



2020 ANNUAL REPORT

 **Pana Community Hospital**

Standing Strong

for Our Community



**Pana Community Hospital
2020 Board of Directors**

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Standing Strong

with resilient leadership

Dear Friends of Pana Community Hospital,

During 2020, the PCH family had one of the most challenging years during my time here and quite possibly in our over 100-year history. The hospital was significantly impacted by service suspensions and frequent process changes brought on by the national emergency that was COVID-19. In the midst of these challenges, our team remained positive, adapted quickly and did everything necessary to respond to patient and community needs related to the pandemic.

I am honored to work with such an amazing group of people that include our employees, our medical staff and Board members. I am thankful that I had such a resilient and dedicated team to be a part of through this challenging year! I also want to thank all the volunteers and community members who assisted us as well. From making masks to providing food and treats, these gestures of kindness helped us through the most difficult times.

Even though COVID was a huge focus over the past 14 months, we continued our mission to be a provider of high-quality healthcare services close to home. We were fortunate to be able to add a total joint replacement program and launch our Community Medical Clinic's FastCare service while managing the effects of the pandemic.

Although we are seeing some very positive trends when it comes to COVID positivity rates and COVID deaths, the pandemic is still with us and will continue to impact our operations for the foreseeable future. These positive trends will continue if vaccination rates increase. As a healthcare organization, we support and encourage vaccinations because they are safe and effective. We appreciate your patience and understanding as we work to do what is best for everyone in our healthcare setting.



Trina J. Casner

Thank you for your continued support of Pana Community Hospital.

Trina J. Casner, FACHE

President & Chief Executive Officer



Greetings and I hope this message finds you in good health! This has been a most unusual year at PCH. The COVID-19 pandemic has changed the way we practice in the hospital and clinics. It has certainly changed the way we go about our day.

A few highlights . . .

- An EOP (Emergency Operations Committee) was quickly formed in March and guided the hospital policy for continuing to safely care for emergency patients, inpatients, and outpatients throughout the entire pandemic.
- Quad County Home Health nurses stepped up to begin testing patients as soon as we were able to send COVID tests to the state lab.
- Clinic staff created a process to continue to offer care in the clinic during the "Shelter in Place" order through video and phone visits. The clinic staff did an amazing job in adapting to a completely new way to do our jobs and kept our clinics open during this very trying time for everyone. These type of visits became a part of our routine offerings even after the "Shelter in Place" order expired and continue to be offered to this day.
- A team was formed who created an inpatient COVID unit which was much needed during our local outbreak in the fall and winter.
- A team was formed who created a respiratory clinic for outpatients with COVID-like symptoms for testing, triage, and treatment.
- A team was formed to implement vaccination efforts once COVID-19 vaccines became available locally.

All of this great change happened during a very stressful time for all of us. I never once heard anyone complain about the personal sacrifices that were required to keep our patients and each other safe. That part doesn't surprise me at all. PCH administration and staff have built a culture here where patient safety comes above all else. The employees of PCH are always willing to do whatever it takes to fulfill that mission. I am, and forever will be, proud of what the entire PCH family did during this pandemic in service to our community.

Dr. Terry Cunningham

Medical Staff President



Emergency Operations Plan Incident Command Team

Trina Casner
Vickie Coen
James Moon
Dianne Bailey
Dr. Demosthenes Asuncion
Dr. Terry Cunningham
Greg Hager
Jean Applegate
Melissa Rybolt
Katie Sinclair
Dan Mizeur
Amanda Harmston
Cathy Beasley
Faye Adams
Heidi Jones
Lori Ade
Tom Culberson
Luann Funk





August 30, 1938 ~ April 24, 2021

Dr. Gloria Dycoco joined her beloved dance partner, Dr. Virgil in heavenly rest on Saturday, April 24th. She was 82 years old. Dr. Gloria served our hospital for 47 years and will forever be remembered as a trusted physician and friend to the staff at Pana Community Hospital, Community Medical Clinic, Quad County, and her special extended family at Pana Medical Group.

Dr. Gloria was born on August 30, 1938 daughter of Miguel and Cristina Grafilo and was raised and educated in Manila, Philippines. She graduated in 1962 from Far Eastern University Institution of Medicine in the Philippines. As a female physician, Gloria broke many barriers that women faced. She served as Secretary of the Medical Student Council and served as President of the Student Catholic Action during a time when women didn't serve as President. Gloria also shared her love

Dr. Gloria Joins Dr. Virgil in Heavenly Rest

of music in the university church choir as a talented pianist. Gloria moved to Elizabeth, New Jersey where she completed her internal medicine residency at St. Elizabeth Hospital. Later she went to St. Michael's Hospital in Newark, NJ to complete a hematology residency. It was in Newark that Gloria met the love of her life, Dr. Virgilio Dycoco. They were married on March 27, 1970 in St. Patrick's Pro-Cathedral in Newark.

Drs. Virgil and Gloria Dycoco came to Pana in 1973 to serve in general practice at the Pana Medical Group. Upon arrival in Pana, the Dycocos lived in the residential quarters of Pana Community Hospital with their newborn son, Jun-Jun. Dr. Virgil took all Gloria's on-call duties so she could more easily care for their son. A few years later their family grew with two daughters, Maria and Melissa. As the children grew, Gloria embraced both roles of mother and physician. She was devoted to her husband, children, and her patients as well.

According to the staff at Pana Medical Group, Dr. Gloria was a beautiful soul they will never forget. They remember her complete devotion to each and every one of her patients. "She never rushed through an appointment — ever. She had a personal relationship with each of her patients," stated Crystal Waddington, PMG nurse.



One long-time patient, Patty Bumgardner said: "Dr. Gloria Dycoco was my physician for many years and she always went above and beyond. An extremely caring and thoughtful person, she was willing to sit down and listen no matter how busy her schedule might have been, in order to make sure I had the best care possible. I am thankful to have had such a wonderful physician for so many years. Dr. Gloria will be greatly missed by our community."

"Dr. Gloria and Virgil were so devoted to their patients, they rarely took vacations," stated Waddington. "Well, that was until their grandchildren arrived. After that they started spending more time away from the office and enjoying their four precious grandchildren whom they both adored!"

A devoted Catholic, an accomplished pianist, wife, mother, grandmother, and physician! Dr. Gloria Dycoco was a woman who accomplished great things, but if you asked her how *she* was, she always replied **"Better than I deserve!"** Dr. Gloria you served Pana **"Better than we deserved"** and we are forever grateful for you. May you rest in peace with Virgil and continue to watch over us all.





Standing Strong

with hometown pride

Pana Community Hospital Welcomes New Foundation Executive Director

The Pana Community Hospital Foundation welcomed **Derek Ade** to the position of Foundation Executive Director. Ade began his duties on May 3, 2021.

Ade has resided in Pana his entire life, graduating from Pana High School in 2010, and Illinois College in 2014 with a B.S. in Management and Organizational Leadership. Derek is the son of Gary and Lori Ade of Pana. He and his wife Emily are parents to a new daughter, Cora born on April 22, 2021.

"I am grateful for the opportunity to serve my hometown community as the new Foundation Director," stated Ade. "PCH is an integral part of this community and surrounding service areas. I am going to strive for continued success of the Pana Community Hospital Foundation, and look forward to this new adventure!"

Brian Sims, Foundation Chairman, stated: "On behalf of the Foundation Board, we would like to welcome Derek to the position of Executive Director. The board is excited that Derek has joined our team and we all look forward to working with him."

The Foundation is planning the annual Foundation Golf Outing to be held Friday, August 13, 2021. This is the Foundation's largest ongoing fundraiser of each year.



Employee Spotlight — Susan Beeson

When **Susan Beeson** was just 19 years old, Marie Horsthemke, a nurse at Pana Community Hospital, approached her about helping out at the hospital. Forty years later, she is still helping in any way she can. "When I started at the hospital we had patients on 2nd and 3rd floor. The beds were always full! There was definitely a lot of work to do!" explained Susan. "Back then, we worked as a team to help our co-workers and we still do that today. Staff at PCH are like family and I like to help wherever I am needed."

Since 1981, Susan has worked in many different departments at PCH. "I have worked in almost every department in this hospital," jokes Susan. She has worked on Med-Surg (2nd floor), Central Supply, Surgery, Emergency, Medical Records, Purchasing, Pharmacy, Cardiopulmonary conducting EEG's and Specialty Clinics! Over the years, Susan obtained many licenses to expand her capabilities. She is a licensed CNA, Pharmacy Tech and Medical Assistant.

Working at PCH certainly runs in the family, Susan's mother, Joyce Schmitz, was a well-known nurse at PCH for over 40 years. When Susan isn't working at PCH, she helps babysit her grandchildren while her daughter Candis works at PCH. Susan is the mother of three children: Candis, Carlee, and Christian and has five grandchildren. Pana Community Hospital thanks Susan for all her years of service to our hospital!



Standing Strong

in the face of COVID-19

2020 was a year we will never forget. The challenges were great and sometimes brought fear and uncertainty but it was also a year of **resilience**. Pana Community Hospital can look back and say it was a time where our team stood strong. We faced each difficult situation with perseverance and determination. This attitude carries on today as the pandemic, although weakened, continues to plague our community, our nation and our world.

When looking back at 2020, we remember overcoming obstacles some of which included:

- shortages of vital Personal Protective Equipment (masks, gloves, gowns)
- suspension of non-essential services
- extra cleaning and disinfecting measures
- carefully screening all visitors, patients and employees to protect against the virus

As we look back on the challenges, we are able to see the silver linings in how our hospital staff responded. The EOP (Emergency Operations Planning) team met each morning for a "situational update" on supplies, virus spread, patient care, and much more. Materials Management counted supplies daily and worked with other hospitals, manufacturers and local authorities to ensure our staff had the PPE needed to conduct patient care. Our Environmental Services staff worked extra hard cleaning not only patient rooms, but

every doorknob, elevator button, and surface touched by the human hand. The public heard our need for home-made masks for our patients and visitors and responded by making and donating hundreds of masks to PCH. Community groups and individuals also donated lunch and inspirational messages to our employees that carried us through some tough times. Throughout 2020, our hospital remained strong and the community inspired us to keep fighting.

Today the fight against COVID-19 is not over. As the magnitude of the pandemic wanes in the US and our local community, variants of the virus are still mounting an attack on many parts of our state and in the US. Cases of the B.1.1.7 and P.1 variants cause a greater burden of the disease in young people. Currently 70% of the newly reported cases are in people age 30 or younger. In order to completely stop this pandemic and return to normalcy, we must accomplish herd immunity. Vaccines are now widely available for anyone ages 12 and over. Vaccines for our local community are available at Community Medical Clinic and Community Medical Clinic FastCare. Vaccines are safe and have proven to stop deaths in those who contract the virus.

As restrictions that were in place to protect us are removed, we remain vigilant in the fight against COVID-19. We will continue to make patient safety a top priority and deliver the highest quality in patient care. We are proud to be your local healthcare provider!



Pandemic Brings Growth for Pana Community Hospital's LiveWell Fitness Program

The pandemic brought many programs at Pana Community Hospital to a halt, but thanks to the ingenuity of John McQuillan, PCH Fitness/Wellness Manager, fitness and wellness services were able to continue. "I had so many clients making great strides in their wellness journey. When COVID hit and we were required to shut down the facility, I was determined to continue our program any way I could," stated McQuillan.

John went immediately to work, setting up an exercise studio in his home to reach clients virtually through Zoom and YouTube. "There was a bit of a learning curve getting members to access our programs online, but I helped each of our clients get connected. It was vital during the pandemic to keep a sense of community and provide motivation to maintain physical and mental health," stated McQuillan.

"John worked so hard to keep us moving during the pandemic! He was patient and helpful with us as we learned how to use Zoom and YouTube. Being able to stay connected during this difficult time meant a great deal to me!" stated Linda Dunseth. Vicki Pastor added; "If it wasn't for the online classes, I am sure I would have gained the dreaded 'Covid 15'. John kept the classes fresh and always gave tips on how to do exercises from

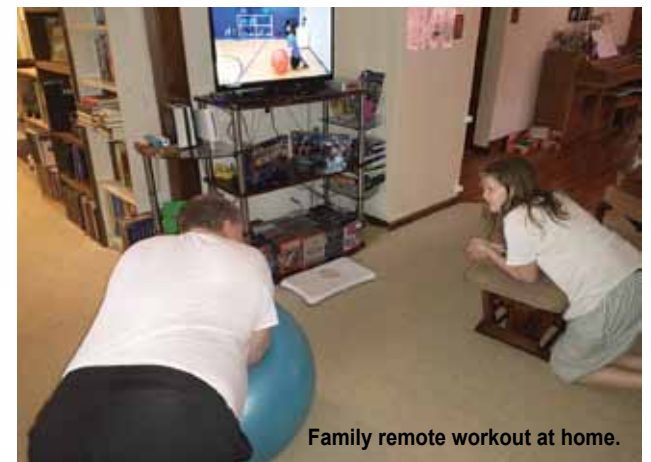
home, even if you did not have any equipment." John also provided personal training virtually, keeping clients accountable.

As the weather got warmer, the program offered classes outdoors in Kitchell Park's Chautauqua and continued virtual services. Being outdoors provided a great way for clients to exercise together SAFELY. "Being able to continue classes online and outside allowed me to maintain my balance," stated Roger Swim. "I had a fall and was not injured because I had maintained my balance thanks to the LiveWell program."

During the pandemic, the LiveWell Fitness Program closed and re-opened several times. Each time our staff worked diligently to keep clients safe and moving forward on their wellness journeys. Currently, the center is open for classes and equipment use. "I think we have learned so much from our experiences during the pandemic. We will maintain our virtual offerings to spread our mission of health and wellness to more people. Whether you're stuck at home, out of town, or on a different schedule, our program now offers a solution for you," McQuillan stated. Our community is stronger now more than ever before, and we are committed to rebuilding and growing. We will always find a way to LiveWell!"



Tranquil home gym set up.



Family remote workout at home.



Standing Strong

with new surgical options

Collaboration with Decatur Orthopedic Center Brings Joint Replacements to PCH

In 2021, Pana Community Hospital announced a new collaboration with the Decatur Orthopedic Center, Dr. Jacob Sams and Dr. Donald Sullivan. This collaboration brought a joint replacement program to Pana Community Hospital. In March of 2021, Dr. Sams performed the first total hip replacement procedure in the hospital's surgical suite. "It was exciting to be able to bring the latest surgical techniques to PCH. The first hip replacement went well," stated Dr. Sams.

Not all Critical Access Hospitals are equipped to provide and deliver this level of surgical procedures. Total joint replacement is something patients usually have to travel to Springfield or Decatur for. "When we developed our vision for a building expansion project for PCH, one goal was to create operating rooms that

were state-of-the-art with recovery bays for observation post op. We worked diligently to see our dream to bring joint replacement to PCH a reality," stated Trina Casner, President and CEO. "We feel Decatur Orthopedic Center was the best option for our patients because they share our high standards in providing quality, compassionate care with successful patient outcomes."

The Decatur Orthopedic Center has been providing high quality orthopedic services to both the Decatur and Monticello communities for over 7 years and wanted to expand these services to Pana and the surrounding communities. Currently DOC offers clinics twice a week for patient evaluations. Assisting Drs. Sams and Sullivan are Nurse Practitioners, Holly Chapman and Kelsey Thacker.

"We have been preparing our team to provide excellent care for the patient from the clinic to the OR to the post-procedure experience for our joint replacement program," stated Vickie Coen, Chief Clinical Officer/ Nurse Executive. Stefanie Anderson, Preoperative Services Manager added; "Drs. Sams and Sullivan are great to work with and we are excited to bring this level of expertise to our local community."

"Pana Community Hospital is a tremendous facility with an obvious passion for the highest level of care. Decatur Orthopedic Center is proud to partner with PCH to bring the latest surgical techniques and joint replacement protocols so patients can get the highest level of orthopedic care close to home. Many of our



Dr. Donald Sullivan



Dr. Jacob Sams



Holly Chapman, NP



Kelsey Thacker, NP



A photo of the surgical team immediately following the first total hip replacement at PCH.

(L to R): Mara Warner, Marissa Sims, Kelsey Thacker, NP, Marla Ainscough, Ali Ray, Brittany Adamson and Stefanie Anderson. (In back): Dr. Jacob Sams.

patients today are getting hip and knee replacements and going home the same day. It is exciting to bring this opportunity to Pana Community Hospital and the surrounding areas," stated Dr. Sams.

Since March, four total joint replacement procedures have been performed at PCH.

DOC
Decatur Orthopedic Center



PCH Foundation Donor Wall Project Recognizes Donors of Building Project

At the beginning of 2020, Pana Community Hospital celebrated the completion of the PCH Building Project Capital Campaign raising \$1,585,000! This was the largest amount of funds raised for a project by the Foundation to date. Many individuals, community businesses, and organizations gave generously to make this expansion and renovation project a reality.

Completed in January 2021, the donor wall recognizes all cumulative donations to the PCH Building Project Capital Campaign. "The design is different than any other recognition wall the Foundation has used in the past. We wanted something special that not only recognized the donors, but would also serve as a piece of art in our main entrance area,"

stated Trina Casner, President and CEO. The display features a tree in which the leaves depict 6 levels of giving: Bronze (\$500-2,499), Silver (\$2,500-\$4,999), Gold (\$5,000-\$9,999), Platinum (\$10,000-\$14,999), Sustaining (\$15,000-\$24,999) and Leadership (\$25,000+).

Along with the donor recognition display, the Foundation also installed a new digital recognition board for those who have supported the Foundation in the past and that continue to give in the future. "Every donation we receive, big or small, has a huge impact on programs and services at the hospital, and we want to recognize everyone who supported the Foundation and PCH over the years," stated Casner.

Across from the new donor recognition tree and digital board is a special memorial plaque designed to commemorate the generosity of our very first donor — Dr. Jacob Huber. Having a state of the art hospital in the Pana community was a dream of Dr. Huber, which spurred him to bequeath money in his will to construct the facility.

In addition to the Huber display is a memorial plaque to recognize the Siegert doctors that spent years serving our community. Dr. Rudy Siegert and Dr. Fritz Siegert founded the Pana Medical Group, a group practice that continues today. The Siegerts provided nearly 100 years of combined medical care to our community. Because of their impact on the medical care in our community, the Foundation has a special fund known as the Siegert Medical Equipment Fund. Donations to this fund are specifically used to equip the physicians on the hospital's medical staff with the most effective and modern medical, surgical, diagnostic and treatment equipment available.

Pana Community Hospital would like to thank all those who continue to support our local healthcare facilities and the services we provide.



Foundation Board of Directors

Brian Sims — *Chairperson*
 Gayle McRoberts — *Vice Chairperson*
 Mary Kirkbride — *Secretary/Treasurer*
 Dr. Marlon Muneses | Don Bilyeu
 Dwain McAfee | Rev. Charles Banning
 George Heintz | Ed Chausse
 Selena Reed | Steve Morrell
 Jeff Shouse

Below: Memorial plaques recognizing the many contributions of Dr. Huber and the Siegerts.





Standing Strong

Serving Our Community

The financial impacts of COVID on PCH can be seen in these important metrics.

Total inpatient and outpatient visits,
procedures and ambulance trips

2019	2020
154,747	141,035



Emergency Department Visits

2019	2020
6,085	4,496



Clinic Visits

2019	2020
26,812	23,532



Helicopter Transfers

2019	2020
14	11



Lab Tests

2019	2020
75,197	79,220



Surgeries

2019	2020
497	453



Radiology Exams

2019	2020
12,179	10,718



Observations/Patient Days

2019	2020
1,822	1,264

Rehab & Therapy Treatments

2019	2020
30,670	20,003



Ambulance Trips

2019	2020
1,485	1,349





Number of Employees

2019	2020
273	278



Financial Assistance for those unable to pay

2019	2020
\$666,223	\$1,118,043



Total Gross Employee Wages

2019	2020
\$12,257,646	\$12,168,609

Pana Community Hospital Healthcare Assistance Program

Pana Community Hospital is a not-for-profit 501(c)(3) corporation that provides high-quality medical care to all individuals — regardless of their ability to pay. In an effort to help our patients struggling to afford their medical expenses, we created a Healthcare Assistance Program. The program positively impacts patients by giving them access to the care they need — without the burden of undue financial stress.

* Note: Some PCH Community-Based Programs were modified or suspended in 2020 due to COVID restrictions.

*PCH Community-Based Programs Include



Sports medicine clinics for student athletes

Meals on Wheels



CPR Training

Senior citizen outreach through Quad County



Silver Sneakers

Fifth Grade Health Jams



Patient Transportation Service

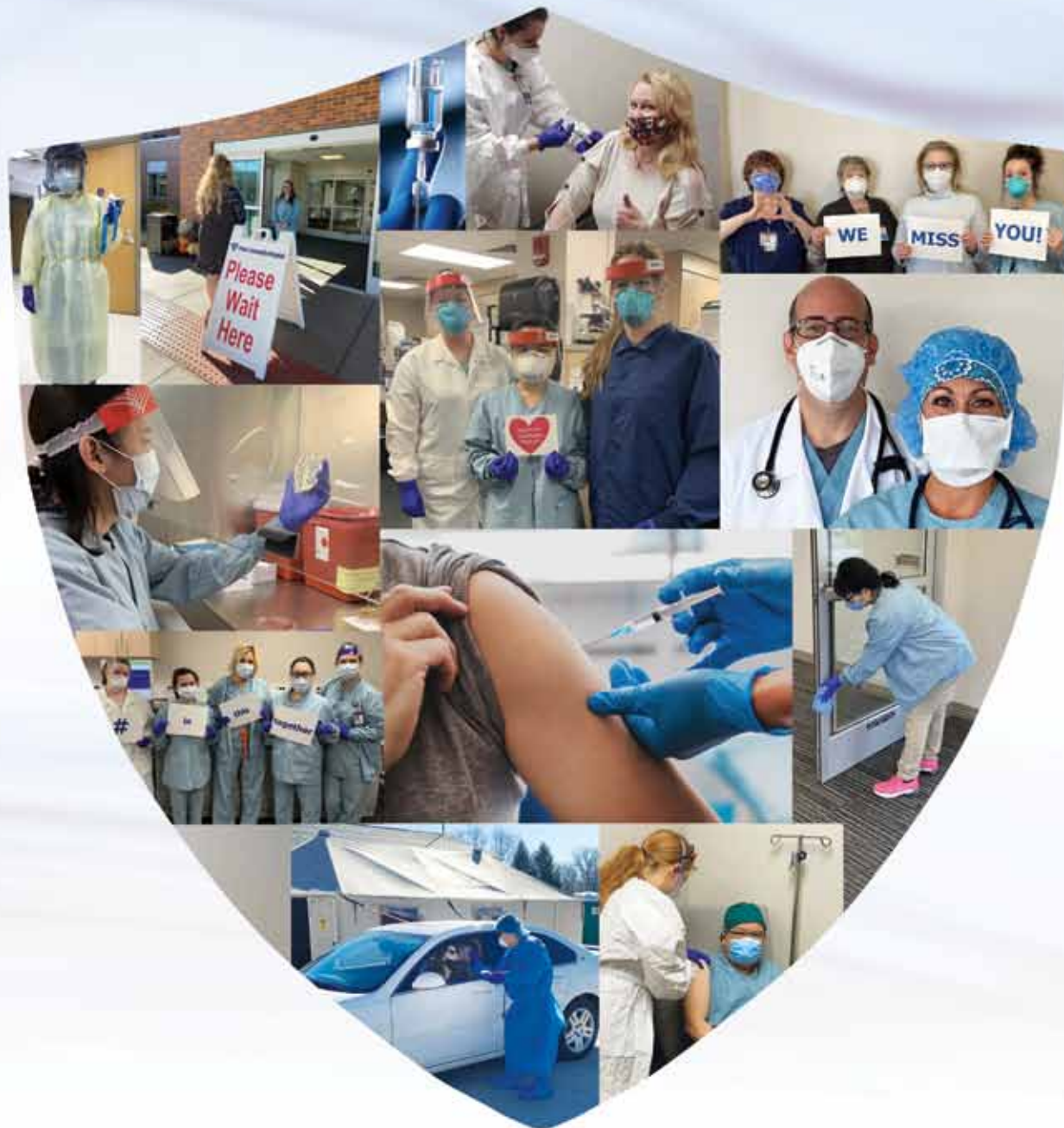
Health Fairs



No Veteran Dies Alone Hospice Program

Safe Sitter Classes





101 East Ninth Street | Pana, IL 62557 | www.panahospital.com