

Annual Report

2017-18





LETTER FROM OUR CEO

MARK J. BATTY
CHIEF EXECUTIVE OFFICER



Dear Friends of RCH,

We are both pleased and excited to provide you with this Annual Report on Rochelle Community Hospital's operations for our most recent fiscal year which ended April 30, 2018. Reading through this material, you will notice that RCH continues on a very successful path operationally and financially. While many small rural hospitals in our state and across the country battle financial hardships, RCH continues to be financially strong.

We continue to work hard every day with the patient in mind, making sure we have the systems and equipment in place to meet the needs of those we serve. This drives our employees to provide the best care possible, as our healthcare professionals provide care to patients from many different backgrounds, life experiences and across all ages.


This Annual Report will provide insight into RCH's business and the number of patients we serve. Healthcare is highly regulated and complicated and remains challenging with the decision making that goes on at the federal and state levels. However, we continue to focus on our mission of providing community-based health and wellness services while remaining focused on a safe and high-quality healthcare experience. We have come to realize we may not be able to accomplish this on our own, so our most recently completed strategic plan puts emphasis on local partnerships to extend our reach to influence healthcare decisions much more than we have in the past.

When we consider bringing value to the community, we emphasize our safety and quality results, investment

back into our facilities, and giving back to the community. We want to be a hospital you are proud of, and will call your own. We have been providing care in Rochelle for over 100 years. With your support and commitment we want to continue doing this for 100 more.

**Thank you for making Rochelle
Community Hospital your
hospital of choice!**

Mark J. Batty
Chief Executive Officer



“We want to be a hospital you are proud of, and will call your own.”

Board of Trustees 2017-18

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**
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

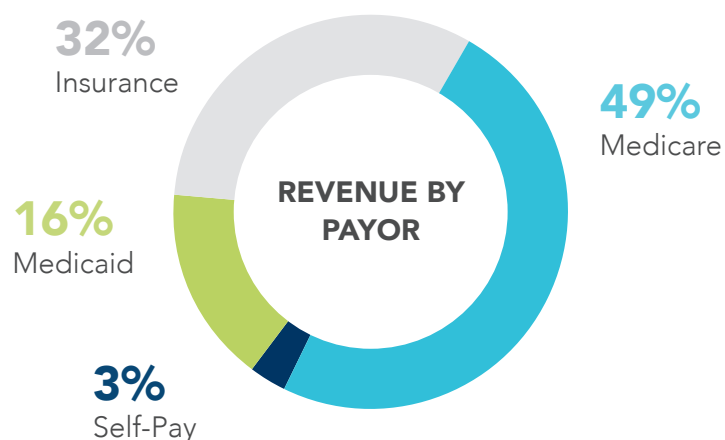
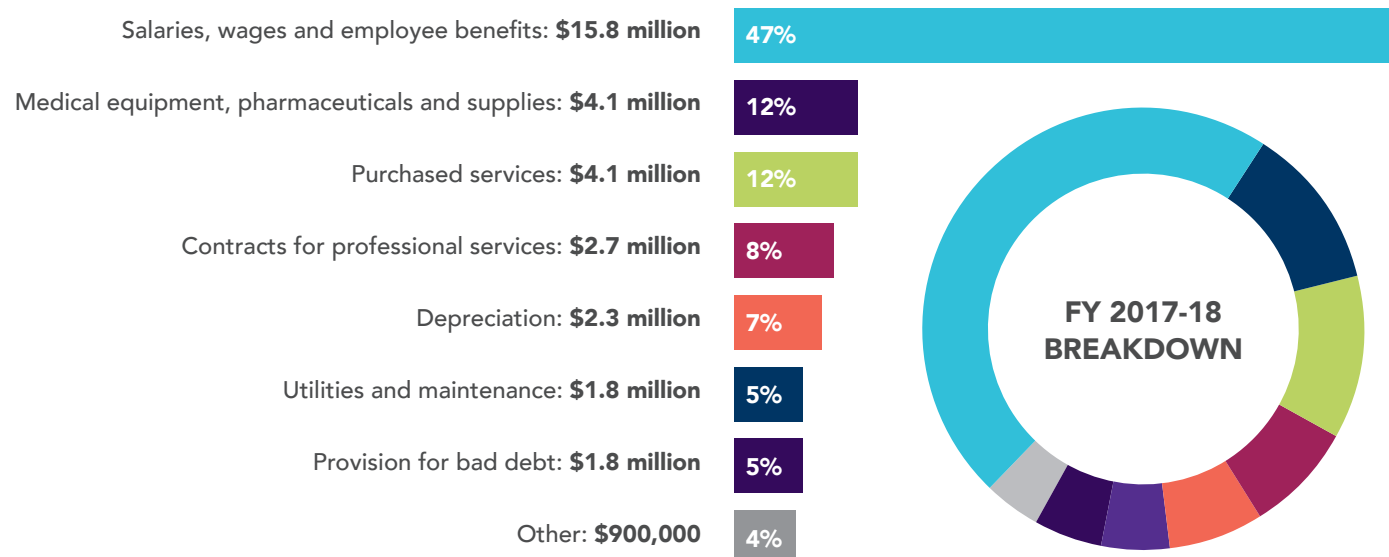
Christine M. Gorman, MD
Michael J. Monfils, MD
Basith M. Osmani, MD
Pitamber Persaud, MD
Jason C. Popp, MD
Surjit S. Thiara, MD
Nancy S. Williams, MD

Nurse Practitioners

Marilyn Balch, APN, CNP
Stephanie Crawford, APN, ANP
Susan Mueller, APN, CNP
Lucinda Zoeller, APN, CNP

RCH continues on a very successful path.

RCH spent **\$33.5 MILLION** in fiscal year 2017-18. Here is the breakdown:



LAST YEAR, RCH ABSORBED:

\$1.2 million in costs to care for patients who could not pay.

\$7.7 million in services not fully reimbursed by government programs.

INPATIENT STATISTICS

Admissions	428
Patient Days	1,288
Average Length of Stay (days)	3.0


DEPARTMENT STATISTICS

Emergency Room Visits	8,255
Radiology Procedures	16,032
Surgeries Performed	1,468
Rehabilitation/Physical Therapy	22,901
Cardiac Rehabilitation	1,160
Multi-Specialty Clinic Visits	6,072
Family Healthcare Clinic Visits	9,405
Convenient Care Visits	4,427
On-the-Go Healthcare Clinic Visits	6,484
Laboratory Tests	75,796
Respiratory Therapy Procedures	3,736
Outpatient Registrations	43,453

Medicare Survey of Patients' Experiences

	ROCHELLE COMMUNITY HOSPITAL	ILLINOIS AVERAGE	NATIONAL AVERAGE
Patient survey summary star rating	4 out of 5 stars		
Patients who reported that their nurses "always" communicated well	84%	81%	80%
Patients who reported that their doctors "always" communicated well	85%	81%	82%
Patients who reported that they "always" received help as soon as they wanted	77%	69%	70%
Patients who reported that the staff "always" explained about medicines before giving it to them	69%	65%	66%
Patients who reported that their room and bathroom were "always" clean	85%	76%	75%
Patients who reported that the area around their room was "always" quiet at night	68%	61%	62%
Patients who reported that YES, they were given information about what to do during their recovery at home	87%	87%	87%
Patients who "strongly agree" that they understood their care when they left the hospital	62%	53%	53%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	81%	72%	73%
Patients who reported YES, they would definitely recommend the hospital	82%	70%	72%

This information reflects the most current data available and can be found at www.medicare.gov/hospitalcompare.

 We continue to work hard every day with the patient in mind.

RCH Auxiliary

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.



HOSPITAL APPRECIATION DAY

AUXILIARY DONATION TO HOSPITAL
AT SPRING BRUNCH 2018



Volunteers: 102 Members (52 Lifetime Members)



5,250 hours were donated to staff the:

- Auxiliary Gift Shoppe
- Laboratory Reception Desk

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.

“We remain focused on a safe and high-quality healthcare experience.”

Fundraising Events

Fall Bake Sale: \$548
Holiday Bazaar: \$1,998
Holiday Raffle: \$485
Spring Garage Sale: \$625
Culver's Night: \$290
Other Special Events: \$570

TOTAL: \$4,516

Auxiliary Board 2017-18

Jenifer Sparrow, **President**
Diane Kenney, **Vice President**
Debby Katzman, **Corresponding Secretary**
Marilyn Janssen, **Recording Secretary**
Sharon Clucas, **Treasurer**
Renelle Carmichael, **Talent Dollar**
Carol Elliott, **Volunteers**
Norma Huntley, **Publicity**
Kathie Cook, **Hospital Tours**
Linda Kenney, **Gift Shoppe**
Kathleen Lutz, **Membership**
Esther Prabhakar, **Advocacy**
TJ Yordy, **Tree of Life**

Community Involvement

Happy Hospital Tours were conducted by Auxiliary tour guides for 241 third grade students from eight area schools.

Donations

Fundraisers and Gift Shoppe sales allowed the Auxiliary to contribute approximately **\$5,000 for equipment requests** from the hospital for: two high capacity scales, an AED to be installed in the basement to provide lifesaving measures and future changes for customers in Medical Records.

Five \$1,000 scholarships were presented to students pursuing careers in the field of healthcare.

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 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.



RCH Foundation

Mission

Develop and grow financial resources to support Rochelle Community Hospital in providing excellence in healthcare for our community.

Vision

The Rochelle Community Hospital Foundation will be the charity of choice to financially support the Rochelle Community Hospital by developing and nurturing the growth of a community of donors and acting as good stewards of all contributions.

Our strategic plan puts emphasis on local partnerships.



THE 11TH ANNUAL
HOSPITAL HUSTLE



DR. JOHN & ESTHER PRABHAKAR
(RETIRED RCH PHYSICIAN)



Fundraising Events

11th Annual Hospital Hustle: \$6,455

17th Annual Golf Outing: \$27,811

RCH Employee Campaign: \$10,174

Year-End Appeal Letter: \$19,700

Foundation Board 2017-18

Surjit Thiara, MD, **President**

Reed Harris, **Vice President**

Earl Fleming, **Treasurer**

Carol Elliott, **Auxiliary Representative**

Bob Johns

Debbie Kersten

Michele Petersen

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.

Above & Beyond for Employees

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

- 15 Scholarships Given Totaling \$7,250 Awarded to Staff in Need

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.

- 12 Scholarships Totaling \$4,000 Awarded to Patients in Need
- 75 All About Me Resource Support Bags were Distributed

Memorials

In Memory of Michael Agnos
Angie Agnos

In Memory of Mildred Allison
Dennis Berg

In Memory of Winifred Balch
Marilyn and David Balch

In Memory of Donald Broome
Georgia Broome

In Memory of James and Shirley Combs
Jimmy Combs

In Memory of Brenda Clark
Beverly Herrmann

In Memory of Glenn Esterday
Pat Esterday

In Memory of Mardell Fleming
Nancy and Greg Martin

In Memory of Frances Gutschick
Mary Ann Montgomery

In Memory of Mary Ann Hall
John Connolly

In Memory of Alice Leota Hanson
RTHS Bus Drivers

In Memory of Jerry Hayes
Bud and Doris Dickey

Jim and Marilyn May

In Memory of Fred and Eva Hickey
Ed Hickey

In Memory of Jeff Kissack
Wendy Kissack

In Memory of Irene Landis
R. James Landis

In Memory of Audrey League
Beverly Herrmann

In Memory of Charlotte Lower
Paul Lower

In Memory of Robert Lee Meador
Phillip Meador

In Memory of Doris Query
Dwayne Query

In Memory of Martin Ravnaas
Bill Ravnaas

In Memory of Lois Rewerts
Vance Hultgren

In Memory of Clara and Clarence Schnorr
Marilyn Goken

In Memory of Iris Stewart
Bud and Doris Dickey

In Memory of John and Gladys Tarvestad
Ed Hickey

In Memory of Debby VanDyke
Arlyn VanDyke

In Memory of Joe Wegener
Diane Wegener

In Memory of Gerald O. Wine
Luan and Vicki Wine

In Memory of Lynn Widhalm
Marilyn Goken

In Memory of Lloyd Zimmer
Roland Hagemeyer

RCH Services

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

A photograph of three healthcare professionals, two women and one man, standing in front of a large medical imaging machine, likely a CT scanner. They are all wearing purple scrubs and smiling. The machine is white with a large circular opening. A blue patient bed is visible in the foreground.

We provide community based health and wellness services.

Community Impact



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



199,617 PATIENT ENCOUNTERS
this past fiscal year.



Clinics at Rochelle Community Hospital served a total of **26,388 PATIENTS** this fiscal year.

This includes:

The Family Healthcare Clinic (9,405) Convenient Care (4,427)
On-the-Go Healthcare Clinic (6,484) Multi-Specialty Clinic (6,072)



Rochelle Community Hospital has:
262 EMPLOYEES AND 102 VOLUNTEERS

TOTAL ECONOMIC IMPACT ON OUR COMMUNITIES

In addition to providing quality healthcare, Rochelle Community Hospital also contributes to the local economy through the people we directly employ and the goods and services we purchase.

	JOB	PAYROLL	CAPITAL	SUPPLIES
Direct:	199	\$14,237,069	\$1,974,081	\$12,923,475
Indirect:	261	\$19,845,050	\$2,751,672	\$18,014,032
Total:	460	\$34,082,119	\$4,725,753	\$30,937,507



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Rochelle, IL 61068
www.rochellehospital.com

Photo provided by Michael Chunko

