deaconess Midtown, Gateway and Henderson Hospitals are proud to announce that our Registered Nurse Residency Program has received accreditation from the American Nurses Credentialing Center's (ANCC) Commission on Accreditation in Practice Transition. This prestigious recognition positions Deaconess as only the third health care organization in Indiana and Kentucky to achieve this honor.



This accreditation signifies that our nurse graduates are equipped with the highest level of training and support, enabling them to provide exceptional care from day one. It validates our commitment to meeting the rigorous standards set by the ANCC, ensuring that our training programs are effective and comprehensive.

For our patients, certification means top-notch, compassionate care from nurses who are dedicated to excellence from their very first day on the job. By investing in the professional development of our nurses, Deaconess continues to enhance the quality of care we provide to our communities.



DEACONESS HENDERSON HOSPITAL: LOWN HONOR ROLL RECOGNITION

Deaconess Henderson Hospital has been named one of the top hospitals in the nation for social responsibility, health equity, value of care, patient and clinical outcomes, inclusivity, pay and cost efficiency, earning a place on the prestigious 2024-25 Lown Hospitals Index Honor Roll.

With "A" grades in all major categories, the hospital is among the top 5% nationwide to achieve this status.

- Social Responsibility Grade: A
- Health Equity Grade: A
- Value of Care Grade: A
- Patient Outcomes Grade: A
- Clinical Outcomes Grade: A
- Inclusivity Grade: A
- Pay Equity Grade: A
- Cost Efficiency Grade: A

Deaconess Henderson is also ranked top-five in Kentucky for social responsibility, value of care, clinical outcomes, pay equity and cost efficiency.



AWARDS AND RECOGNITION



WOMEN'S HOSPITAL RECOGNITIONS

The Women's Hospital has earned significant accolades this fiscal year, reaffirming its commitment to providing exceptional care. Being recognized by *U.S. News & World Report* as a 2024 High Performing Hospital for Maternity Care (Uncomplicated Pregnancy) represents the highest honor in maternity care rankings.

Additionally, The Women's Hospital was named one of America's Best Hospitals for obstetrics, mammogram imaging and comprehensive breast care by the Women's Choice Award®, placing it in the top 14% of hospitals for obstetrics, the top 1% for mammogram imaging, and the top 7% for breast care services.

Other notable recognitions include the 2023 Excellence in Patient Experience Award by NRC Health, designation as a Gold Safe Sleep Hospital from the National Safe Sleep Hospital initiative, and the 2023 INspire Hospital of Distinction award for excellence in infant and maternal health from the Indiana Hospital Association.

GOVERNOR APPOINTMENTS



CEO Shawn McCoy has been named to the Indiana Hospital Assessment Fee Committee. This recognizes his expertise and leadership in hospital operations, enabling him to provide valuable insights into the financial mechanisms that support hospitals throughout the state.



Dr. Jay Woodland, Adult Trauma Director at Deaconess, was appointed by Governor Eric J. Holcomb to serve on the Indiana State Trauma Care Commission. Dr. Woodland will bring his extensive experience in trauma care to help shape state policies and initiatives aimed at improving trauma care.

DEACONESS IS THE "COMMUNITY'S CHOICE"

In the 2023 Community's Choice Awards, Deaconess proudly celebrated four Platinum winners:



Dr. Jason White: *Best Allergist*



Dr. J. Clay Davis: *Best Dermatologist*

Deaconess Weight Loss Solutions
Best Weight Loss Center

Deaconess Clinic Audiology
Best Hearing Specialist

Several Gold Winners from Deaconess were also recognized, including:

BEST ALLERGIST

Dr. Anne McLaughlin

BEST DERMATOLOGIST

Dr. Jamie Mull

BEST FAMILY PHYSICIAN

Dr. David Page

BEST PEDIATRICIAN

Dr. Barry Phillips

BEST HOME HEALTH SERVICE

Deaconess Home Health

Thank you to all the winners for providing such exceptional care to our patients and their families!



AWARDS AND RECOGNITION

DAISY AWARD RECOGNITIONS

Deaconess is proud to recognize two outstanding nurses for their exceptional contributions to patient care through the DAISY Award program.



Mallory Vazquez, BSN, RN, CMSRN, from Deaconess Gateway Hospital's Surgery Oncology Unit,

received the DAISY Award in December. Nominated by a grateful family member, Mallory was honored for her skillful and compassionate care, reflecting the dedication and excellence our nursing staff provides daily.



Jessica Basham, BSN, RN, from Deaconess Henderson Hospital's Medical Surgical Unit, was awarded

the DAISY Award in July. Jessica was recognized after being nominated by a patient who wanted to express their heartfelt appreciation for her outstanding care.

Both nurses exemplify the high standards of nursing at Deaconess and highlight the vital role nurses play in delivering exceptional patient experiences. Their achievements serve as an inspiring reminder of the commitment to excellence that defines our nursing team.

CELEBRATING 50 YEARS OF SERVICE: HONORING LINDA WHITE AND KAREN STOGNER

Deaconess proudly celebrated two extraordinary employees, Linda White and Karen Stogner, for their 50 years of dedicated service. Linda, former Deaconess CEO and now Chief Administrative Officer at Deaconess Henderson, has been a key leader, shaping the organization with her vision and community focus. Karen, a third-shift patient care technician, is cherished for her compassion and exceptional care for patients.



Their milestone was honored with a special reception, where current and former colleagues reminisced and celebrated their incredible contributions. Both Linda and Karen are excited to continue their journey with Deaconess. Congratulations to them both!

ACCREDITATIONS IN ELECTROPHYSIOLOGY and CARDIAC CARE

Deaconess Midtown and Gateway have received recognition from the American College of Cardiology for their expertise in and commitment to providing exceptional care in electrophysiology (EP) and cardiac catheterization (cath) procedures. This honor reflects our dedication to maintaining high standards in the treatment and management of patients who require specialized cardiac care.

The accreditation process included:

- Rigorous on-site evaluations
- Assessment of our staff's ability to evaluate, diagnose and treat patients effectively in both the EP and cardiac cath labs.

Deaconess has been awarded electrophysiology accreditation and cardiac cath lab with PCI accreditation. These accolades highlight the skill and dedication of our health care professionals, ensuring that patients receive the highest level of care during their treatment journeys.



AWARDS AND RECOGNITION

DEACONESS NURSE of the YEAR AWARDS

Honoring our nurses is essential, as they are the backbone of our health system, providing compassionate care and unwavering support to our patients and their families. Their dedication, expertise and resilience are crucial in shaping the quality of care we provide at Deaconess. As we reflect on the past year, we extend our heartfelt gratitude to all our nursing staff for their hard work and commitment to excellence in patient care.

In recognition of their outstanding contributions, we present the 2024 Nurses of the Year.

Midtown, Gateway and Henderson Nurses of the Year



Tamara B., BSN, RN
Pain Management
2024 Community Service Nurse of the Year



Myra D., ASN, RN, TCRN, CCRN
Surgical Trauma ICU—Midtown
2024 Excellence in Clinical Nursing Practice Nurse of the Year



Ada M., BSN, RN
Neuro ICU—Gateway
2024 Florence Nightingale Award—Gateway/Cross Pointe



Morgan M., BSN, RN
Surgery Oncology—Gateway
2024 Mentorship Nurse of the Year



Byron R., BSN, RN, CMSRN
Cardiac Renal—Midtown
2024 Advancement of the Profession Nurse of the Year



Jenna R., BSN, RN
Surgical Trauma ICU—Midtown
2024 Nursing Leadership Nurse of the Year



Sara V., BSN, RN
Surgery—Midtown
2024 Florence Nightingale Award—Midtown/Henderson



The Women’s Hospital Employee of the Year



Katie Selby, RN
NICU nurse at The Women’s Hospital, who was named Employee of the Year 2023.

These exceptional nurses exemplify the spirit of our mission, and we’re grateful for their dedication to making a positive impact in the lives of those they serve.



REGION GROWTH

NEW CLINICS IN THE CENTRAL REGION

In 2024, we expanded our reach with two new clinic locations to better serve our communities:



Deaconess High Pointe: Endocrinology services previously offered at Gateway MOB 2 have moved to our new location at 8080 High Pointe Dr., Newburgh, providing enhanced care in a modern facility.



Deaconess Felstead: Our new clinic at 801 Felstead Road, Evansville, offers family medicine, pediatric and behavioral health services, meeting the diverse needs of patients in the area.



HOSPICE REFLECTIONS MEMORIAL DEDICATION

In November, community members, Deaconess Foundation staff and employees gathered to dedicate the Hospice Reflections Memorial at Linda E. White Hospice House. This beautiful sculpture, created by regional artist Dale Enochs, serves to honor loved ones and provide a meditative, comforting space for patients and their families.

Woven into the metal arcs of the sculpture are inspiring words, animals and symbolic images designed to encourage reflection, discovery and meditation.

NEW UNITS AT MIDTOWN AND HENDERSON

Deaconess has made significant strides in enhancing our critical care capabilities, including the expansion of the 28-bed 3900 ICU at Deaconess Midtown. This new unit involved the successful transfer of patients from the existing 2900 unit, culminating in the merger of the two ICUs. The newly designated Cardiac Neuro ICU allows us to provide specialized care for both cardiac and neurological patients.

Additionally, the opening of a new 12-bed Med/Surg Specialty Unit at Deaconess Henderson Hospital in February marked another important milestone. Transitioning from the former Ortho Unit, this new unit broadens our capacity to provide comprehensive medical and surgical care.

MEDICAL RESIDENCY GRADUATIONS

The Deaconess Family Medicine Residency Program plays a pivotal role in shaping the future of health care in our community by training and nurturing the next generation of physicians. This summer, we proudly celebrated the graduation of Drs. Taylor Gardner, Amanda Meier, Micheala Taylor, Nicole

Odlum, Tyler Ziliak, John Morrison, Rehan Rahman and Samuel Anderson-Been.

This program strengthens our health care system by ensuring that we have compassionate, well-trained physicians ready to meet the needs of our patients. As these graduates embark



on their professional journeys, we look forward to seeing the positive impact they will have on our communities.



OTHER CENTRAL REGION NEWS



TRI-STATE PERINATOLOGY CELEBRATES 15TH ANNIVERSARY

Tri-State Perinatology proudly celebrated its 15th anniversary late last year. This initiative began as a collaboration between Chris Ryan, CEO of The Women’s Hospital, and maternal-fetal medicine physician Dr. C. Brennan Fitzpatrick, aimed at enhancing services for local pregnant women facing high-risk pregnancies.

Over the years, the program has expanded to include a dedicated team of four physicians, multiple nurse practitioners, sonographers and genetic counselors.

Together, this skilled team has provided exceptional care to countless mothers, ensuring safe deliveries and healthy beginnings for their babies.



WOMEN’S HOSPITAL EXPANDS TO MEET THE NEEDS OF OUR GROWING COMMUNITY

The Women’s Hospital is “expecting”—not just new arrivals but an exciting new expansion as well. This 10-month project, set to be complete by end of March 2025, will add more patient rooms and expand our operating suites. The west wing construction is progressing steadily, with significant milestones reached, including the placement of a concrete pad in September and steel framework scheduled to be erected in October.

Work is underway to prepare the site for new patient rooms. The west wing will house these additional rooms and expand the operating room, while internal renovations focus on enhancing the area dedicated to high-risk mothers. These improvements ensure that The Women’s Hospital continues to evolve in response to the growing needs of its patients.

HEALTH SCIENCE INSTITUTE

The Deaconess/EVSC Health Science Institute successfully concluded its 31st program, providing high school students with invaluable insights into medical careers. Over the course of two weeks, participants engaged in hands-on experiences that allowed them to explore various health care professions and make informed decisions about their future careers.

Deaconess recognizes the importance of this program in fostering interest in the health care field among young people. By exposing students to a range of medical careers, Deaconess not only helps develop the next generation of health care professionals, it also builds awareness of the diverse opportunities available within the organization.





WHAT'S NEW IN THE REGION



MEMORIAL HOSPITAL AND HEALTH CARE CENTER AFFILIATION WITH DEACONESS HEALTH SYSTEM

February 1, 2024, Memorial Hospital and Health Care Center (MHHCC) officially became an affiliate of Deaconess. For more than 70 years, MHHCC has been sponsored by the Little Company of Mary Sisters, ensuring the hospital's Catholic identity and commitment to compassionate health care in Dubois County and beyond.

This affiliation, which received Vatican approval January 19, aligns the missions of Deaconess and MHHCC, emphasizing access to innovative, top-quality health care. Both organizations are dedicated to expanding services and improving access to care in the Jasper community.

Priorities include surgeon recruitment, enhancing the

revenue cycle, advancing behavioral health services, expanding home health services, accepting transfers more effectively, and adding dialysis services.

MHHCC will maintain its local board of directors, while Deaconess plans to invest significantly over the next decade to enhance health care services in the community.

NEW CAO FOR MEMORIAL HOSPITAL AND HEALTH CARE CENTER



Deaconess and the board of directors at MHHCC announced in July the appointment of Keith Miller as the new Chief Administrative Officer at Memorial and Deaconess Indiana Region President. With more than 17 years of health care leadership experience, Miller previously served as CEO of Lawrence County Memorial Hospital and held executive roles at Daviess Community Hospital and Ascension

St. Vincent, focusing on strategic development and operational excellence.

Miller holds an MBA and a Bachelor's in Health Services from University of Southern Indiana and is active in professional organizations such as the Illinois Critical Access Hospital Network.

Deaconess Henderson CAO Linda White served as interim CAO and Susan Brumley as interim COO.



WHAT'S NEW IN THE REGION

DCARE COLLABORATES WITH MEMORIAL HOSPITAL

DCARE (Deaconess Care and Resource Excellence) has played a pivotal role in enhancing patient transfers and throughput at MHHCC.

Through strategic collaboration, DCARE has successfully streamlined processes, resulting in improved patient flow and increased transfer efficiency.

The initiatives implemented by DCARE have facilitated smoother transitions for patients and increased overall volume management within the hospital. By optimizing these operations, Memorial has been better equipped to ensure that patients receive timely and effective care.

MEMORIAL HOSPITAL UPDATES

Memorial Hospital and Health Care Center has made significant strides in enhancing its services and facilities in recent months:

New MRI Suite: In June, the hospital opened a state-of-the-art MRI suite, featuring the 1.5T GE Artist MRI machine. This advanced imaging technology will improve diagnostic capabilities and enhance patient care.



Magnet Site Visit: Memorial hosted a Magnet Site Visit August 26–28, showcasing its commitment to nursing excellence and patient-centered care. This visit is a crucial step in the hospital's journey toward Magnet redesignation, reflecting the highest standards in nursing practice.

Inpatient Dialysis Services: Memorial launched its inpatient dialysis program October 1, following extensive preparations over the past few months. This addition will expand the hospital's capabilities in providing care for patients with kidney-related conditions.

MEMORIAL HOSPITAL LAUNCHES ONLINE SCHEDULING

MHHCC is excited to announce that new patients can now easily schedule appointments with participating primary care providers by visiting mhhcc.org/schedule-now. Patients can select a provider with a blue "Schedule Now" button below their name to book a visit. This new feature enhances access to care and streamlines the process for new patients to connect with Memorial's trusted providers.

DEACONESS GIBSON HOSPITAL ADDS POLICE FORCE

Deaconess Gibson Hospital announced the addition of law enforcement personnel to enhance safety and security. Lt. Derek McGraw and Ofc. Travis Lashbrook have joined the Deaconess Police Department as the first-ever officers at Gibson Hospital.



Lt. McGraw brings two decades of law enforcement experience, having served as the chief of police for the Princeton Police Department, while Ofc. Lashbrook comes with

an extensive background as a lieutenant, with roles as both a patrolman and detective. Their expertise and commitment to community safety will help ensure a secure and welcoming space for patients, staff and visitors.



WHAT'S NEW IN THE REGION



DEACONESS GIBSON HOSPITAL UPDATE

Deaconess Gibson Hospital has made significant strides in expanding and enhancing its services to better meet the needs of our community:

- **Nuclear Medicine:** A new nuclear medicine machine has been added, allowing the service to move from part-time to full-time.
- **Echocardiography:** This department has also increased its service to full time, ensuring more access to cardiac care for patients.
- **MRI Services:** Evening and weekend scheduling for MRI has been added, improving access for patients who require imaging outside regular business hours.
- **Pain Management:** A nurse practitioner has been added to our Pain Management team, moving toward full-time service to better meet patients' needs.
- **Infusion Center:** The Oncology Department continues to grow, with a nurse practitioner now on staff to enhance our Infusion Center services.
- **Wound Center:** We have welcomed an ostomy management specialist and established a dedicated podiatry schedule to improve care for our patients with wound-related issues.
- **Incident Command Center:** Our incident command center has been successfully relocated and updated to a new space, ensuring efficient operations and emergency preparedness.

These enhancements reflect our ongoing commitment to providing high-quality, accessible health care services to the Gibson County community.

MISSION

BEHAVIORAL HEALTH

Located in the former St. Joseph Hospital in Huntingburg, Mission Behavioral Health is a specialized psychiatric inpatient hospital designed to provide short-term care for individuals 55 and older. This joint venture with Deaconess opened in October.

This unique facility is focused on addressing the psychological, behavioral, physical and social needs of senior adults experiencing mental health conditions or exacerbations.

PERRY COUNTY MEMORIAL HOSPITAL UPDATE

Perry County Memorial Hospital (PCMH) officially affiliated with Deaconess April 1, 2024, following a one-year management contract. Key achievements include reopening the ICU and cardiac rehab services, expanding EMS capabilities, and overhauling the Emergency Department to better meet rural needs.

PCMH also added a new behavioral health service line and established local business agreements for lab, imaging and occupational health services. These initiatives led to a \$2M+ financial turnaround, improved patient satisfaction scores, and the hospital's first-ever 5-star patient satisfaction award.



AWARDS AND RECOGNITIONS

DAISY AWARD WINNER: JOYCE WILLIS, BSN, RN



Joyce, of Memorial Hospital and Health Care Center's Women and Infant Services, is known for her warmth, humor and dedication. Joyce brings smiles, comfort and reassurance to her patients.

DAISY AWARD WINNER: SHARON WEISMAN, RN



Sharon, a registered nurse in the Inpatient Rehab Center at Memorial Hospital and Health Care Center, is known for her compassionate care, treating patients like family and bringing encouragement and lightheartedness to each day.

NURSE OF THE YEAR: SUSAN CATES



Deaconess Gibson Hospital named Susan Cates as the 2024 Nurse of the Year. A long-standing and dedicated member of the nursing staff, Susan was recognized for her exceptional care and compassionate approach to patient care.



IU SCHOOL OF MEDICINE FAMILY MEDICINE RESIDENCY GRADUATES

This summer, Drs. Funmi Akinmade, Zak Britsone, Kajori Chakravorty, Jasmine Khattar and Erin Wofford graduated from the IU School of Medicine Family Medicine Residency program at Memorial Hospital.

These talented physicians are well-prepared to provide high-quality family medicine care, contributing to the health and well-being of their communities.

MEMORIAL HOSPITAL NAMED A 2024 TOP 20 RURAL AND COMMUNITY HOSPITAL

Memorial Hospital has been recognized as one of the Top 20 Rural and Community Hospitals in the nation for 2024 by the National Rural Health Association (NRHA). This prestigious honor highlights Memorial's commitment to delivering high-quality, patient-centered care in rural communities. The award reflects the hospital's excellence in clinical outcomes, patient satisfaction, and financial performance, positioning Memorial as a leader in rural health care.

MEMORIAL'S WOMEN AND INFANT SERVICES RECOGNIZED AS A HOSPITAL OF DISTINCTION

Memorial's Women and Infant Services has earned the prestigious Hospital of Distinction designation from the Indiana Hospital Association (IHA), highlighting their commitment to exceptional maternal and neonatal care.

This recognition underscores their excellence in patient safety and innovative practices, reflecting the dedication of Memorial's staff to provide a nurturing environment for mothers and their newborns.

Memorial remains committed to enhancing their services and programs, continually striving to improve the quality of care for patients. This honor positions Memorial among Indiana's leading hospitals, reinforcing the mission to advance women's and infant health in our community.



COMMUNITY INVOLVEMENT

Our employees are a big part of the communities where we serve. We showed up at a number of events across the Tri-State to show our support, have fun and give back throughout the last fiscal year. Here are just a few examples:



◀ Bosse Field for Deaconess Healthy Evansville night with the Otters, where Deaconess' own **Dr. Samer Schuman** threw out the first pitch



◀ The 2024 Colon Screening for Life 5K Run/Walk

The Tri-State American Heart Association Heart Walk ▼



Deaconess Union County Hospital was proud to support Braves2College in their annual golf scramble this summer. The DUC team wore roses to honor B2C legacy board member Rose Shouse, mother of our dietary manager and clinical dietitian, **Shanna Shouse Thomas**.



▲ Deaconess Health System employees proudly teamed up with Boston IVF at The Women's Hospital to support River City Pride in June.

Deaconess Henderson Women's Services were part of the World's Greatest Baby Shower in Union County. ▶



▲ **DIL Crossroads** employees went up against the JC JETS Special Olympics softball for a special game.

Memorial Hospital and Health Care Center employees joined the community



celebrating their German heritage during the annual Strassenfest Parade. ▲



▲ **Red Bud Regional Hospital** kicked off Mental Health Awareness month in May with their first annual Community Walk.



COMMUNITY INVOLVEMENT



COMMUNITY SCREENING EVENTS

Throughout the year, Deaconess has actively engaged in promoting community health by hosting a series of screening events aimed at early detection and prevention of various health conditions.

These events provide valuable opportunities for our community members to receive important health screenings at no cost, fostering a proactive approach to health management.

Notable screening events included colorectal screening, head/neck cancer screening and skin cancer screening. These initiatives not only raise awareness about the importance of regular screenings but also demonstrate our commitment to enhancing the overall health and well-being of the communities we serve.

COMMUNITY FIRST AID SERVICES

Deaconess Health System proudly extended its commitment to community health by providing first aid services at several events across the Tri-State area. Our dedicated team of healthcare professionals ensured the safety and well-being of attendees, demonstrating our commitment to community support and engagement.

Just a few examples: during Fall Fest and the Vanderburgh County Fair, our staff provided on-site first aid services, addressing minor injuries and health concerns while promoting awareness of health resources available within our system. These efforts not only enhanced the safety of community gatherings but also reinforced our mission to serve and protect the health of our neighbors.



BLOOD DRIVES TO SUPPORT THE AMERICAN RED CROSS

Deaconess Health System is proud to host blood drives at several of our area hospitals across the Tri-State region in collaboration with the American Red Cross. These initiatives are vital in addressing the ongoing need for blood donations, which are crucial for patient care in emergencies, surgeries and for those with chronic conditions requiring regular transfusions.

By organizing these blood drives, we not only contribute to the essential supply of blood products, we also raise awareness about the importance of donating blood. Each donation can save multiple lives, making our efforts a meaningful part of our commitment to community health. Together, we strive to support the needs of our patients and ensure that lifesaving blood is available when it matters most.



COMMUNITY INVOLVEMENT



NICU REUNION: SUPERHEROES FOR THE MARCH OF DIMES

On a beautiful Saturday, families, staff and alumni gathered for an incredible NICU reunion in support of the March of Dimes. The event followed the annual March of Dimes walk, where participants embraced this year’s superhero theme—donning capes and costumes to celebrate the little heroes who began their journeys in our NICU.

Families enjoyed reconnecting with their favorite NICU nurses and physicians, while kids delighted in games, face painting, and superhero "suit-up" kits. The reunion was a heartwarming reminder of the strength and resilience of these children and their families. Thank you to everyone who participated in making this a super success!

DEACONESS EMS BULLETPROOF VESTS

Emergency health care workers, especially paramedics, face significant risks of workplace violence, with studies showing they are nearly three times more likely to experience physical and verbal assaults.



To enhance safety, Deaconess Foundation funded 50 bulletproof vests for Deaconess EMS Kentucky, which provides emergency 911 responses across three counties.

These vests are crucial as staff respond to various emergencies, including domestic violence, mental health crises and active shooter situations, often without knowing what they will encounter.



BABYPALOOZA: A SUCCESSFUL RETURN TO IN-PERSON EVENTS

This past fiscal year, Babypalooza made a triumphant return after a hiatus due to COVID-19, with events hosted at the Gateway and Henderson campuses, a growth from previous years!

Hundreds of expecting parents participated, connecting with health care experts and resources to help guide them through their pregnancy journeys.

Babypalooza offers essential support in one convenient place, addressing the often overwhelming tasks and decisions parents face.

We’re excited to continue growing this community outreach event and providing valuable assistance to families during such an important time in their lives.



FOUNDATION SUPPORT



DEACONESS ANNUAL GALA HIGHLIGHTS

This year, Deaconess hosted two remarkable events: the Party of the Year gala and the Deaconess Gibson Hospital Foundation Gala. The Party of the Year, themed “Enchanted Forest,” raised an impressive \$305,050, with all funds going to support oncology services, providing critical care and resources for cancer patients.

The Annual Deaconess Gibson Hospital Foundation Gala, titled “A Night Under the Stars,” raised funds to support health care initiatives within the community, ensuring accessible, high-quality care for local families.



MEMORIAL'S ROARING '20S GALA

The Memorial Hospital Foundation’s 12th biennial Gala, held November 4, 2023, at the historic West Baden Springs Hotel, transported more than 650 guests to the Roaring '20s in a glamorous black-tie evening featuring a silent auction, dinner, drinks and dancing.

The event raised \$273,850, benefiting MHHCC’s emergency and trauma services. These funds allowed the unit to distribute more than 2,000 “Stop the Bleed” kits to schools across the eight counties served by Memorial and will also support advanced training and state-of-the-art equipment for emergency care.



FOUNDATION SUPPORT



AED DONATIONS FOR COMMUNITY HEALTH

HeartSaver presented 101 automated external defibrillators (AEDs) to Tri-State first responders and nonprofit organizations. This initiative underscores the importance of having AEDs readily available, as first responders are often the first to arrive at the scene of a cardiac emergency.

HeartSaver, a program of the Deaconess Foundation and Deaconess Heart Hospital, also donated 25 more AEDs to the Evansville Police Department.

HeartSaver has placed nearly 850 AEDs over the past 10 years, saving dozens of lives in the process.

The Marion Fire Department received nine AEDs, and firefighters were trained in using these life-saving devices. AEDs are portable devices that restore a normal rhythm during sudden cardiac arrest, which can lead to death if not treated within minutes.

Those AEDs were donated by Deaconess Illinois Medical Center.

DEACONESS KENTUCKY FOUNDATION SUPPORTS FAMILIES IN NEED

Deaconess Kentucky Foundation continued its commitment to improving the well-being of families in the Henderson area. Through generous financial support, the foundation provided essential resources to new mothers in need, including 36 car seats and 28 pack-n-plays.

These items not only ensure the safety and comfort of infants but also help ease the transition into parenthood for families facing financial challenges.



A TRADITION OF SUPPORT THROUGH GOLF OUTINGS

In 2024, three longstanding golf events continued to make a meaningful impact on health care in our region.

The 32nd Annual Deaconess Gibson Hospital Foundation Classic raised more than \$41,000, contributing to the \$800,000 total raised since its inception, helping to fund vital hospital enhancements.

The Deaconess Classic for Women's Health celebrated its 30th anniversary in May. This all-women's tournament has raised more than \$4 million to provide mammograms and pelvic ultrasounds for uninsured and under-insured women in our community.

Despite weather delays, the Deaconess Union County Hospital Golf Scramble succeeded in raising funds to support the foundation's efforts to address local health needs.

These golf outings highlight the power of community engagement in advancing health care for all.



COMMUNITY INVOLVEMENT



DEACONESS ILLINOIS SUPPORTS REND LAKE COLLEGE'S BANTERRA SPORTS COMPLEX

Deaconess Illinois donated \$250,000 to the Rend Lake College (RLC) Foundation's The Game Plan initiative, securing the naming rights for the new Deaconess Illinois Athletic Training Room in the Banterra Sports Complex. The partnership enhances RLC's athletic program by ensuring student-athletes have

access to on-campus athletic trainers and sports medicine physicians. Construction of the Banterra Sports Complex, which includes the renovated James "Hummer" Waugh Gymnasium, is set to begin this fall, marking a significant advancement for RLC and its student-athletes.



CARDIOLOGY SONOGRAPHY SCHOLARSHIPS

Deaconess Foundation awarded \$10,000 cardiology sonographer scholarships to four college students. Skyla Bilski, Lauren Elpers, Ellie Smith and Kyle Williford accepted echocardiogram sonographer positions in the

Non-Invasive Cardiology Department at the Deaconess Gateway and Deaconess Midtown campuses. With these scholarships, they have committed to working for Deaconess for two years.

