

OSF SAINT JAMES – JOHN W. ALBRECHT MEDICAL CENTER

Other highlights:

OSF Saint James received full accreditation from The Joint Commission following a three-day on-site review in March.

Affiliation established with the Joslin Diabetes Center of Boston. Joslin offers a wide variety of education programs, classes and support groups for the person with diabetes, and for family and friends. Joslin is also the leading provider of diabetes continuing education programs for physicians and diabetes educators in the United States.

Echocardiography Lab received three-year accreditation from Intersocietal Commission for the Accreditation of Echocardiology laboratories.

OSF Saint James welcomed four new OSF Medical Group physicians to its active staff, two in family medicine and two in pediatrics. In addition, a new OSF Medical Group office was opened in Pontiac.

Communications: The bedrock for connections between patients and their physicians. But what happens to that connectivity when an adult patient is hospitalized? At OSF Saint James – John W. Albrecht Medical Center, an important connection was inaugurated in 2011 that adds a crucial link to the doctor-patient relationship: a hospitalist program.

Hospitalists are physicians trained in the care of hospitalized patients and are assigned full time to the hospital setting. They work closely with the admitting physician, nursing and auxiliary staff and physician specialists. The result is an unbroken line of communication and connections that ensure each patient's medical needs are identified and met.

The introduction of electronic medical records has further enhanced the connection between the hospitalist and the patient's physician, as both can check on status, test results and recommended medication changes. The hospitalist sees each patient at least once a day and is present at discharge, further ensuring a reconnection with the family physician.

Connections are further enhanced for family members as hospitalists are present 12 hours a day, Monday through Friday, and thus available for discussions and consultations with both patient and family.



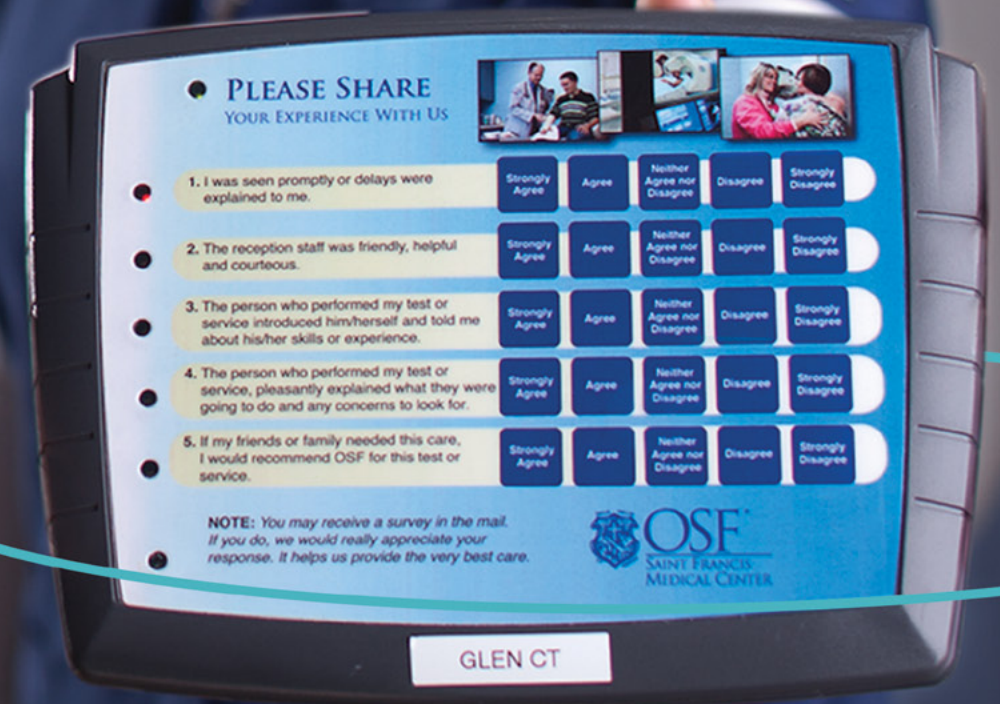
OSF AMBULATORY SERVICE LINE

Measuring patient satisfaction has long been a way to connect our services and caregivers with our patients. In the ambulatory setting, that connection has been enhanced by asking each patient, at the end of his or her appointment, to use a hand-held electronic device to answer five questions.

They are asked to evaluate promptness in being seen, friendliness of staff, proper introductions of staff and explanations of the test or service being offered.

The final question is perhaps the key in knowing how well we have connected with our patients. It asks if the patient would recommend OSF to a friend or family member. The trend since 2009 when this was first implemented has been steady and upward, showing that those we serve in the outpatient setting not only feel more connected to our staff but would encourage others to experience a similar level of service. The "loyalty" score has risen by nearly 10 percent since 2009 and is approaching a 95 percent approval rating.

The use of the devices has been made part of the closure protocol. Feedback is fast and shared with staff the next day. Some 86 devices are now in use with nearly 10,000 responses being tabulated each month. That is 10,000 opportunities to listen, learn and connect.



Other highlights:

OSF Health Management, a program that focuses on the health and well-being of many of our own employees, expanded in 2011 to include OSF HealthCare employees in Peoria, Galesburg, Bloomington and Pontiac.

Under the direction of Dr. Tim Vega, OSF Health Management works alongside Employee Health and Wellness in coordinating an extensive array of wellness and prevention services for those employees whose complex medical conditions and resultant high medical expenses are such that a multi-disciplinary approach best serves their needs.

The team reviews and coordinates the various aspects of a patient's well-being, from disease management to wellness and lifestyle issues to financial and social concerns. OSF Health Management is a key connection between OSF HealthCare and our Mission to care for our employees.