



 **Pana Community Hospital**  
2023 ANNUAL REPORT



## A MESSAGE FROM THE CEO

*Dear Friends,*

2023 has been another busy and exciting year for Pana Community Hospital and I hope you enjoy reading about all our accomplishments and growth in this year's annual report.

All that we have accomplished would not have been possible without the dedicated people who work at Pana Community Hospital, our supportive Board of Directors, our Foundation and all of you who turn to us for your health care and wellness needs.

Besides being crucial for community health, Pana Community Hospital also provides economic stability in our community. The Illinois Health and Hospital Association prepares an economic impact report every two years for every hospital in the state. According to the most recent 2024 report, Pana Community Hospital infuses approximately \$79.4 million annually into local economies. This report also indicates that for every hospital job, we create 1.4 jobs in other sectors of the economy.

As we look to the future of Pana Community Hospital and delivering high quality healthcare, we will continue our focus on service excellence to be a local resource for vital health and wellness needs to all of you who call our service area home.

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



## Pana Community Hospital's Continued Growth Strengthens Our Community

Throughout this annual report, readers will find that Pana Community Hospital continues to grow and thrive in a somewhat volatile economic environment. New providers at our six physician clinics, a growing number of services offered, and more specialty providers all contribute to the vitality of healthcare we are able to provide for our patients. Our administrative team, board members, and staff work together to ensure we are always planning ways to grow and better serve our community.

Rural hospitals are the backbone to the community and provide essential access to healthcare as well as being an anchor for stability to our local economy. In 2023, PCH has maintained an average of 324 employees making us the largest employer in Pana with \$20.7 million in total gross wages and benefits given to our employees. PCH also offers a Healthcare Assistance Program for those struggling to pay medical expenses.

### We offer many community-based programs which includes:

- Patient Transportation Services-the only hospital in our area to provide this service!
- Meals on Wheels
- CPR Training
- Senior outreach through Quad County
- No Veteran Dies Alone Hospice Program
- Silver Sneakers Fitness
- Sports Medicine Clinics for Student Athletes
- Safe Sitter classes
- Summer Meal Program through Terra Marie Henschen Kasch Foundation and delivery by Delta Theta Tau Sorority

Pana Community Hospital recently spent a few days gathering with hospital directors, administrative team members, Foundation and Hospital board members as well as Providers to strategically plan ways we can continue to grow in the future. Dialogues were held on the economic environment including what is and is not in our control. Patient satisfaction, market share, growth opportunities and limitations, and much more were discussed. Pana Community Hospital strongly holds the belief that planning is key to success. We hope this annual report will allow you to take a better look at the services we offer, the people we employ, and why we want to be your source for healthcare today and in the future.

## Pana Community Hospital is the LARGEST employer in the Pana Community

### Number of Employees

324 (2023)

305 (2022)

### Total Gross Wages and Benefits

\$20.7 M (2023)

\$18.0 M (2022)

## HEALTHCARE ASSISTANCE PROGRAM

\$1.1 M (2023)

\$1.4 M (2022)

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 have a Healthcare Assistance Program.





## EMPLOYEE SPOTLIGHT

### *Kenette Pryor*

For the past 35 years, Kenette Pryor has been taking exceptional care of patients in the Diagnostic Imaging department at Pana Community Hospital. She began her career at PCH just three short years after graduating from Kaskaskia College earning a degree as a Radiology Technologist in 1986. “Kenette was here when I started and has been my right-hand lead mammography technologist ever since,” stated Cindy Miles, Director of Diagnostic Imaging. Kenette is the navigator for Mammography and CT lung scans monitoring patient outcomes and ensuring follow up imaging is scheduled. Kenette is certified in Mammography and CT.

Imaging techniques have made many advancements over the years. “When I started, imaging was on films which we ran through a processor using a series of chemicals. It was a messy process,” stated Pryor. Now everything is digital which provides detailed, precise images that can detect a problem much earlier. “One of the favorite parts of my job is getting to know my patients. A mammogram call back can be scary for a patient and I like to help them become more knowledgeable and less frightened,” stated Pryor.

Although Kenette has a 45-minute drive to work, she wouldn’t want to work anywhere else. The imaging team at PCH has been like family and I have been fortunate to work for such a great hospital. “During Covid, I was impressed that our hospital did not furlough staff. Many technologists would have been laid off due to lack of patients, but at PCH if you were willing to work, administration found a job for you, and I was very grateful.”

***PCH is grateful to have such a devoted employee as Kenette Pryor.***



## PANA COMMUNITY HOSPITAL WELCOMES NEW SPECIALTY PROVIDERS

Pana Community Hospital has experienced significant growth in the number of Specialty Providers who see patients and provide surgical services at our hospital. Currently over 30 providers see patients at PCH in fourteen areas of specialty.

President and CEO, Trina Casner stated: "We are very proud to offer a wide variety of specialty care at our hospital so that our patients do not have to travel. We have specialists from various organizations including Prairie Cardiovascular, Springfield Clinic, HSHS, Cancer Care Specialist, Prairie Eye Center, SIU Physicians, Decatur Orthopedic Center, and more!" These providers see patients in the Medical Mall and many offer surgical procedures in Pana Community Hospital's state-of-the-art surgical suites. Please join us in welcoming these new providers:



**Richard Eden, MD**  
Gynecology  
*Springfield Clinic*



**Abigail M. Cochran, MD**  
Plastic & Reconstructive Surgery  
*Springfield Clinic*



**Gregory Maurer, MD**  
Urology  
*Springfield Clinic*



**Kaitlyn Tucker, APRN**  
Urology  
*Springfield Clinic*



**Michael Jones, MD**  
Ophthalmology  
*Prairie Eye Center*



**Aaron Greenspan**  
Gastroenterology  
*Carlinville Area Hospital  
and Clinics*

## DR. BROOKE DEAN BEGINS PRACTICE AT COMMUNITY MEDICAL CLINIC



### *Offers OB and Women's Health to New Patients*

In October of 2024, Pana Community Hospital and the Community Medical Clinic welcomed **Dr. Brooke Dean** as their newest provider. Dr. Dean joined Dr. Terry Cunningham and Dr. Catherine Teodoro as well as Nurse Practitioners Deb Anklam, Blair Angel, and Marc Scholes and currently sees patients in Pana, Nokomis and Assumption clinics.

As a Family Practice Physician, Dr. Dean cares for patients of all ages, and has a special interest in women's health. Dr. Dean is now providing women's health services including annual wellness checks, concerns with menopause, PCOS (Polycystic Ovary Syndrome), contraceptive counseling and prenatal and OB services. "I believe women in our service area must often travel long distances to receive the services they need. I am excited to bring these vital services close to home," stated Dr. Dean. She is already seeing a large volume of OB and female patients.

During Dr. Dean's family practice residency, she was required to work in labor and delivery. "Delivering my first baby was amazing to experience and I knew I wanted this to be part of my specialty as a physician," stated Dean. She cares for mothers-to-be from conception to delivery. OB patients under the care of Dr. Dean will deliver at Decatur Memorial Hospital where she has privileges. Pana Community Hospital does not have Labor and Delivery. Post delivery, Dr. Dean provides pediatric care for newborns and post-natal care for the mother. "It is so rewarding to journey through the stages of pregnancy, birth, and newborn care with a family. It is a life changing event and I love being a part of it!" stated Dean.

Dr. Dean is originally from Hillsboro and now resides in Nokomis with her beagle, Patch! "I am grateful to practice medicine near my hometown and live near my family. I have the luxury of spending time with my nephews Bently (4 years) and Holden (2 years) who live in Hillsboro."



## DR. ANDREW OTT EXPANDS SERVICE AREA



Pana Community Hospital announced in early 2024 that foot and ankle surgeon **Dr. Andrew Ott, DPM, FACFAS** planned to expand his services to the communities of Ramsey and Cowden as well as Pana. Dr. Ott sees patients in Ramsey on the 2nd and 4th Friday in the mornings at the Ramsey Medical Group. He sees patients at the Cowden Medical Group on 1st, 3rd, and 5th Wednesday of the month in the afternoons.

Dr. Ott began seeing patients at the Pana Community Hospital Specialty Clinic in August of 2019. He currently sees patients in Pana every Tuesday and the 1st, 3rd and 5th Wednesday of the month in the mornings. Dr. Ott also performs surgeries at Pana Community Hospital's surgical suite.

Dr. Ott is a 2005 graduate of Hillsboro High School where he was a stand-out athlete in football, wrestling, and baseball. Upon graduation, he attended Blackburn College as an all-conference line-backer and graduated Summa Cum Laude in 2009. In 2014, he graduated from Des Moines University with a doctorate in podiatric medicine and surgery. He completed his residency in New York City, based at New York Presbyterian Queens where he was chief resident in his 4th year of residency. His residency was primarily devoted to reconstructive foot and ankle surgery, but also covered all aspects of general podiatry.

Dr. Ott is quadruple board certified and currently holds board certifications in foot surgery, reconstructive rearfoot and ankle surgery, wound care, and podiatry. In his free time, Dr. Ott enjoys hunting, fishing, camping, jogging, lifting weights, or attending sporting events. Appointments to see Dr. Ott at any of the three locations can be made by calling Pana Community Hospital at 217-562-6238.



## NEW SERVICES AVAILABLE AT PANA COMMUNITY HOSPITAL

Pana Community Hospital announced in early 2024 that sedation was now available in the new MRI Caring Suite. This is great news for patients that are severely claustrophobic or children who cannot lay still while receiving MRI scans. The \$2.6 million-dollar state-of-the-art MRI Caring Suite began scanning patients in early 2023 and has been a wonderful addition to the Imaging services at PCH. The suite offers both visual and audio components to comfort patients during the scanning process. Patients can choose the music, lighting and images that appear on screens in the ceiling and portable monitor. Many who have had scans in the past year have said they usually had to be sedated at other facilities but did not require sedation in our caring suite. Still others require sedation and now that is available for eligible patients. Discussions with your provider on options ranging from mild sedation to general anesthesia are recommended.



Many people do not get the sleep they need and suffer from various types of sleep disorders. To determine a possible sleep disorder, many providers recommend sleep studies, and this service is now available at Pana Community Hospital. Our sleep

lab technician monitors patients during their sleep recording brain activity, eye movements, heart rate, air flow, and more. If left untreated, sleep disorders can cause high blood pressure, weight gain, irregular heartbeat, exhaustion and increase risk of heart attack or stroke. Transportation is also available for those patients who qualify. Home diagnostic sleep studies are also available.





## Community Medical Clinic and ExpressCARE Welcomes New Staff

Community Medical Clinic's ExpressCARE recently welcomed **Kevin Collins, DNP, FNP-BC** as their newest provider. Kevin joins Whitney Carruthers in the walk-in clinic which is open 7 days a week. Kevin is a graduate of Pana High School. He attended Richland Community College, where he received his RN degree, and Eastern Illinois University, obtaining his bachelor's degree. He received his Family Nurse Practitioner Degree from Maryville University. He also holds a Doctorate Degree from Capella University in Nursing Leadership. He has experience in skilled care, wound care, and mental health. He lives in Decatur, IL and has four children, Kristoffer, Kayla, Maxwell, and Iris. In his spare time, he enjoys reading and running marathons.



**Jennifer Weekly** has joined Community Medical Clinic as their newest Nurse Practitioner providing care to patients in the Pana and Assumption clinics. Jennifer began her career working in ExpressCARE in April 2021. She grew up in Chicago, before moving to Cowden. She went to Lake Land College, where she received her LPN certificate in 2011, and RN degree in 2015. She obtained her BSN in 2017 and MSN in 2020 from Indiana Wesleyan University. She lives in Cowden with her husband Eric, and two children Warren and Siddalee. She also has two adult bonus children, and two grandchildren, Lilyan and Greyson. In her free time, she enjoys watching her kids' sports, reading, and crocheting.

## New Providers at Pana Community Hospital's Emergency Department

In May of 2023, Pana Community Hospital began a partnership with AIMS (All Inclusive Medical Services) to provide physician coverage in the Emergency Department. AIMS provides coverage 24/7 in the Emergency Department by qualified Board-Certified physicians.

AIMS Medical Director, **Dr. Almuhammad Alfrhan** works closely with Pana Community Hospital medical staff and ER staff to maintain a continuity of care for patients by performing chart reviews and providing feedback to provide quality medical care for patients in the Emergency department.



*“I am happy to work with the great Emergency staff at Pana Community Hospital. The team at PCH work well with our providers to give the patients we treat the best care possible.”*

*—Dr. Almuhammad Alfrhan*



SEA group graduation



Swing bed patient, Rick Tsupros and his wife Janie pictured (center) with members of the Oasis Swing Bed team and swing bed staff.



## PCH EMBARKS ON 5-STAR SATISFACTION PROGRAM

Pana Community Hospital began 2023 with a two-day event called **Ignite the Patient Experience** presented by Custom Learning Systems (CLS). Founder and CEO of CLS, Brian Lee led the conference in which front line staff, department directors, board members, nurse practitioners, physicians, and the Executive team participated. The goal of the conference was to learn ways to improve our culture and teamwork, as well as improve employee morale to create a 5-Star patient-driven culture of kindness and compassion.

Following the conference, the Executive team met to discuss the current culture and patient satisfaction scores at PCH. It was decided there was room for improvement and made the decision to embark on a special initiative called **The Rural Hospital of Choice Service Excellence Initiative** to train our staff on improvements in the following areas:

- patient and employee engagement,
- employee recruitment and retention, and
- provider satisfaction and engagement.

**Service Excellence Advisors** were chosen to lead the charge to hardwire excellence throughout the organization. One focus area was to open lines of communication through team huddles and rounding. Departments meet daily or weekly to discuss PCH news, patient care, and ways to improve workflow.

**Oasis (Organizationally Advanced Service Improvement System)** teams were formed and given projects which were identified as needing special focus. One of the Oasis teams focused on the hospital's **Bridge to Home Swing Bed Program**. This team met weekly for one year and developed ideas and processes to create a 5-star Swing Bed experience. The efforts of the team have paid off as our Bridge to Home program has experienced significant growth.

Another Oasis project is to recognize PCH staff who go above and beyond in commitment to their job and improving customer service. The program is called **High Five** and encourages staff and the public to scan a QR code or fill out a card to give recognition to a specific employee for superior service. PCH believes employees who are recognized for a "job well done" have better job satisfaction and are more likely to be a longtime employee.

Pana Community Hospital is committed to **EXCELLENCE** in caring for every patient and family member who visits our hospital, one of our physician clinics, or uses our home health services from Quad County. If we are not meeting your expectations, we would like to hear from you to provide feedback as to how we can improve. We are committed to creating a culture of excellence!



## COMMUNITY SERVICES BY THE NUMBERS



Total inpatient and outpatient visits,  
procedures and ambulance trips:

2023	2022
<b>186,482</b>	<b>177,857</b>



Emergency Department Visits

2023	2022
<b>5,698</b>	<b>5,531</b>



Clinic Visits

2023	2022
<b>34,329</b>	<b>31,661</b>



Helicopter Transfers

2023	2022
<b>27</b>	<b>37</b>



Lab Tests

2023	2022
<b>95,848</b>	<b>93,521</b>



Surgeries

2023	2022
<b>862</b>	<b>762</b>



Radiology Exams

2023	2022
<b>15,516</b>	<b>14,042</b>



Observations/Patient Days

2023	2022
<b>1,704</b>	<b>1,146</b>



Rehab & Therapy Treatments

2023	2022
<b>32,525</b>	<b>31,194</b>

