



Pana Community Hospital

Trusted Care, Bright Future



2024 ANNUAL REPORT

A photograph of the entrance to Pana Community Hospital. The building is constructed of red brick with large glass windows and doors. A prominent entrance canopy is supported by two thick brick pillars. The canopy has a dark blue roof and a white underside with the hospital's name and logo. The foreground features a well-maintained lawn with a decorative border of low-lying green shrubs. The sky is a mix of blue and light clouds, suggesting a clear day.

 **Pana Community Hospital**

Our Mission

**To be a leading partner in assuring
community-based quality Healthcare.**

A MESSAGE FROM THE CEO

Dear Friends of Pana Community Hospital

As I reflect on the past year at Pana Community Hospital, I am proud of the progress we have made in strengthening our commitment to trusted care. This annual report highlights the many ways we have continued to grow, evolve, and fulfill our mission of providing high-quality healthcare in Pana and the surrounding communities.

Our team remains dedicated to delivering compassionate, patient-centered service while also investing in the future of healthcare in our community. Whether through expanding services, welcoming new providers, or enhancing our facilities, we are always looking ahead to ensure that Pana Community Hospital continues to be a trusted resource for health and wellness.

As we look to the future, we remain focused on innovation, service excellence, and expanding access to the medical services our community needs. Our commitment to a strong, sustainable future ensures that Pana Community Hospital remains a reliable, forward-thinking provider for generations to come. Thank you for your continued support and trust in Pana Community Hospital. Together, we are building a healthier future.



Deina Garner

FACHE

President & Chief Executive Officer



COMMUNITY IMPACT

A Pillar of Community Health & Economic Strength

Pana Community Hospital continues to grow and thrive. With new providers in our six physician clinics, expanded specialty care, and a commitment to service, we remain dedicated to our patients and community. Our leadership, board, and staff work together to ensure continued growth and innovation in healthcare.

As the largest employer in Pana, PCH maintained an average of 318 employees in 2024, with \$24 million in gross wages and benefits. We also support patients in need through our Healthcare Assistance Program.

Beyond hospital care, we offer vital community programs, including:

- Patient Transportation Services
- Meals on Wheels
- CPR Training
- Senior Outreach through Quad County
- Silver Sneakers Fitness
- Sports Medicine Clinics for Student Athletes
- Safe Sitter Classes
- Summer Meal Program (with support from the Terra Marie Henschen Kasch Foundation & Delta Theta Tau Sorority)

Looking ahead, our team has engaged in strategic planning to address patient needs, market growth, and economic challenges. At Pana Community Hospital, planning drives our success, and we remain committed to being your trusted healthcare provider now and in the future.

ECONOMIC IMPACT

Pana Community Hospital is the largest employer in the Pana community.

Number of Employees

2024	2023
318	324

Total Gross Wages & Benefits

2024	2023
\$24M	\$21M

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 have a Healthcare Assistance Program

COMMUNITY SERVICES BY THE NUMBERS



Total Inpatient & Outpatient Visits, Procedures & Ambulance Trips

2024
202,190

2023
186,482



Emergency Department Visits

2024 **2023**
5,622 **5,698**



Clinic Visits

2024 **2023**
34,144 **34,329**



Helicopter Transfers

2024 **2023**
39 **27**



Lab Tests

2024 **2023**
94,622 **95,848**



Surgeries

2024 **2023**
852 **862**



Radiology Exams

2024 **2023**
15,808 **15,516**



Observations/Patient Days

2024 **2023**
2,967 **1,704**



Rehab & Therapy Treatments

2024 **2023**
48,175 **32,525**

Bridge to Home Swing Bed Program Receives National Recognition

Pana Community Hospital is proud to announce that its Bridge to Home Swing Bed Program has been awarded the prestigious Outstanding Swing Bed Transformation Award at the Healthcare Service Excellence Conference. This national recognition highlights the hospital's dedication to enhancing transitional care services and ensuring patients receive exceptional support as they recover and transition from hospital to home.

“Our Bridge to Home Swing Bed Program has made a meaningful difference in the lives of our patients, and we will continue to enhance our services to meet the needs of those we serve.”

The Bridge to Home Swing Bed Program is designed for patients who no longer require acute care but still need additional recovery time in a hospital setting. By focusing on personalized care plans, advanced rehabilitation services, and a seamless transition back to daily life, the program has significantly improved patient outcomes and redefined the recovery experience at Pana Community Hospital.



Front Row: Trina Casner, CEO; Molly Beyers, Director of Rehabilitation Services; Mamie Campbell, Swing Bed Coordinator; Amanda Harmston, Director of Case Management; **Back Row:** Patrick McGuire, COO; Tracy Craig, Director of Inpatient Services; Carol Chandler, Director of Business Development; James Moon, CFO

“We are incredibly honored to receive this award, which reflects our team’s unwavering commitment to providing high-quality, compassionate care,” said Trina Casner, President and CEO of Pana Community Hospital. *“Our Bridge to Home Swing Bed Program has made a meaningful difference in the lives of our patients, and we will continue to enhance our services to meet the needs of those we serve.”*

The award was presented at the Healthcare Service Excellence Conference in Orlando, Florida, an event that brings together healthcare professionals from across the country to celebrate excellence in patient care, innovation, and service improvement. Pana Community Hospital is honored to be recognized on a national level and remains dedicated to delivering outstanding, patient-centered care to the community.

We were also honored to receive a certificate from Brad Halbrook and the Illinois House of Representatives in recognition of our Outstanding Swing Bed Transformation Award at the Healthcare Service Excellence Conference.

We are grateful for this recognition and remain committed to delivering compassionate, high-quality healthcare to our community.



Front Row: Molly Beyers, *Director of Rehabilitation Services*; Mamie Campbell, *Swing Bed Coordinator*; Amanda Harmston, *Director of Case Management*; Trina Casner, *CEO*
Back Row: James Moon, *CFO*; Carol Chandler, *Director of Business Development*; Jennifer Spracklen, *Discharge Planner*; Tracy Craig, *Director of Inpatient Services*; Patrick McGuire, *COO*

EMPLOYEE SPOTLIGHT

Crystal Waddington

For the past 34 years, Crystal Waddington has been a dedicated part of Pana Medical Group, beginning her journey as a nurse and now serving as Nurse Manager. A graduate of Lake Land College in Mattoon and Capital Area Vocational Center in Springfield, Crystal earned her nursing degree in 1987 and has been an integral part of Pana Medical Group ever since.

Throughout her career, Crystal has built strong connections with her co-workers and physicians, especially Dr. Quizon, whom she has been the primary nurse for since her first day. She has witnessed tremendous changes in healthcare over the years, with one of the biggest shifts being the transition from paper to computer charting.

For Crystal, PMG is more than just a workplace—it's a family—both figuratively and literally! Her husband, Jeff, works in Maintenance at Pana Community Hospital, and she works alongside her sister, and daughter, Rhiann, at PMG. Her daughter, Renea, a niece and two sisters-in-law also work at PCH.

Beyond her career, Crystal and Jeff have raised three daughters and love spending time with their five grandchildren. When she's not at work, she enjoys vacationing in Destin, Florida, creating cherished memories with her family.

Crystal grew up just two blocks from PCH and has loved watching the hospital grow and evolve over the years. Her commitment to Pana Medical Group is a true testament to her passion for healthcare and her deep-rooted connection to the community. Thank you, Crystal, for your dedication, leadership, and the compassionate care you bring to Pana Medical Group every day!



PCH EMPLOYEE RECOGNITION

Honoring our Pana Community Hospital Retirees

In 2024, we proudly recognized and extended our deepest gratitude to Rick Smith, Cindy Miles, Donna McGlauchlen, Dan Mizeur, Harold Lamb and Lori Holthaus for their years of dedicated service to Pana Community Hospital. Throughout their careers, they have demonstrated unwavering commitment, compassion, and professionalism, leaving a lasting impact on our patients, colleagues, and community. While their presence will be greatly missed, their contributions have helped shape the hospital into what it is today. We thank them for their service and wish them all the best in their well-earned retirement!

2024 Retirees

Dan Mizeur - 40 Years
Donna McGlauchlen - 35 Years
Cindy Miles - 28 Years
Lori Holthaus - 24 Years
Rick Smith - 23 Years
Harold Lamb - 9 Years

Introducing the High Five Employee Recognition Program

At Pana Community Hospital, we believe that exceptional care starts with exceptional people. To celebrate the dedication and hard work of our staff, we launched the High Five Employee Recognition Program—a way to recognize team members who go above and beyond in their roles, providing exemplary service to patients and colleagues alike.

Patients and employees can nominate staff members who demonstrate outstanding commitment, compassion, and professionalism. Each month, a selection committee reviews the nominations and chooses a winner, highlighting their contributions to making PCH a place of excellence in healthcare.

The High Five Program not only rewards those who exceed expectations but also fosters a culture of appreciation and teamwork. We are proud to honor our employees who make a difference every day and look forward to celebrating their dedication throughout the year.



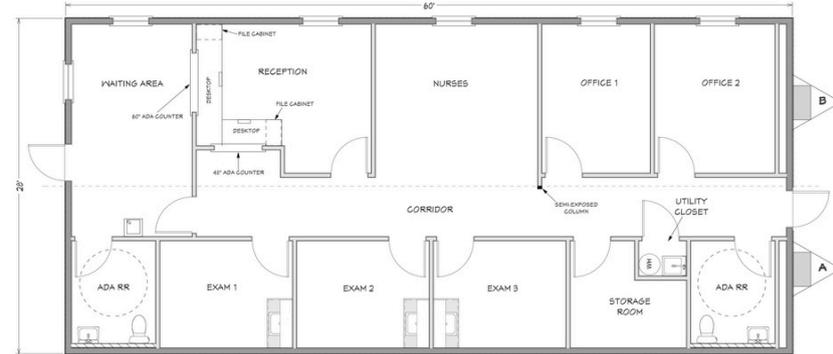
SPECIALTY CLINIC

Specialty Clinic Modular Arrives

Pana Community Hospital continues to grow, bringing high-quality specialty care closer to home. As our specialty clinics expand, so does the need for more space to accommodate our expert providers and better serve our patients. To address this demand, we added a modular unit that provides additional office and exam room space for our specialty clinics.

With an increasing number of specialists offering services at Pana Community Hospital, our current clinic spaces have reached capacity. This new modular unit will allow us to continue expanding access to specialized care without delays or overcrowding. The unit will be equipped with fully functional exam rooms and office space, ensuring a comfortable and efficient environment for both patients and providers.

At Pana Community Hospital, we are committed to growing alongside the healthcare needs of our community. This expansion is just one of the many ways we strive to provide convenient, high-quality care close to home.



NEW PROVIDERS

Welcoming New Specialty Care Providers

Pana Community Hospital is proud to expand our specialty care team with the addition of several highly skilled providers. We are pleased to welcome general surgeons Dr. Robin Riley and Dr. Albert Gilman, as well as cardiologists Dr. Saurabh Jha, Dr. Muhammad Khan, and Dr. Nileshkumar Patel.

These specialists bring a wealth of expertise to our community, furthering our commitment to providing high-quality, specialized medical care close to home. By continuously expanding our specialty services, we strive to ensure that patients in our region have access to the care they need without the burden of long-distance travel.



Robin Riley, MD
General Surgery



Albert Gilman, MD
General Surgery



Muhammad Khan, MD
Cardiology



Saurabh Jha, MD
Cardiology



Nileshkumar Patel, MD
Cardiology

Allison Morgason Joins Pana Medical Group

Pana Medical Group is delighted to announce that Nurse Practitioner Allison Morgason is now welcoming patients of all ages at both the Pana and Ramsey clinics. Known for her compassionate and comprehensive care, Allison is dedicated to serving individuals and families in the community. In 2018, she joined Pana Medical Group as a clinic RN, and she furthered her education by earning a Master of Science in Nursing as a Family Nurse Practitioner from Olivet Nazarene University in 2023. Having been an essential part of the Pana Medical Group team for several years, Allison's advanced training enhances her ability to positively impact the health and well-being of the community.



Allison Morgason, NP

PCH EMPLOYEE RECOGNITION

Honoring Dedication: Annual Service Award Dinner

Pana Community Hospital recently hosted its Annual Service Award Dinner, celebrating the dedicated employees whose commitment and compassion make a lasting impact on our hospital and community. This special evening honored individuals who have reached significant milestones in their careers, from five years of service to an incredible fifty years.

Our honorees represent the heart of Pana Community Hospital, embodying our mission to provide exceptional care. Their dedication not only strengthens our hospital but also enhances the lives of the patients and families we serve every day.

5 Years

- Allison Coss - Med Surg
- Bonnie Beck - Nutritional Services
- Coleen Rakers - Pana Medical Group
- Deanne Niehart - Quad County
- Elline Caguimbay - Laboratory
- Jacob Yap - Laboratory
- Jackie Allsop - Cardiopulmonary
- Jennifer Ruhl - Emergency Department
- Jessica Saunders - Pana Medical Group
- Katie Sinclair - Executive Office
- Kelly Zucco - Emergency Department
- Kylie Gruber - Emergency Department
- Landon Rauch - Diagnostic Imaging
- Sharon Saunders - Environmental Services
- Whitney Thompson - Medical Records

10 Years

- Bree Coy - Laboratory
- Cheryl Walters - Fitness Wellness
- Christina Rahar - Emergency Department
- Katie Mathis - Pharmacy
- Molly Thompson - Cowden Medical Group
- Samantha Neighbours - Emergency Department

15 Years

- Kurt Fenton - Emergency Department
- Krista Maher - Diagnostic Imaging
- Carole Adams - Cardiopulmonary
- Pete Banning - Health Information Technology
- Denean Etchison - Pana Medical Group

20 Years

- Rebecca Allen - Emergency Department
- Brenda Washburn - Community Medical Clinic



***Pictured:** Charlotte Rainey, Dr. Quizon, and Vicki Reiss*

35 Years

- Charlotte Rainey - Emergency Department
- Kenette Pryor - Diagnostic Imaging

40 Years

- Vicki Reiss - Health Information Management

50 Years

- Dr. Quizon - Pana Medical Group

IN MEMORIAM

Remembering Tom Culberson

It is with great sadness that we remember Tom Culberson, Director of Quad County Home Health & Hospice at Pana Community Hospital, who passed away on August 10, 2024. Tom joined our hospital family in 2016, bringing with him a passion for patient-centered care and a commitment to excellence that touched the lives of many.

In early 2024, Tom achieved a major milestone in his career by earning his Master's in Nursing—an accomplishment that reflected his dedication to continuous learning and improving care for those he served. More than just a skilled and compassionate nurse, Tom was a leader who inspired those around him. He led by example, always putting the best interests of his patients first and ensuring that both families and coworkers felt supported in their journeys.

In recognition of his remarkable contributions, Tom was posthumously awarded the 2025 Helen Heyrman Award by the Illinois Homecare & Hospice Council. This prestigious honor celebrates his exceptional leadership, unwavering dedication to patient care, and lasting impact on home care and hospice services throughout Illinois—making him a truly deserving recipient.

His colleagues describe him as a kind, loving, and talented nurse who truly embodied the heart of hospice care. He was deeply proud of his family and often spoke of them with admiration and love. Those who had the privilege of working alongside him will remember his unwavering compassion, his dedication to his patients, and his ability to bring comfort to those in need.

Tom's impact on Pana Community Hospital and the Quad County Home Health & Hospice team will not be forgotten. His legacy of care and kindness lives on in the countless lives he touched. We extend our deepest condolences to his family, friends, and all who were blessed to know him.



Tom Culberson

February 3, 1975 - August 10, 2024



The Pana Community Hospital Foundation had an incredible year, raising an impressive \$135,000 to support the hospital and its mission of providing exceptional healthcare to our community. These funds help enhance patient care, upgrade medical equipment, and support vital hospital initiatives. As we look ahead, we are excited to host our 32nd Annual Golf Outing, our largest and most anticipated fundraising event of the year as well as the Summer Raffle. These events play a crucial role in sustaining the Foundation's efforts, and we look forward to another successful year of community support and generosity.

PCH Welcomes New Foundation Director



In 2024 we welcomed Melissa Rybolt as the new Executive Director of the Pana Community Hospital Foundation. A 1986 graduate of Pana High School, Melissa earned her Bachelor of Science degree in Marketing and Public Relations from Bradley University. She began her career at Pana Community Hospital in 2003 as Marketing Coordinator, dedicating over two decades to promoting the hospital's mission and strengthening community connections. In May 2024, she transitioned into her new role as Foundation Executive Director, where her experience and passion for healthcare will help drive the Foundation's continued success. We look forward to her leadership in advancing our fundraising efforts and supporting the hospital's commitment to exceptional care.

Board of Directors

Brian Sims, Chairperson
Selena Reed, Vice Chairperson
Luann Funk, Secretary/Treasurer
Gary Bowker
Mike Foster
Amanda Kroenlein
Jennifer Lay
Dr. Marlon Muneses
Brenda Parker
Tom Roland
Rachel Suey Short
Cheryl Swenny
Gina Osborn
Derek Ade

Upcoming Events

32nd Annual Golf Outing
Summer Raffle

Follow us on Facebook
@PanaHospitalFoundation for
the latest news and events!

STRATEGIC PLANNING RETREAT

Leadership Engages in Strategic Planning for the Future

Every five years, Pana Community Hospital brings together key leaders for an in-depth strategic planning session to shape the future of healthcare in our community. In March of 2024, department directors, PCH medical staff, the Foundation Board, and the Hospital Board convened off-campus for two days of collaboration and discussion, focusing on the next five years of growth and service expansion.

During this crucial planning session, leadership engaged in discussions about patient care enhancements, facility improvements, and innovative ways to meet the evolving needs of our patients. By aligning our goals and vision, we continue to strengthen our hospital's mission of delivering compassionate, high-quality care close to home.

This strategic planning day reinforces our dedication to growth, sustainability, excellence, and ensuring that Pana Community Hospital remains a trusted healthcare provider for generations to come. We are grateful for the hard work and commitment of our leadership team as we look forward to an exciting future!





Pana Community Hospital

101 EAST NINTH STREET • PANA, IL 62557 • PANAHOSPITAL.COM

Coming in Summer 2025

Pana Community Hospital is excited to host an Open House to showcase our newly remodeled Medical-Surgical floor! Updates include a modernized nurses' station, sleep study room, hospice room, and swing bed physical therapy room. This project enhances patient care and comfort, and we are grateful for the community's support in making it possible. Stay tuned for Open House details—we look forward to sharing this transformation with you!