



ANNUAL
REPORT

2018-2019

Letter from Our Board Chairman

Friends of RCH,

This past year has been a period of constructive transition for Rochelle Community Hospital. The Board of Trustees has been diligent in continuing the forward progress of our local community hospital so that we provide the best healthcare services for all our patients and residents.

The first productive change for the year was to welcome a new program to our inpatient services that guarantees coordinated care. Three new hospitalists joined our team, Dr. Sathish Cullath, Dr. Syed Ghani and Dr. Shadi Marina. A hospitalist is a medical provider who looks at “the big picture” when it comes to your care. One of the best services that the hospitalist provides is taking the time to discuss your diagnosis and condition with you (and your family, if you so desire). We hope your hospital stay is much more manageable now that our hospitalists can help guide your care.



Improvements have resumed to our patient rooms, materials management area, health information management department and educational training room. These upgrades will add a refreshed décor for our patients and make our departments more efficient in their daily workflow. Hopefully, you will be able to attend a community presentation soon in our newly expanded training room.

Lastly, Convenient Care introduced their new online platform, *Save My Place* in 2018. This new feature allows Convenient Care patients to save their place on-line. This system is a placeholder, not an appointment, so walk-ins are still welcome. We have seen a positive response from patients using the new software and wait times have been reduced as well.

The Board of Trustees will continue to focus on expanding service lines, providing compassionate care and staying fiscally responsible. We hope you see the impact your local hospital has on our community in the pages of this report. If you have further questions about the Annual Report or anything regarding the hospital, please let us know. We value your concerns and most importantly – your support of Rochelle Community Hospital.

Sincerely,

A handwritten signature in black ink, appearing to read 'Noah Carmichael', written in a cursive style.

Noah Carmichael
Board Chairman since 10/1/18
Rochelle Community Hospital

Board of Trustees 2018-19

Marlin Cluts, *Chairman*
Noah Carmichael, *Vice Chairman*
Kaycee Chadwick, *Secretary*
Dana Payton, *Treasurer*
Mark Batty, *Chief Executive Officer*
Michael Monfils, MD, *Chief of Medical Staff*
Christine Gorman, MD, *Chief of Medical Staff Elect*
Diane Kenney, *Auxiliary Board President*
David Schertz, *OSF HealthCare*
Jeff Glen
Sam Graber
Phil Hasz
Adriana Milan



Administration

Mark Batty, *Chief Executive Officer*
James Carle, *Chief Ancillary Officer*
Lori Gutierrez, *Chief Financial Officer*
Julia Norem, *Chief Nursing Officer*
Karen Tracy, *Vice President of Administration*

Active Medical Staff

Christine M. Gorman, MD
Michael J. Monfils, MD
Basith M. Osmani, MD
Pitamber Persaud, MD
Jason C. Popp, MD
Surjit S. Thiara, MD
Nancy S. Williams, MD

Hospitalists

Sathish Cullath, MD, MPH
Syed Ghani, MD
Shadi Marina, MD

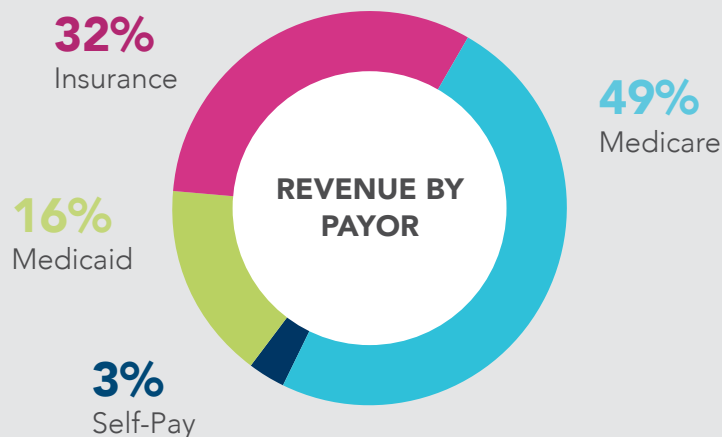
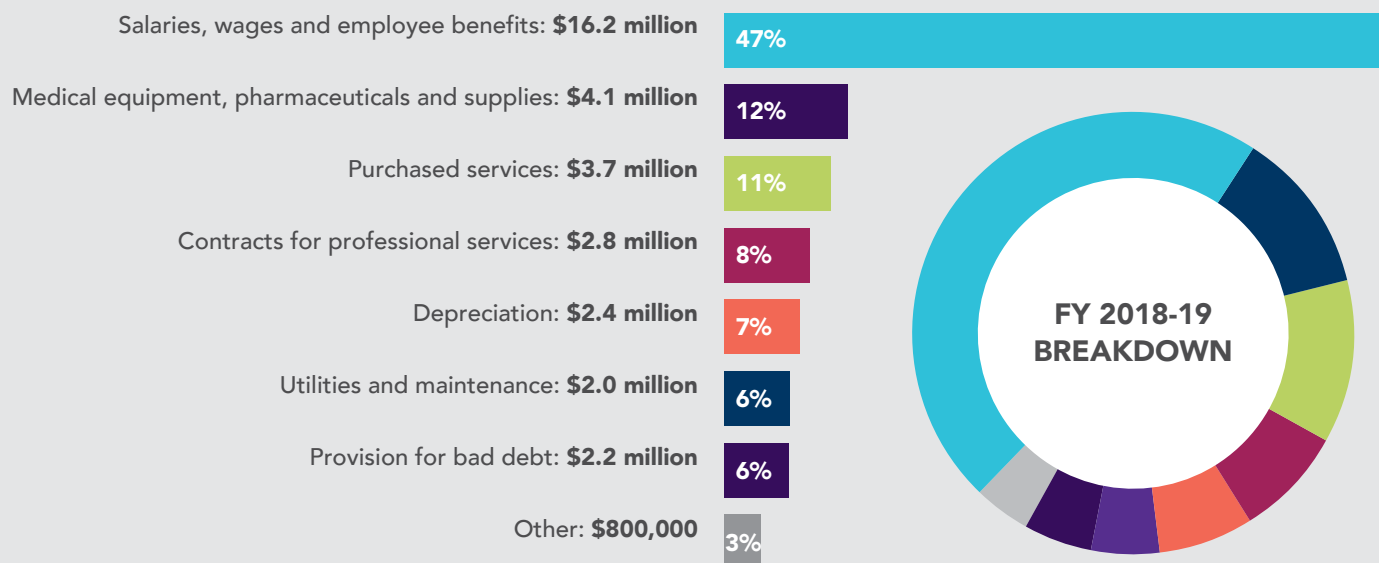
Nurse Practitioners

Marilyn Balch, APRN
Stephanie Crawford, DNP, APRN
Susan Mueller, APRN
Lucinda Zoeller, APRN

RCH Financials

May 1, 2018 - April 30, 2019

RCH spent **\$34.2 MILLION** in fiscal year 2018-19. Here is the breakdown:



LAST YEAR, RCH ABSORBED:

\$1.0 million in costs to care for patients who could not pay.

\$6.0 million in services not fully reimbursed by government programs.

INPATIENT STATISTICS

Admissions	377
Patient Days	1,052
Average Length of Stay (days)	2.8

DEPARTMENT STATISTICS

Emergency Room Visits	7,589
Radiology Procedures	14,563
Surgeries Performed	1,223
Rehabilitation/Physical Therapy	21,626
Cardiac Rehabilitation	1,258
Multi-Specialty Clinic Visits	5,014
Family Healthcare Clinic Visits	8,402
Convenient Care Visits	4,197
On-the-Go Healthcare Clinic Visits	5,579
Laboratory Tests	68,452
Respiratory Therapy Procedures	2,515
Outpatient Registrations	39,601

Patient Satisfaction

Actual Comments From Press Ganey Surveys on file at RCH.

"Staff went out of their way to provide comfort, nourishment, general hospitality, during critical, difficult hospitalization."
Inpatient, June 2018

"We are so lucky to have our hospital in Rochelle. They are skilled and friendly overall." *Laboratory patient, July 2018*

"The staff took care of me like family." *Rehabilitation Services patient, July 2018*

"This was my first time using the on-line scheduling - it reduced my wait time – great!" *Convenient Care patient, October 2018*

"A wonderful experience overall. I am extremely pleased to have such a good level of care available in our small town." *Emergency Room patient, November 2018*

"The nurse who took care of me before and after the procedure was excellent." *Ambulatory Surgery patient, November 2018*

"My test was scheduled for 10 am – between scheduling my appointment and time of appointment my mother needed to have a test done in Radiology, same day as mine, just earlier. When the staff realized I was already there they were able to fit me in earlier so I would not have to return in an hour! Thank you Radiology staff!" *Radiology patient, December 2018*

"Keep up the good work. I'm always more likely to go to Rochelle Hospital over any other just because of the professional and kind staff."
Laboratory patient, January 2019

"Diane and Marla are very supportive and encouraging at each visit. I am well on my way to recovery after my open heart surgery." *Cardiac Rehab patient, December 2018*

"Stephanie Crawford is an excellent provider and the most caring person. Her knowledge and understanding of my history makes me have complete confidence in her." *Family Healthcare Clinic patient, February 2019*

"Dr. Gorman knows and responds to my questions with genuine care."
Family Healthcare Clinic patient, April 2019

RCH Auxiliary

May 1, 2018 - April 30, 2019

All proceeds from the Auxiliary Gift Shoppe and fundraisers throughout the year aid Rochelle Community Hospital in providing the highest level of service to the patients and staff.



Culver's Night, July 2018.

Left to right: Sharon Clucas, Diane Kenney, Sue Sevedge and Marilyn Janssen.

Volunteers

- 138 Members
- 39 Lifetime Members

5,550 Hours

were donated to staff the:

- Auxiliary Gift Shoppe
- Laboratory Reception Desk

Fundraising Events

Fall Bake Sale:	\$659
Holiday Bazaar:	\$1,301
Holiday Raffle:	\$642
Spring Garage Sale:	\$440
Culver's Night:	\$375

In addition, members spent countless hours fundraising and making handcrafted items for the annual Holiday Bazaar and Gift Shoppe. Two members manage and purchase for the Gift Shoppe.

Community Involvement



Nicole Wyatt, RN, shows students the blanket warmer as they tour the Emergency Department.

Auxiliary tour guides conducted Happy Hospital Tours for 254 third grade students from eight area schools.

Auxiliary Board - 2018-19

Diane Kenney, *President* • Jenifer Sparrow, *Immediate Past President*
Renelle Carmichael, *Corresponding Secretary* • Marilyn Janssen, *Recording Secretary*
Sharon Clucas, *Treasurer* • Sue Sevedge, *Talent Dollar*
Carol Elliott, *Volunteers/Foundation Representative*
Norma Huntley, *Publicity* • Kathie Cook, *Hospital Tours*
Linda Kenney, *Gift Shoppe* • Kathleen Lutz, *Membership*
Esther Prabhakar, *Advocacy* • TJ Yordy, *Finance Manager*

Donations

Seven \$1,000 scholarships were presented to students pursuing careers in the field of healthcare at the Annual RCH Auxiliary Volunteer-Scholarship Brunch on April 8, 2019. This included the Ward A. and Mabel T. Miller Award, the Dr. John and Esther Prabhakar Physician Award and the RCH Foundation Nancy J. Babb Award.

The Illinois Health and Hospital Association (IHA) is actively supported by the RCH Auxiliary. Representatives of the Auxiliary attended IHA workshops and contributed to the CoV Scholarship Fund.

Two events were held to thank the members including the Volunteer/Scholarship Brunch in the spring and a Holiday Tea in December. Members also recognized the hospital staff during February's Hospital Appreciation Day.



2019 Scholarship Recipients

Left to Right: Addison Curtis, Rochelle Township High School Senior; Citlaly Villalobos, Rochelle Township High School Senior; Taralyn Dale, Kishwaukee College, Recipient of the RCH Foundation Nancy J. Babb Award; Katherine Bakken, Rochelle Township High School Senior, Recipient of the Ward A. & Mabel T. Miller Award; Kelsey Thompson, Rochelle Township High School Senior; Amie Case, Ashton-Franklin Center High School Senior; and Sawyer Murphy, Ashton-Franklin Center High School Senior, Recipient of the Dr. John and Esther Prabhakar Physician Award.

RCH Foundation

May 1, 2018 - April 30, 2019

In 2018, the emphasis for the Foundation was on our donors and being the best stewards of their gifts.

All of our donors, past and present, are part of the Rochelle Community Hospital Family. Our Tree of Life is a great example of this commitment to ensure quality and affordable healthcare in our community.

In 2018, the RCH Foundation added a new stone to the Tree of Life as a bequest from the Estate of Nancy J. Babb.



Nancy entrusted her friends Sally Sawicki (left) and Dianne Jenner (right) to make sure the donation reached the hospital as per her request.

Nancy J. Babb

Nancy was a teacher in the Rochelle school systems for many years and a great community supporter. During her cancer journey, she received infusion at Rochelle Community Hospital. It was her desire to have a generous donation made to the hospital as she always felt she was treated like family and received excellent care at RCH. Nancy entrusted her friends Dianne Jenner and Sally Sawicki to make sure the donation reached the hospital as per her request.

FUNDRAISING EVENTS

12 th Annual Hospital Hustle:	\$2,332
18 th Annual Golf Outing:	\$20,458
RCH Employee Campaign:	\$11,281
Year-End Appeal:	\$13,536

FOUNDATION BOARD 2018-19

Surjit Thiara, MD, *President*

Reed Harris, *Vice President*

Earl Fleming, *Treasurer*

Carol Elliott, *Auxiliary Representative*

Bob Johns

Debbie Kersten

Tonya Sarver

Norma Trosper

Pat Zilm

Mark Batty, *Chief Executive Officer*

Lori Gutierrez, *Chief Financial Officer*

Michelle LaPage, *Foundation Coordinator*

Tim Roberts, *Financial Services Manager*

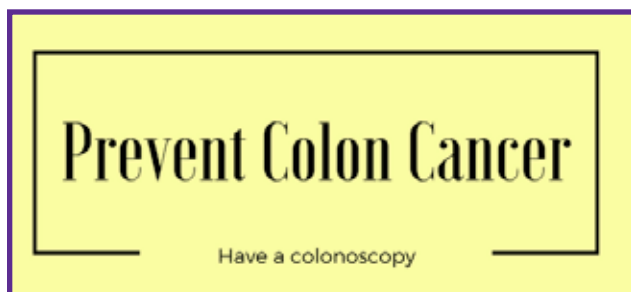
DONATIONS

Your support makes a difference.

Building For Our Future

Donations to this fund support areas in the hospital in greatest need. Monies are given to support Manager's Wish List Items and Equipment Technology Upgrades.

In 2018 funds were used to purchase a new colonoscope for the Surgery Department and put a focus on the importance of colonoscopy screenings.



Everyone has reasons for not getting a colonoscopy. Often, it's based on misunderstandings – both about the procedure and about colon cancer. People may not realize that colon cancer is one of the most preventable cancers – and that a colonoscopy is a short, mildly uncomfortable test that can save their life.

Above & Beyond for Employees

Gifts directed to this fund provide assistance to RCH employees that experience a temporary financial hardship due to an emergency or catastrophic event.



We are like a close family here at RCH and in times of need we are there for each other to ease the burden in whatever ways we can.

"All About Me" Cancer Resources

Gifts to this fund provide grants and resources to qualified cancer patients at Rochelle Community Hospital so they can better manage their road to recovery.



In 2018 Car Chix held their annual event at the Byron Dragway and donated over \$1,400 to the fund. We appreciate their efforts over the past few years to support this fund for the community.

Foundation Memorials

May 1, 2018 - April 30, 2019

Memorial gifts are a lasting remembrance of a special person who has touched you during his or her life. Rochelle Community Hospital Foundation will acknowledge your gift by sending an appropriate note to the family or friend in whose name the gift was made.

In Memory Of Nancy J. Babb
Nancy J. Babb Estate

In Memory Of Robert Colville
Yvonne Colville

In Memory Of James & Shirley Combs
Jerry and Eva Medine
Jimmy Combs

In Memory Of Casper Goken & Lynn Widhalm
Marilyn Goken

In Honor Of David Guest
Dr. Michael and Pamela Dixon

In Memory Of Suzette Hedtke
Colette and Charles Eckhardt
Eckhardt Trucking Company

In Memory Of Della Johns
Robert and Jeri Johns

In Memory Of Ann Kerestes
Dan Kerestes

In Memory Of Jeff Kissack
Wendy Kissack

In Memory Of Irene Landis
R. James Landis

In Memory Of Eugene Lutz
Kathleen Lutz

In Memory Of Robert Lee Meador
Phillip Meador

In Memory Of Mary Nelson
Bud and Doris Dickey

In Memory Of Dolores Reitz, RN
Marilyn and Dave Balch

In Memory Of Federico Rivera
Connie Rivera

In Memory Of Dan Sawicki
Sue Sawicki

In Memory Of Glen Taylor
Andrew and Carole Taylor

In Memory Of Dolores Valle
Mark Batty

In Memory Of Gerald O. Wine
Luan & Vicki Wine

In Memory Of Lloyd Zimmer
Roland and Erlinda Hagemeyer

The Rochelle Community Hospital Foundation has made every attempt to acknowledge all of our donors who gave in 2018. If you note a discrepancy, please call our office at 815-561-3110.

RCH Services

May 1, 2018 - April 30, 2019

Cardiopulmonary Rehabilitation
Convenient Care Walk-In Clinic
Diabetes Management
Diagnostic Imaging
Emergency Services
Infusion/Chemotherapy
Laboratory
Medical-Surgical/Intensive Care
Occupational Health at the On-the-Go Healthcare Clinic
Pain Management
Primary Care at the Family Healthcare Clinic
Rehabilitation Services
(including Physical & Occupational Therapy)

Respiratory Therapy
Sleep Studies
Surgical Services
Specialty Services at the Multi-Specialty Clinic:

- Cardiology
- Dermatology
- Dietitian/Diabetes Education
- Hematology/Oncology
- Nephrology
- Neurology
- Orthopaedics
- Podiatry
- Surgery (general)
- Uro-Gynecology
- Wound Care



*Kelly Musselman, RN, Medical/Surgical and
Sheri Sanders, Clinical Laboratory Specialist*

Community Impact

Rochelle Community Hospital provides access to vital healthcare services
24 HOURS A DAY/SEVEN DAYS A WEEK/365 DAYS A YEAR.

180,396 PATIENT ENCOUNTERS from May 1, 2018 - April 30, 2019

Clinics at Rochelle Community Hospital served a total of 23,192 patients this fiscal year.

This includes:

The Family Healthcare Clinic (8,402)

Convenient Care (4,197)

On-the-Go Healthcare Clinic (5,579)

Multi-Specialty Clinic (5,014)

Rochelle Community Hospital has: 269 employees and 138 volunteers

