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HEALTH FACILITIES &
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**STATE OF ILLINOIS
HEALTH FACILITIES AND SERVICES REVIEW BOARD**

**RE: PROJECT #10-089
MERCY CRYSTAL LAKE HOSPITAL & MEDICAL CENTER, INC.**

PUBLIC HEARING

OCTOBER 7, 2011

ORIGINAL

NATIONWIDE SCHEDULING

OFFICES: MISSOURI Springfield Jefferson City Kansas City Columbia Rolla Cape Girardeau ■ KANSAS Overland Park ■ ILLINOIS Springfield

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STATE OF ILLINOIS
HEALTH FACILITIES AND SERVICES REVIEW BOARD
525 West Jefferson Street, 2nd Floor
Springfield, Illinois 62761
217-782-3516

PUBLIC HEARING

Re: Project #10-089

Mercy Crystal Lake Hospital & Medical Center, Inc.

Public hearing held on October 7, 2011, at the Crystal
Lake City Council Chambers, 100 W. Woodstock Street,
Crystal, Lake, Illinois.

1 PRESENT ON BEHALF OF THE HEALTH FACILITIES AND SERVICES
2 REVIEW BOARD:

3

4 MR. FRANK URSO
General Counsel

5

6 MR. JUAN MORADO
Assistant General Counsel

7

8 MS. CATHY CLARKE
Administrative Assistant

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10 MS. KATHY OLSON
Board Member

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Reported by:

21 Karen K. Keim
CRR, RPR, CSR-IL, CCR-MO
22 Midwest Litigation Services
401 N. Michigan Avenue
23 Chicago, IL 60611

24

1 START TIME: 10:07 a.m.

2

3 MR. URSO: Thank you all for being here. This
4 is a public hearing of the Illinois Health Facilities and
5 Services Review Board, and public hearings are a very
6 important component of what this Board does, and so we
7 appreciate you being here and being involved in this very
8 important process.

9 Good morning. My name is Frank Urso, and I'm
10 the General Counsel to the Board and I'm also the Hearing
11 Officer for this proceeding this morning. Joining me today
12 are a number of important people, one being Ms. Kathy
13 Olson, who is a Board member, to my right. Next to Kathy
14 is Juan Morado, my Assistant General Counsel to the Board.
15 And Cathy Clarke -- you see her out taking care of the
16 sign-in sheets -- is the Administrative Assistant to the
17 Board. To my left is the Court Reporter for today's
18 proceeding. She's from Midwest Litigation, and it's Karen
19 Keim.

20 Our purpose here today is to conduct a public
21 hearing for Project No. 10-089, Mercy Crystal Lake Hospital
22 and Medical Center of Crystal Lake, Illinois. If you're
23 here for another purpose, this is not the hearing for that.

24 As per the Rules of the Illinois Health

1 Facilities and Services Review Board, I would like to read
2 the legal notice into the record. In accordance with the
3 requirements of the Board and requirements of the Act, the
4 Illinois Health Facilities Planning Act, notice is given of
5 the Board's receipt of a modification of an application for
6 permit for hospital Project No. 10-089. This modification
7 was submitted by Mercy Crystal Lake Hospital and Medical
8 Center in Crystal Lake, Illinois. The applicants propose
9 to establish a 70-bed acute care hospital, including
10 surgery and an emergency department, at the southeast
11 corner of State Road 31 and Three Oaks Road in Crystal
12 Lake, Illinois. The estimated project cost is
13 \$115,114,525.

14 The public hearing is being conducted by the
15 Illinois Health Facilities and Services Review Board
16 pursuant to the Illinois Health Facilities Planning Act.
17 This hearing is open to the public, and it affords an
18 opportunity for anyone to present written and/or verbal
19 comments that are relevant to Project No. 10-089. All
20 allegations or assertions should be relevant to the need
21 for the proposed project and may be supported with two
22 copies of documentation or materials that are printed or
23 typed on paper, size 8 1/2 x 11. The public hearing is
24 taking place pursuant to Part 1130.910 of the Board's

1 Rules. The hearing is being held, as you know, on October
2 7th, 2011 at 10:00 a.m. at Crystal Lake City Council
3 Chamber, 100 West Woodstock Street, Crystal Lake, Illinois.

4 Consideration by the State Board for Project
5 10-089 has been tentatively scheduled for the December 6th
6 and 7th, 2011 State Board meeting. Any person wanting to
7 submit written comments on this project must submit those
8 comments by nine a.m. of November 16th, 2011.

9 If you have not done so, please sign in on the
10 appropriate registration forms. There are two testimony
11 registration forms, one for individuals in support of the
12 project and one for individuals in opposition to the
13 project. In addition, there is a sign-in sheet for
14 individuals who wish to just register their attendance but
15 are not providing written or oral testimony.

16 To ensure that the Illinois Health Facilities
17 and Services Review Board's public hearings protect the
18 privacy and maintain the confidentiality of an individual's
19 health information, covered entities as defined by the
20 Health Insurance Portability Act of 1996, such as
21 facilities, hospitals, providers, health plans, and
22 healthcare clearinghouses, submitting oral or written
23 testimony that discloses protected health information of
24 individuals, shall have a valid, written authorization from

1 that individual. The authorization shall allow the covered
2 entity to share the individual's protected health
3 information at this hearing.

4 Those of you who came with prepared written
5 text may submit the written testimony without providing an
6 oral presentation. However, if you choose to give oral
7 testimony, please be as brief as possible. I ask that you
8 limit your testimony to three minutes. After you have
9 concluded your remarks, you can provide me with two copies
10 of your testimony. Prior to beginning your remarks, please
11 state in your testimony -- please start your testimony by
12 stating and then spelling your complete name for the Court
13 Reporter. Individuals providing oral testimony will be
14 called in the order listed on the sign-in sheets. I will
15 be alternating between support and opposition testimony.
16 Again, there will be a three-minute limit to testimony, and
17 I thank you for your anticipated cooperation with that time
18 limit.

19 We will begin the hearing with testimony from
20 representatives of the Applicants, whoever will provide
21 testimony for the Applicants, please step forward.

22 MR. JOSEPH: Good morning, sir. My name is
23 Wesley Joseph from Woodstock, Illinois. I am here to put
24 in the record a letter written by Javon Bea to Ms. Avery,

1 the Board Administrator. So if I may, I would like to put
2 that letter into the record.

3 MR. URSO: You may do so.

4 MR. JOSEPH: Thank you.

5 Dear Ms. Avery: Thank you for allowing us to
6 once again present the merits of our proposed project,
7 Mercy Crystal Lake Hospital and Medical Center, Inc., at
8 our scheduled public hearing on October 7, 2011 at the City
9 of Crystal Lake City Council Chambers. As you may recall,
10 as the CEO/President of Mercy Health System, I have
11 personally presented the case for approving this project on
12 two separate occasions. The first presentation was at our
13 prior Public Hearing in March and again at the Illinois
14 Health Facilities and Services Review Board meeting in
15 June. My comments are part of the public record of both
16 meetings, and along with my other written correspondence
17 regarding the project, are available for your review at any
18 time.

19 Since my comments are of record, I will not
20 take the Board and Staff's valuable time to repeat them. I
21 would, however, like to make the following additional
22 comments.

23 We listened and learned from the Board's June
24 meeting where, in addition to the comments regarding the

1 two McHenry County hospital projects, the Board approved an
2 application for a hospital with fewer than 100 beds.
3 Consistent with the cost of containment and the health
4 planning purposes of the Illinois Health Facilities
5 Planning Act, we reduced the size of our project
6 considerably in order to make it more cost effective. Our
7 proposed construction costs are likewise significantly
8 reduced. Moreover, any potential impact on other
9 providers, if any, is likewise eased.

10 While, in consideration of your time, I have
11 chosen not to testify at this Public Hearing on Friday,
12 please know that my commitment to this project today is as
13 great as ever, and I truly believe this is the right
14 project, at the right location, for the right reasons, and
15 should be approved. I am confident that at this public
16 hearing you will be hearing from many of the future
17 beneficiaries of this important project. They will be
18 offering their reasons why they believe in and are willing
19 to publicly support the project. Theirs is the voice that
20 you need to hear on Friday and not my reiteration of the
21 points made in the past.

22 Thank you.

23 (Upcoming speakers announced.)

24 MR. EESLEY: Good morning. My name is Michael

1 Eesley. I'm the CEO of Centegra Health System, and I'm
2 glad to be here today to take a closer look at the Mercy
3 modified application.

4 It is clear that this application has the same
5 major flaws as the original. The proposed hospital will
6 still have a catastrophic impact on Centegra Health System,
7 regardless of how many beds is supported. In fact, this
8 revised version is more flawed than the original
9 application. It now breaks a central rule of the Health
10 Facilities and Services Review Board. Hospitals in
11 metropolitan areas are required to have, according to the
12 rules, 100 medical/surgical beds and 20 obstetric beds.
13 Mercy would only have 56 medical/surgical beds and 10
14 obstetric beds.

15 Let's take a closer look at why this proposal
16 is not the best answer for McHenry County residents and
17 their healthcare needs. Why not Crystal Lake? Crystal
18 Lake is already served by other hospitals in the area. As
19 an example, Centegra Hospital Woodstock is 1.5 miles away
20 from Crystal Lake, and Centegra Hospital McHenry is within
21 2.5 miles of Crystal Lake. Our hospitals actually are
22 closer in some areas than the proposed Crystal Lake Mercy
23 Hospital.

24 There is a need for a new hospital in McHenry

1 County, there is no doubt. But that need is not in Crystal
2 Lake. As of right now, there are zero hospitals in
3 southern McHenry County. That is truly where the need is.

4 Why not Mercy's methodology? Mercy's
5 application is explicit in its showing that it can only
6 survive by cannibalizing Centegra's existing hospitals. In
7 fact, based on the CON application physician referral
8 letters, 88 percent of Mercy Crystal Lake inpatients would
9 be taken from Crystal Lake -- from McHenry County and
10 Woodstock hospitals. That we find unacceptable.

11 Furthermore, 8 of the 42 physician
12 referral letters, inpatient referrals to the Crystal Lake
13 Mercy Hospital, exaggerate the number of patients available
14 for referral, because they promise to refer more inpatients
15 from Centegra Hospital than actually treated during the
16 fiscal year 2010, and this is data secured from COMPdata
17 information. Moreover, the bed need in McHenry County is
18 largely due to out-migration of patients who travel to
19 other communities or counties to receive care. Mercy's
20 project will not address this out-migration. As noted,
21 most of their proposed patients come from the existing
22 hospitals in McHenry County.

23 You might ask, why not a Wisconsin-based
24 health system to provide care? Mercy Health System is

1 based in Janesville, Wisconsin. That means that Mercy
2 would send revenues generated from this facility back to
3 Wisconsin for distribution. In this economy, Illinois
4 residents should not be asked to pay for services provided
5 out of state.

6 Furthermore, this proposal would impair our
7 ability to provide safety net services to our area
8 residents. Right now Centegra is the largest safety net
9 provider in McHenry County, and we provide services, such
10 as behavioral health, at our expense that other health
11 systems in the area -- to include Mercy Alliance -- have
12 not and are not going to provide due to cost implications.

13 MR. MORADO: Excuse me. You will please wrap
14 up your comments?

15 MR. EESLEY: Sure. Taking away patients from
16 our facilities puts much-needed services at risk and the
17 safety net provisions. Negative impact will be felt right
18 here in Crystal Lake and surrounding communities.

19 Why not a 70-bed hospital? Mercy's initial
20 CON application was shoddily prepared at best. The
21 revision shows less attention to detail, and in this
22 situation, detail matters. State regulations clearly say
23 the new hospitals are required to have, again, in
24 metropolitan areas 100 beds med/surg and 20 beds

1 obstetrics. They do not meet this criteria. Mercy's
2 application in 2003 was embroiled in controversy, and the
3 project was thrown out by the courts on the very same
4 grounds, the 100-bed, 20-bed scenario.

5 MR. URSO: Please wrap up your comments.

6 MR. EESLEY: All right. So why not Mercy
7 Hospital Crystal Lake? This does not even come close to
8 meeting the State's standards. Northern McHenry County is
9 already served by multiple hospitals. Residents in
10 Huntley, southern Crystal Lake, Lakewood, Algonquin, Lake
11 in the Hills are in need of services, where a hospital is
12 truly needed. This proposal, again, cannibalizes hospitals
13 by stealing patients and sending profits to Wisconsin, and
14 would significantly impact the safety net provision of
15 services that are provided to our local communities.

16 Thank you for hearing my testimony.

17 MR. URSO: Thank you.

18 (Upcoming speakers announced.)

19 MR. COLBY: Good morning. Thank you,
20 Ms. Olson, for attending.

21 My name is Dan Colby. I live in Harvard,
22 Illinois. Have been there for 15 years. I'm the
23 Vice-President of the Mercy Health System, and that is
24 based in Janesville, Wisconsin, but we have been in

1 Illinois since 1996, serving patients of McHenry County
2 since 1996. In fact, Mercy employs over 100 physicians and
3 600 support staff in Illinois, and just last year, we took
4 care of 288,000 people in Illinois, providing inpatient
5 services, and we also operate an insurance program within
6 Illinois in conjunction with Blue Cross/Blue Shield. And
7 despite the previous testimony, whenever we have patients
8 who need tertiary or secondary care, they don't leave
9 Illinois. They may go to Loyola, Advocate, other systems
10 and other hospitals in Illinois. Almost never does a
11 patient go from Illinois to Janesville.

12 Now, Mercy wants to invest \$115 million from
13 Janesville to Illinois. We want to bring jobs to Illinois,
14 and we want to do it here in McHenry County. We've been
15 trying for eight years to build a hospital in answer to the
16 needs for inpatient and outpatient services in Crystal Lake
17 and the surrounding area, to serve 165,000 people in this
18 Planning Area that need those services. We are proposing a
19 70-bed hospital, which is reduced from a 128-bed hospital
20 in the June meeting. We are asking for 56 med/surg beds,
21 10 OB and 4 ICU, all of which are reductions from our
22 previous application. As I said the total project cost is
23 \$115 million, which is \$84 million less than the original
24 application in June. The size of the project has also been

1 reduced by 102,000 square feet.

2 Mercy is submitting a similar but trimmed down
3 hospital application because we listened to the CON Board
4 and their concerns at the June meeting about the size of
5 the project, cost of the project, the effect on other
6 facilities, and the revised bed need in McHenry County.
7 Mercy's revised application is by far the most economical
8 way to fill the State's stated need for more beds in
9 McHenry County, to serve the people of McHenry County, and
10 we can do it in the fastest time frame that has been
11 proposed.

12 But let's be clear why everyone is in the room
13 today. We are here because of the insistence of Centegra
14 that Mercy wanted to or wants to include cardiac
15 catheterization services in our application. That is
16 simply not true. We communicated that to the Staff of the
17 Board, and it's a simple process. No, we don't want
18 cardiac cath. We never did.

19 MR. MORADO: Please conclude your comments.

20 MR. COLBY: Okay. So, sadly, today's hearing
21 will proceed as another attempt by those you've already
22 heard to thwart the competition, protect turf, and deny
23 needed services to the people of McHenry County. But you
24 will also hear from the citizens of the Crystal Lake and

1 surrounding areas that they are still begging for all of
2 these years for a hospital for this area, so that the
3 165,000 people can get the services that they so richly
4 deserve.

5 Thank you.

6 MR. URSO: Thank you.

7 (Upcoming speakers announced.)

8 MR. INGEMANSON: My names is James Ingemanson.
9 I am a resident of Crystal Lake, retired.

10 This hospital should not be built on the basis
11 of economic development. It's not free money. It is going
12 to be amortized on the residents of Crystal Lake to the
13 extent of about \$3,000 per capita. The other hospitals are
14 reasonably close for emergency medical treatment. You
15 don't need to confuse the choices.

16 It will cost roughly \$3,000, plus the
17 operating expenses, per capita to support this property,
18 which roughly adds on another whole year's worth of medical
19 expense per household. If healthcare insurance is \$15,000,
20 you multiply it by the number of people per household.
21 It's not free money. My Medicare insurance is going up at
22 least ten percent per year. We don't need to add to this.

23 Thank you.

24 (Upcoming speakers announced.)

1 MS. DICKMAN: Hi. My name is Laura Dickman.
2 I live in Lake Geneva, Wisconsin, but I work in Illinois.
3 I would like to read several letters from other McHenry
4 County Residents who are not here today but also support a
5 hospital in Crystal Lake.

6 "I belong as a member to Centegra Health
7 Bridge. In the 13 years we've been members, there has been
8 a move to build a giant Centegra. As a result, there's
9 been a noticeable change in quality and customer service.
10 Centegra has become a monopoly. On the other hand, we've
11 loved the Mercy system and its focus on quality and
12 service." And that's Kristie Alvey, Crystal Lake.

13 "It is unbelievable to me that the largest
14 city in the county, as well as the commercial and
15 transportation hub for the area, is without a local
16 hospital. In addition, while much is made of the fact that
17 there are hospitals nearby -- travel times supposedly in
18 the 15-minute time frame -- travel times might be for an
19 emergency vehicle, but even that might be iffy during rush
20 hour. In actual practice, during heavy travel times, which
21 now extend for a significant portion of the day, the travel
22 times can and often does exceed 30 to 45 minutes. In
23 addition, as to level of services, I was in the Emergency
24 Room at McHenry for a heart attack and a second time for a

1 gall bladder issue, and while I was stabilized in a
2 reasonable time, I had to wait up to six hours to be moved
3 to a room because they had none available. In the
4 indication of the gall bladder, I had to wait over four
5 hours for the nurse to complete my discharge papers after
6 the doctor told me I could go home, and even then, the only
7 way I got them was to start walking out, telling them I
8 wasn't going to wait any longer." That's David Judd of
9 Crystal Lake.

10 "Mercy's reputation far exceeds Centegra's.
11 There are already two Centegra hospitals in our county. We
12 need a better choice than Centegra or having to drive far
13 to get quality care. I'm a healthcare provider, and in the
14 healthcare community Mercy is known to be a much, much
15 better group." That's Katherine Ciskowski of Crystal Lake.

16 "As a former patient of Dr. James Burden,
17 M.D., Illinois Health Facilities and Services Review Board
18 member, I learned firsthand the importance of being close
19 to medical care. My workplace was within two blocks of
20 Dr. Burden's office. I became seriously ill and
21 fortunately I was able to get to his office within two
22 minutes. I would benefit in case of a serious illness by
23 having Mercy Crystal Lake Hospital build within two minutes
24 of my home." That's Chris Cross of Crystal Lake.

1 "Healthcare should never be a monopoly.
2 Competition is a great tool for all consumers of business.
3 Choices are improvement. Mercy is a good choice. Then at
4 least we will have one. As of now we do not. Let the
5 people decide what they want to choose for healthcare.
6 Keep business here, not out of county, which many go to for
7 good healthcare." That's Judy Brown of Crystal Lake.

8 MR. MORADO: Please wrap up your comments.

9 MS. DICKMAN: "I believe Crystal Lake is the
10 best location, centrally located in the population of the
11 county. I also feel that Mercy would give our residents a
12 choice in healthcare and thus improving the quality of
13 healthcare." And that's Margaret Defelin of Woodstock.

14 Thank you.

15 MR. URSO: Thank you.

16 (Upcoming speakers announced.)

17 MS. LAMBERT: Good morning, Ms. Olson,
18 Mr. Urso, Mr. Morado. I'm Karen Lambert, President of
19 Advocate Good Shepherd Hospital in Barrington, just six
20 miles from the proposed Mercy Hospital. I'm here today
21 because I truly believe that adding a new hospital in
22 McHenry County is inconsistent with our collective mission
23 to be stewards for high-quality, cost-effective healthcare
24 to this community, and I believe that the Board made that

1 same decision when it voted eight to one in its intent to
2 deny on both applications for another hospital in McHenry
3 County, stating that both projects would negatively impact
4 the existing hospitals.

5 We're here today at Mercy's hearing because
6 they significantly did decrease the scope of their proposed
7 project, and while I appreciate their intent to listen to
8 the Board concerns, as well as other providers, I'm still
9 concerned that there's absolutely not another need for a
10 new hospital in McHenry County, and I'd like to explain.

11 First, physician referral letters continue to
12 prove the harm to other facilities, without showing a
13 significant need to justify a new hospital. Mercy's
14 original application and the new modified application
15 contain physician referral letters from Mercy physicians,
16 and they identify over 4,000 patient discharges that would
17 be taken from existing hospitals and moved to the new
18 hospital. Their modified application identifies the same
19 4,000 patient discharges, and so it would continue to hurt
20 existing hospitals. At the same time, those 4,000
21 discharges are not enough to justify building and filling a
22 new hospital.

23 Secondly, a smaller hospital in a metropolitan
24 area does not make sense clinically. The Review Board has

1 a long-established rule that a hospital in a metropolitan
2 area, such as McHenry County, must have a minimum of 100
3 med/surg beds, and we believe this rule makes sense
4 clinically. There is a trade-off between the convenience
5 of proximity and the quality of care received from a
6 hospital that has a lot of experience as well as volume. I
7 don't believe that six miles is too far to travel for
8 high-quality care, and I believe that other McHenry County
9 Residents believe this as well. There seems to be a lack
10 of demand for some of the smaller hospitals in McHenry
11 County. If you look at Mercy's Harvard hospital and
12 Centegra Woodstock, at Harvard they intend to downsize the
13 number of their beds and at Centegra, the Woodstock
14 facility, they abandoned their CON to add beds. So I
15 believe this demonstrates it.

16 Lastly, the new Mercy Hospital is similar to
17 the one that was overturned by the courts, as was
18 previously mentioned. Mercy received a similar CON to the
19 current CON that they're proposing now, and at that time,
20 Centegra did sue the Board, and it was overturned by the
21 courts, and in overturning it, the Court sided with
22 Centegra in finding that a McHenry County hospital was not
23 needed and the proposed hospital violated the 100-bed
24 minimum. I believe that the same consideration should be

1 made.

2 And then lastly, if there was a growing need
3 for a new hospital, I believe we would see that existing
4 hospitals would be at capacity. As we've heard before,
5 we've heard about the population growth in this area from
6 both Mercy and Centegra, and they said that there's a
7 growing need and a hospital would justify that. I think if
8 that's the case, you would see all existing hospitals at
9 capacity or over capacity, and I believe, as you look at
10 the new 2010 data, you will see that that is not the case
11 and that there isn't a need at this time for a hospital.

12 In summary, I believe that the residents of
13 this community are being served by the various providers in
14 the McHenry County area. At Good Shepherd, we certainly
15 take our responsibility to serve this community very
16 seriously, and we strive to do that each and every day. I
17 would hope that you would consider the lack of need for a
18 new hospital as you continue to review this in your
19 December meeting.

20 Ms. Olson, on a personal note, as you're going
21 home, if you want to drive by 14, you can see how close the
22 Good Shepherd Hospital is.

23 Thank you for your consideration.

24 (Upcoming speakers announced.)

1 MR. KAKISH: Hello. Thank you for letting me
2 speak. My name is Nathan Kakish. I'm a local physician in
3 Crystal Lake. I've been living here for five years now,
4 and I'm here to support the hospital.

5 As a community physician, I've seen firsthand
6 and head some of the reports patients have told me of the
7 difficulties transitioning through the hospital at
8 different levels, whether it's the ER, the floor, and I've
9 seen the high warning sign of high census warnings posted.
10 "Doctor, do you have any discharges today?" is uttered
11 just as we walk in the door.

12 To get a feel for what's going on in the
13 hospitals, you can look at the numbers and crunch them all
14 they want, but the ones to ask are those of us who work in
15 it. Right here, time and time again, I hear from patients,
16 "I took four hours in the ER someplace," "I was six hours
17 in the ER to get someplace," "the traffic getting to this
18 hospital was difficult." I have patients that get put in
19 the ER, sit on chairs because of the volume, with no heart
20 monitors around, and they were in for heart conditions. I
21 don't think that's acceptable for my patients.

22 You may not be getting a lot of bypass alerts
23 or there is reported bypass, but, you know, high census
24 warnings. "Doctor, do you have any discharges," as far as

1 I'm concerned, is the same words but modified, over several
2 times. Transferring patients or not admitting patients
3 when hospitals are full, telling them, "I'm sorry, this
4 hospital has no beds, you have to go to Hospital X, three
5 hospitals away," is never good for my patient care. It
6 disrupts the continuity. I also have to deal with trusting
7 someone else to do what I want to do with my patient.
8 There's a lot more labor-intensive phone calls, finding
9 people that will take care of these patients, when they're
10 transferred.

11 I don't think anybody that has worked with us
12 will get up here and say there is no need. And those who
13 do is actually not putting patients first. They are
14 putting politics first, because they want a monopoly. I,
15 as a resident of Crystal Lake, also don't believe that I
16 should be forced into one healthcare system. A monopoly on
17 our healthcare is never good. We are a free-market
18 country, and we thrive on competition. It improves our
19 quality of care. It provides better access to patients.
20 As a resident of Crystal Lake, and not just as a physician
21 in the local community, I think that there is a hospital
22 needed, partially for selfish purposes, because I do live
23 in Crystal Lake, but I also think that there is the medical
24 need for it.

1 And that's all I have to say.

2 MR. URSO: Thank you.

3 (Upcoming speakers announced.)

4 MR. FLOYD: Good morning, Ms. Olson, Mr. Urso,
5 Mr. Morado. My name is Rick Floyd, and I am President/CEO
6 of Sherman Health, which is based in Elgin, Illinois.

7 We all know that America's healthcare system
8 is the most expensive in the world by a long shot and
9 America's hospitals are the most expensive part of the most
10 expensive healthcare system in the world. Why then are we
11 talking about new hospitals? When all the adjacent
12 hospitals have available capacity, that represents wasteful
13 spending, and I urge the Review Board to affirm the
14 decision it took on the original application with the
15 revised version.

16 Not only are hospital utilization rates
17 softening already, we need to take into account the
18 expected impact of healthcare reform. Healthcare reform
19 seeks to make healthcare in America more cost effective.
20 It attempts to do this by promoting outpatient care, by
21 keeping patients unnecessarily out of the most expensive
22 part of the healthcare system, America's hospitals. Not
23 only do we see hospital utilization rates softening
24 already, respected national actuaries project that hospital

1 utilization rates will decline by 20 to 30 percent once
2 healthcare reform is fully implemented. It will achieve
3 this by moving into the outpatient environment, making sure
4 patients have their medicine, that their chronic conditions
5 are being properly managed, that they get to the doctor on
6 a timely basis so that they don't end up in the ED and go
7 through that costly process that is required once patients
8 show up on our door step.

9 The obligation of the Review Board is to
10 assure that we make progress towards becoming a nation that
11 provides better healthcare, and I urge it to affirm the
12 decision it took in July. Thank you very much.

13 MR. URSO: Thank you.

14 (Upcoming speakers announced.)

15 MS. DeMODICA: Good morning. My name is
16 Tamara DeModica.

17 A notable American man once put the interest
18 of freedom ahead of his own personal prosperity. He sat in
19 a British prison camp to make a stand for the importance of
20 freedom to choose. That man was Arthur J. Middleton, one
21 of the signers of the Declaration of Independence, and he
22 is also my ancestor. Perhaps that is one of the reasons
23 that I am here today, to continue what he started, to help
24 ensure that our freedom to choose continues to exist. So,

1 on behalf of my ancestor, for the Mercy Health System and
2 others, I am continuing the work that he started.

3 Freedom to choose is what makes America the
4 country it is. Unfortunately, our very freedom to choose
5 is at issue here, and I just cannot understand why. This
6 time it is to ensure our right to choose our healthcare.
7 So many people in this community want this hospital to be
8 built. Why should there even be a question of building it,
9 if so many are asking for it? There is a need for this
10 hospital, and it will only serve to improve healthcare in
11 McHenry County in this strategic location. The area is
12 already growing substantially. The new assisted living
13 development being built in Cary is only five minutes away.
14 This hospital will give people in this area a choice of
15 healthcare options and services.

16 From rural Wisconsin to downtown Chicago, and
17 Russia, as well as all of the other healthcare service
18 providers in this area, I have seen and experienced a wide
19 variety of healthcare, and I know that Mercy Health System
20 understands what great healthcare is supposed to be. My
21 husband had corrective eye surgery in April, and he doesn't
22 have health insurance. The surgery was done by a Mercy
23 physician and was \$4,000. The same surgery that we priced
24 with Centegra was \$15,000, for someone who doesn't have

1 insurance. We chose the ethically-priced health system,
2 Mercy. A good healthcare system, such as Mercy Health
3 System, facilitates healing, not stress.

4 I hear about too many hospitals. How can you
5 have too many hospitals? Is this about profits or
6 community needs? That's like saying we have too many gas
7 stations, libraries. This is in no way a duplication of
8 services, as was mentioned in the Northwest Herald. It's
9 quite the opposite. This hospital will fill a gap or a
10 hole in this area's medical and healthcare.

11 Also, according to the Northwest Herald and
12 the First Electric Newspaper, all of the other healthcare
13 providers are worried about this new hospital. Could it be
14 because they now have to pay close attention to their
15 customer service or patient relations, when, from my
16 experience, they didn't need to until now?

17 It is the opinion of many that all of the
18 other providers have a blank check system for billing. For
19 example, if you ask someone at Centegra how much something
20 will cost, they tell you, "I don't know I've never been
21 asked that before." Mercy Health System tells you your
22 costs up front and works with the you every step of the
23 way. There are no surprises when you get your bill.
24 Theirs is a healthcare system for the community. You other

1 providers are concerned about having to compete with Mercy
2 Health System, which you know offers unparalleled customer
3 service and extremely fair pricing for those without health
4 insurance.

5 It is my hope that my ancestor would be
6 pleased with our efforts here today to continue to uphold
7 the very freedom to choose that he so greatly sacrificed
8 for. He and other signers of the Declaration of
9 Independence did that for all of us, and he would want us
10 to allow the Mercy health System to build this new hospital
11 so that we can ensure our freedom to choose.

12 Thank you.

13 MR. URSO: Thank you.

14 (Upcoming speakers announced.)

15 MR. LAWLER: Good morning. My name is Dan
16 Lawler. I'm a partner with the law firm of K&L Gates, and
17 I represent Centegra Health System. I noticed that today,
18 and at the last Review Board meeting that Mercy was at,
19 someone had set up a wireless network and called it "D
20 Lawler Lover Boy". So, I either have a secret admirer or
21 someone has a good IT department.

22 Mercy's modified application is now nearly
23 identical to the project that was approved in 2004. The
24 categories of service are the same, the beds are the same,

1 even the floor plans are the same.

2 When I spoke at the public hearing here in
3 March, I presented documented evidence that three people
4 connected with Mercy's prior application were indicted,
5 including Mercy's contractor, Jacob Kiferbaum and their
6 attorney, Steven Loren. The third person was Stuart
7 Levine, the State Board's Vice-Chairman. In their plea
8 agreements, Levine and Kiferbaum confessed that Levine
9 agreed to influence the State Board to approve Mercy's
10 application in exchange for an expected million-dollar-plus
11 kick-back from Kiferbaum's construction contract with
12 Mercy. I presented a sworn statement from Mercy's
13 Vice-President, Rich Gruber, who said that he personally
14 talked with Levine and Kiferbaum and was told by Levine
15 that Kiferbaum could be trusted. That sworn statement by
16 Mr. Gruber was made in a legal proceeding in which the
17 Circuit Court of McHenry County threw out the 2004 permit
18 issued by the State Board.

19 I also presented a sworn statement from
20 another hospital CEO who was approached by Mercy's
21 registered agent and Mercy's lobbyist. They told her that
22 she should hire Kiferbaum if she wanted her own CON project
23 approved, because Kiferbaum had influence with the CON
24 Board. They also told her that Levine had met with Mercy's

1 CEO and assured him that Kiferbaum could get the job done.
2 That sworn statement was also given in the lawsuit that
3 successfully overturned Mercy's 2004 CON permit.

4 I presented transcripts of FBI wiretaps used
5 as evidence to convict Blagojevich fundraiser Tony Rezko.
6 Mercy's attorney and Kiferbaum are heard congratulating
7 Stuart Levine after he rigged the vote to approve Mercy's
8 application. Kiferbaum called Levine to report that
9 Mercy's CEO, Javon Bea, said, quote, Stewart was masterful,
10 end quote. Mercy's attorney told Levine that Javon knows
11 that he stole. He said he's at second base.

12 After I spoke at the public hearing last
13 March, Mercy's Vice-President, Rich Gruber took the podium
14 to respond.

15 MR. MORADO: Please wrap up your comments.

16 MR. LAWLER: Mr. Gruber said that my
17 statements were outrageous and patently false. Mr. Gruber,
18 I quoted from your own sworn statement. Are you saying
19 that you made patently false statements at the court
20 proceeding? Are you saying that the U.S. attorney
21 presented false evidence at the Rezko trial?

22 You come down here from Janesville, Wisconsin
23 and you want the State of Illinois to give you a permit
24 just like the one you got in 2004. But you've never

1 accounted for what you did to get that permit. Character
2 counts. We've heard about Mercy's Malcolm Baldrige award,
3 but we've never heard Mercy account for the conduct of
4 Javon Bea and Rich Gruber on the first Mercy application.

5 MR. URSO: Dan, please conclude your comments.

6 MR. LAWLER: This is a project, and now is the
7 time for the State of Illinois to have that accounting.

8 My written testimony fully documents my oral
9 testimony today.

10 MR. URSO: Thank you.

11 (Upcoming speakers announced.)

12 MR. FRANZ: My name is William Franz.

13 I had no idea how much emotion would be
14 involved in this hearing. I'm a zoning lawyer in Crystal
15 Lake, and I volunteered to appear here because I thought
16 that the establishment of a medical facility in that
17 location would be nearly ideal. My reasons for saying so
18 are that across the street from the proposed facility,
19 which is in the southeast quadrant, I believe, of Three
20 Oaks Road and Route 31, is the Holiday Inn hotel. I had a
21 substantial hand in building that hotel over an eleven-year
22 period. It's 196 rooms. It has an indoor pool. It has
23 exercise facilities, and it could be a marvelous facility
24 in connection with a medical facility across the street.

1 I've watched this entire area grow. I built
2 an industrial center nearby and a commercial center a
3 quarter mile north. Nearby, within a quarter mile, you
4 have YMCA with its indoor pool and its rehabilitative
5 facilities. You have a marvelous transportation system
6 here. You have Route 31, Route 14, Three Oaks Road, Sands
7 Road. You have many, many accesses to this hotel -- to
8 this hospital, and hotel, and that's my motivation. And
9 you also have an airport within a couple of miles. You
10 have the railroad station on Pingree Road, about a mile
11 north, and, as I said, the excellent highway system.

12 A good hospital in this location is needed for
13 Crystal Lake. When I first started to practice in this
14 town, it was a town of less than 8,000 people. Today it
15 exceeds 45,000 people. This particular facility would not
16 only serve Crystal Lake, it would serve Algonquin, McHenry
17 County, Lake in the Hills, Prairie Grove, and a couple of
18 other small communities I can't think of. There's a need
19 for a very good medical facility in this location. I
20 cannot testify as to what kind of a facility Mercy would
21 be, but there is certainly a need for the reduced size, for
22 a good quality facility that is well designed and is well
23 located on that site.

24 Huntley may need a facility, too, but at this

1 point, Crystal Lake needs it, and it needs it now. The
2 difference between going to that location and going to Good
3 Shepherd is 20 to 25 minutes. In medical terms, that could
4 be awfully critical time.

5 Insofar as the competition matters concern, I
6 would dearly like to forbid any more law firms from coming
7 to Crystal Lake. I can't do it, and I think that we should
8 have other considerations than competition when we talk
9 about establishment of a facility as important as this one
10 is.

11 And I thank you for your time.

12 MR. URSO: Thank you.

13 (Upcoming speakers announced.)

14 MS. SLAWEK: Good morning. I'm Rita Slawek,
15 President and CEO of the Huntley Chamber of Commerce. I'm
16 here today representing the residents and businesses of
17 Huntley who come to my chamber office every day, asking
18 when the new hospital is going to be built at Huntley.

19 I have one message for the Illinois Health
20 Facilities and Service Review Board as you consider Mercy
21 Health System's newest proposed hospital: Huntley is a
22 rapidly-growing community that needs improved access to
23 healthcare. Our village and surrounding communities of
24 Algonquin, Lake in the Hills, southern Crystal Lake, are at

1 the heart of the region's population growth and have been
2 for more than a decade. According to the 2008 Special
3 Census, Huntley's population grew at an annual rate of 19.1
4 percent between 2000 and 2008. In total, that's more than
5 a 300 percent increase since 2000.

6 Huntley is home to the state's largest active
7 adult community for those 55 and older, with more than
8 10,000 residents in Del Webb's Sun City. We are also home
9 to a large number of young families and young children.
10 This combination of residents makes having a full-service
11 hospital in our community, with easy access, that much more
12 imperative.

13 From The state Department of Public Health's
14 own data, our communities are under served and in need of
15 additional hospital beds. Centegra is the healthcare
16 provider that has stepped up to the plate to meet this
17 need. Centegra has invested millions of dollars in our
18 community to build an immediate care facility, physician
19 offices, and outpatient services. No other health system
20 in the region has recognized the need in our region and
21 taken the necessary steps to address these needs. Centegra
22 is committed to our community and, in turn, our community
23 is committed to Centegra 100 percent.

24 In case you haven't heard, IDOT is now set to

1 begin construction in the spring on the interchange project
2 of I-90 and Huntley. This project will include six ramps,
3 electronic toll collection, bridge reconstruction on Route
4 47 over I-90, local traffic signals and improved lighting.
5 This massive project is not just a means of improving our
6 roadway infrastructure. It's a catalyst for the future.

7 It has never been clearer that the growth
8 we've been seeing in Huntley is for the long term. We've
9 prospered in the midst of the worst economic conditions in
10 recent memory, and the growth trend is set to continue for
11 many years. I ask the Board to bring a new hospital to
12 where it is needed most. That is in Huntley, to serve the
13 people of southern McHenry County and northern Kane County.

14 Thank you.

15 MR. MORADO: Thank you.

16 (Upcoming speakers announced.)

17 MS. MORLEY: Good morning. My name is Debbie
18 Morley. I have been a resident of McHenry County for over
19 30 years, and I support Mercy Health System's effort to
20 build a hospital in Crystal Lake.

21 As a resident and a mother of three active
22 boys that participated in sports all through their high
23 school years, I have seen firsthand the overcrowded
24 Emergency Room, patients waiting in hallways for beds, and

1 also surgical patients being put on any floor with
2 available bed because there's no room on the floor that
3 they were supposed to go. They may end up being in
4 pediatrics or even on the OB floor, if necessary.

5 I am here today to read several letters from
6 other McHenry County residents who are not here but also
7 support a hospital in Crystal Lake.

8 My first letter is from Gretchen Watters of
9 Cary. "Because of increased traffic and lights, it can
10 take 30 minutes or longer to get to Centegra in McHenry or
11 Good Shepherd in Barrington. Cary and Crystal Lake need a
12 hospital in our community. Please grant Mercy's request."

13 My next letter is from Shirley LeBeau. "We
14 desperately need this facility for our Crystal Lake and
15 Route 31 and Three Oaks Road location. Please help our
16 area."

17 The next one is from Mary Oltendorf of Crystal
18 Lake. "The area by Crystal Lake is the place we need a
19 hospital. It is the most congested. Centegra's wait times
20 are way too long. Also, Centegra isn't even planning to
21 build a hospital for a few years from now, provides there
22 is no current -- proof there is no current need in that
23 area. So, put it where it is needed now, not wait. They
24 are being a monopoly in the area."

1 My next letter is from Cassandra Hayes of
2 Carpentersville. "I have not experienced high level of
3 care at Sherman on Randall, ER, or Centegra in Woodstock.
4 However, I've had great experiences with Mercy in Woodstock
5 and Crystal Lake. I would absolutely love to have a Mercy
6 Hospital nearby. We aren't currently in McHenry City but
7 live close enough that this would be our primary hospital.
8 I would be so excited to have an option that I would feel
9 more comfortable with. It might even contribute to our
10 decision for us to have another child."

11 Linda Rea, Village of Lakewood. "Please
12 approve this care for our community. We need a hospital in
13 our community. I recently saw an ambulance stuck in
14 construction traffic, heading towards the McHenry hospital.
15 It's too far and a long way to transport."

16 This is from Donald Peters, Crystal Lake. "My
17 wife and I have lived in Crystal Lake for over 40 years. I
18 feel that the time has come for Crystal Lake to have a
19 hospital within its city limits. It should have happened
20 years ago."

21 And my last letter is from Denise Caligagan,
22 Cary, Illinois. "I believe this project would bring much
23 needed jobs in the Crystal Lake area. It would provide
24 great economic benefits. Additionally, I would enjoy

1 having a choice in healthcare providers."

2 Thank you.

3 MR. URSO: Thank you.

4 MR. MORADO: Thank you. Next up we have Kelly (Upcoming
5 speakers announced.)

6 MS. CLANCY: Good morning, Mr. Urso,
7 Ms. Olson, and Mr. Morado. I'm Kelly Clancy. I'm
8 Vice-President of External Affairs for Alexian Brothers
9 Health System.

10 St. Alexius Medical Center, part of the
11 Alexian Brothers Health System, is one of several regional
12 medical centers serving McHenry County. We're only 35
13 minutes away from the site of the proposed hospital. Many
14 of our patients come from McHenry County.

15 We are a major provider of both Medicaid
16 services and charity care services to the less-advantaged
17 residents of the far northwestern suburbs. Last year, 19.9
18 percent of the patients admitted to St. Alexius, 1 in 5,
19 were Medicaid recipients, and nearly 3.5 percent of our
20 patients were without any medical coverage at all. We
21 provided their care with no charge to the patients. We
22 expect that half of all the children we will care for in
23 our new children's hospital will be Medicaid recipients.

24 St. Alexius is currently in the process of

1 \$117 million modernization program. When the Review Board
2 approved our project, we made clear that because of our
3 proximity, many of our patients would come from McHenry
4 County. In fact, we count on these patients for the
5 success of that project. Our modernization project was
6 strictly to enhance our facility and the quality of care we
7 provide, particularly to children. We did not seek to add
8 any new beds and, in fact, reduced our bed complement. The
9 area did not need new beds from us when we undertook our
10 project and does not need any new beds now from a new
11 hospital.

12 At the Review Board's public hearing last
13 spring, I asked the Review Board not to approve any new
14 hospitals. I did so because the area is already well
15 served by current medical hospitals and doesn't need
16 another one at this time. Nothing has changed.

17 Like others, I congratulate Mercy for being
18 sensitive to the harm a new hospital can have on existing
19 providers, and choosing to downsize its proposed hospital.
20 Even the smaller hospital, however, should not be approved,
21 because it will cause needless duplication of services,
22 hurt nearby medical providers, and increase medical costs
23 for everyone.

24 If Mercy or Centegra is approved to build a

1 new hospital, it would severely undercut our ability to
2 provide our current level of care for the uninsured and
3 under insured. Fortunately, the Review Board voted 8 to 1
4 last June to deny Mercy's application for a new hospital.
5 This new plan is cut from the same cloth and will still
6 cause financial disruption to area medical centers.

7 This project also runs counter to all of the
8 current national healthcare trends, which show hospital
9 stays becoming less frequent and, when people are in the
10 hospital, they stay for a shorter time than years past.
11 Building a new hospital would not be efficient, and the
12 upkeep of the hospital would increase costs for private
13 insurers and public insurers. And, as you know, the cost
14 for higher public and private insurance is something we all
15 pay.

16 One last point. From listening to new
17 hospital applicants, you would think that area residents
18 have to travel a long distance to receive medical care.
19 That's just not true. When you look at a study of driving
20 times to hospitals in the area, you'll find that all people
21 who live within Mercy's proposed service area for the
22 Crystal Lake site are within 30 minutes of driving time
23 from an existing hospital. Every single hospital in our
24 area has the capacity to take more patients. Within

1 Mercy's service area, 81 percent of the people in the area
2 live with only 15 minutes of driving time from an existing
3 hospital. There is not one zip code in Mercy's overall
4 proposed service area where all of the existing hospitals
5 are more than a 15-minute drive away.

6 I urge the Review Board members to take the
7 facts and the rules in account when they make their
8 decision, and deny any application for a new hospital.

9 Thank you.

10 MR. URSO: Thank you.

11 (Upcoming speakers announced.)

12 MS. SHARFE: Good morning. My name is
13 Alesandra Sharfe. I'm a resident of Woodstock in McHenry
14 County, and thank you very much for the opportunity to
15 speak today.

16 I work in the immediate care across from the
17 hospital in McHenry, and we are all here to work together,
18 hand in hand, neighboring facilities. If one person needs
19 to go somewhere else and I am working in the immediate
20 care, I come across people saying to me that they don't
21 want to go across the street if there is something more
22 severe that we can't take care of. According to the
23 patients, the wait time is four to five hours, and they
24 don't want to wait. We then tend to get concerned about

1 their healthcare. We want to make sure they're getting
2 seen.

3 Also, I have heard co-workers of mine that
4 have gone across the street that have been treated in the
5 hallways. Not only is that a break of HIPAA, but it's very
6 disturbing to hear. Obviously, there is a need for a
7 neighboring hospital, if there are people that are being
8 treated in the hallways. We have paramedics that have
9 called in and told us that they have been turned away and
10 they needed to find another hospital. When it comes down
11 to heart attacks, strokes, things like that, time is
12 extremely important. Thirty to forty minutes, fighting
13 traffic in the day or night, really makes a difference for
14 people to be treated. We are the United States; we're not
15 a Third World country. We have the ability and have the
16 opportunity to build and make sure that people are being
17 treated fairly and right.

18 So, there is obviously a need for another
19 facility to be built to make sure that people are being
20 treated and cared for properly, not just the money
21 situation, make sure they're being cared for. And there's
22 also a need to create jobs and make sure that things are
23 taken care of.

24 Thank you very much.

1 MR. URSO: Thank you.

2 (Upcoming speakers announced.)

3 MS. ANDERSON: Good morning. I am Wendy
4 Anderson. I stand before you today not as an affiliate of
5 any healthcare system, but as a resident and a mother of
6 twin four-year-olds in Lake in the Hills. I am here to ask
7 the Board to consider my family and my neighbors as you
8 hear Mercy Healthcare's proposal to build a new hospital in
9 Crystal Lake. Mercy's plan will continue to leave those of
10 us who live in southern McHenry County without reasonable
11 access to a hospital and quality care.

12 As a mother, I certainly hope the time will
13 never come for my children to visit the Emergency Room.
14 However, I have a feeling, somewhere down the road it's
15 inevitable, since they're very active in sports.
16 Personally, in the last five years, I've had multiple
17 visits to the hospital due to severe back problems. With
18 my trips alone, my husband and I have struggled to find a
19 place that we are comfortable with and that is reasonably
20 accessible. I've been to Sherman hospital and don't want
21 to go back. Advocate Good Shepherd and Centegra Hospital
22 in Woodstock are about the same distance and still a good
23 trip from our neighborhood.

24 Mercy's proposal for a Crystal Lake hospital

1 would not be easily accessible for our family. I also
2 question whether Mercy could provide the necessary care for
3 our family. I have been seen by a few doctors through the
4 Mercy Health System and no longer wish to seek their care.
5 On multiple occasions, I have been misdiagnosed by their
6 physician. I was told by a Mercy doctor that I would never
7 be able to have children, and I stand before you today a
8 proud mother of two. My family trusts Centegra Health
9 Systems, and we fully support Centegra's proposal to build
10 a new hospital in Huntley, which would just be minutes from
11 our home.

12 I understand there are many factors that
13 should be figured into the placement of a new hospital in
14 our region. This is an important decision that will have a
15 lasting impact on many lives. As you consider Mercy Health
16 System's proposal, I ask you to keep those of us in mind
17 that live in southern McHenry County. I also ask you to
18 remember that there is another proposal for a new hospital
19 that will truly meet the needs of our family and neighbors.
20 Centegra Health System's proposal in Huntley is exactly
21 what we need to receive outstanding healthcare near our
22 homes.

23 Thank you.

24 MR. MORADO: Thank you.

1 MR. URSO: Thank you.

2 (Upcoming speakers announced.)

3 MS. DELWARE: Hello. My name is Nancy
4 Delware, and I'm a resident of McHenry County who supports
5 Mercy Health System's building a hospital in Crystal Lake.
6 I have been a Crystal Lake resident since 1968. For over
7 40 years, I have watched dedicated community leaders work
8 to bring a hospital to Crystal Lake. These efforts were
9 unsuccessful because partners chose to keep hospital
10 services in their own town.

11 Crystal Lake is the largest city in McHenry
12 County. In spite of the concentration of humanity in the
13 southeastern portion of the county, we have limited access
14 to emergency services and inpatient services, including
15 obstetrical beds. Healthcare organizations have opened
16 facilities in our town, but Illinois law prevents these
17 facilities from providing true emergency services, because
18 they are not next to a hospital.

19 Hospital entities here today will want you to
20 be concerned about their bottom line. They want all of us
21 to believe a hospital in Crystal Lake will take their
22 paying patients but not help those who are unable to pay.
23 They want you to protect their domain. I am simply a
24 citizen concerned for the people of Crystal Lake and the

1 surrounding communities. Mercy has demonstrated a
2 commitment to the people of McHenry County and a commitment
3 to excellence in both hospital and clinic care. I
4 sincerely hope the Board will allow Crystal Lake to realize
5 its dream for a hospital and vote in favor of Mercy Health
6 System bringing the service to our community.

7 MR. URSO: Thank you.

8 MR. MORADO: Thank you.

9 (Upcoming speakers announced.)

10 MS. NIESE: Good morning. I'm Roseanne Niese.
11 I'm the Director of Emergency and Trauma Services at
12 Advocate Good Shepherd Hospital, which is located less than
13 one mile from McHenry County and about six miles from the
14 proposed Mercy Hospital.

15 In its original application, Mercy based much
16 of its rationale for a new hospital on the argument that
17 the area emergency departments experience excessive bypass
18 times. We agree with Mercy that bypass is an important
19 indicator of whether a new hospital is actually needed in
20 McHenry County. Current IDPH data clearly shows bypass
21 times are not evidence of a new needed hospital. In our
22 testimony at earlier Mercy hearings we demonstrated that
23 Mercy's application relied on old data and that its claims
24 were inaccurate. Frankly, we were surprised that when the

1 new, modified application came out, that Mercy continued to
2 use the same data that was outdated and misleading.

3 Existing hospitals in the area have more than
4 enough capacity to serve the emergency needs of the McHenry
5 County residents. I'd like to direct you to the Board
6 here, which shows hours of bypass for 2010 for Region 9.
7 The data is from the www.idph website. You can see that
8 Good Shepherd Hospital was on bypass for only two hours in
9 2010 and zero so far for 2011 and was able to serve the
10 additional emergency patients 99.9 percent of the time.
11 Four hospitals in the region, including Centegra McHenry,
12 Centegra Woodstock, Northwest Community, and Provena St.
13 Joseph, are not shown on the report, indicating that they
14 had no bypass hours in 2010. And we are required to put
15 this in to the State every morning at ten o'clock and every
16 time we go on bypass every four hours. The seven area
17 hospitals -- Good Shepherd, McHenry, Woodstock, Northwest
18 Community, Provena, Sherman and St. Alexius) averaged only
19 two hours on bypass for all 2010.

20 Mercy also claimed that drive times to
21 emergency rooms are excessive, and I do not believe that is
22 the case. EMS, lights-and-siren time from the east side of
23 Crystal Lake is seven to ten minutes driving and six miles
24 to Good Shepherd.

1 Also, as I follow these hearings, I notice
2 there has been a lot of talk about the need for more beds
3 that justifies the building of a new hospital. Hospitals
4 are much more than beds. For example, most hospitals have
5 more emergency visits per year than admissions. Another
6 example is Mercy's proposed hospital's emergency department
7 will occupy more space than its four-bed ICU and cost twice
8 as much. The building of the ED department will also cost
9 as much as it will cost to build the labor and delivery and
10 postpartum units combined.

11 When evaluating the need for a hospital, we
12 should look more than at just need for beds. When you look
13 at the number of emergency and immediate care facilities
14 throughout McHenry County, you'll see that residents have
15 plenty of options and facilities are not operating at
16 capacity. There is also plenty of capacity to accommodate
17 future growth.

18 Finally, I'm concerned about the quality of
19 care for a hospital that has such a small Intensive Care
20 Unit and the smallest in the Chicagoland area. This means
21 that the ICU nurses and physicians will not see the volume
22 that other larger hospitals will see and their skills will
23 be limited. As a number of academic studies have
24 demonstrated, higher volumes lead to higher quality, and I

1 would not want my family member living in McHenry County to
2 be seen at a lower volume hospital or unit. I also
3 question why the ICU is so small. Is it that Mercy's
4 expecting not many patients or that they're asking for
5 patients to self triage themselves and not go to Mercy, or
6 to frequently transfer the sickest patients out of Mercy?

7 In conclusion, as you do your evaluation,
8 please look at all of the hospital services and the size of
9 those proposed services, not just the beds. You will find
10 that there's no need for an additional hospital in McHenry
11 County. Thank you.

12 MR. URSO: Thank you.

13 MR. MORADO: Thank you.

14 (Upcoming speakers announced.)

15 MS. GUSTAFSON: Good morning. My name is
16 Penny Gustafson, and I'm a resident of McHenry County who
17 supports Mercy Health System's effort to build a hospital
18 in Crystal Lake.

19 Crystal Lake is an area of McHenry County
20 which continues to grow. The people of Crystal Lake and
21 the surrounding area will benefit from having a hospital in
22 closer proximity to them to meet their medical needs. We
23 all know that when medical needs arise, the outcome can be
24 affected by the length of time it takes to receive the

1 proper medical treatment. Currently, the residents of
2 McHenry County -- I'm sorry -- the residents of Crystal
3 Lake need to travel out of town to receive these emergency
4 care services, and as anyone who has driven through Crystal
5 Lake knows, the traffic can be very busy at times, and
6 those extra moments can make a large difference in the
7 emergency situation.

8 A couple of months ago, Mercy Health System
9 brought their plan before the Certificate of Need Board and
10 presented their idea. The CON Board made it clear that the
11 intent was to deny Mercy's plan. Mercy Health System took
12 that information that they were given and they altered
13 their plans to be more in line with what the CON Board
14 stated was needed. This shows Mercy's commitment to the
15 healthcare -- to provide quality healthcare to the
16 residents of Crystal Lake and the surrounding areas. My
17 hope is that this committee -- this commitment will be
18 evident to all and that Mercy will be allowed to move
19 forward with their plans for a hospital in Crystal Lake.

20 Thank you.

21 MR. URSO: Thank you.

22 MR. MORADO: Thank you.

23 (Upcoming speakers announced.)

24 MS. MILFORD: Good morning. My name is Susan

1 Milford, and I'm a resident of Crystal Lake and the Senior
2 Vice-President of Strategic Marketing, Planning and
3 Wellness for Centegra Health System. Beyond that, I am
4 also the Chair of the McHenry County Economic Development
5 Council, a board member for Big Brothers-Big Sisters, and a
6 board member of Leadership Greater McHenry County.

7 I mention my board affiliations, because I,
8 like so many of my colleagues at Centegra Health System, am
9 truly invested in the community that I live in. We are
10 here to make McHenry County a better place to live. Our
11 associates and physicians serve on 68 boards and committees
12 and volunteer more than 14,000 hours of their time to the
13 community each year. That is why we are so discouraged by
14 Mercy Health System's plans to build a hospital in Crystal
15 Lake. Rather than adding to the quality of life in McHenry
16 County, this project would detract from it. Let me
17 explain.

18 First of all, Centegra is currently the
19 largest safety net provider in McHenry County. Last year,
20 in our fiscal year '11, in the Attorney General's Report on
21 Community Benefits, we reported providing nearly \$78
22 million in community benefit for the people of this region.
23 That includes our free health screenings, language
24 assistance services, education-government sponsored

1 healthcare, subsidized health services, and bad debt. That
2 figure also includes nearly \$10 million in charity care at
3 cost, which is discounted or free care that we provide to
4 patients who are unable to pay for the care they need.
5 That includes anything from emergency care to major surgery
6 to cancer treatment.

7 Beyond our community benefits, we also provide
8 services that are highly unprofitable, like behavioral
9 health, a skilled rehab nursing facility, and a neuro day
10 trauma treatment center. We are honored to provide these
11 services for the community we serve, even though they do
12 nothing to help our bottom line. We also partner with
13 community organizations like the American Heart
14 Association, the American Cancer Society, Girls on the Run,
15 the Court-Appointed Special Advocates. I could go on and
16 on. We try to do this and support their community
17 endeavor. Last year alone, Centegra Health System
18 participated in more than 490 community events.

19 By taking away patients from our facilities,
20 Mercy puts all this and more at risk. Simply adding beds
21 to McHenry County isn't the issue. The issue is location,
22 location, location. The problem arises when beds are added
23 where they are not needed. Where are they truly needed?
24 In growing southern McHenry County, including southern

1 Crystal Lake, Lake in the Hills, Algonquin, and Huntley.

2 MR. MORADO: Please wrap up your comments.

3 MS. MILFORD: Remember, Centegra Hospital
4 Woodstock is within 1.5 miles of Crystal Lake, and Centegra
5 Hospital McHenry is within 2.5 miles, and, as Karen Lambert
6 said, Good Shepherd is also very close to that location.
7 Mercy also admits in their application 88 percent of the
8 patient volumes will come from one or both of our
9 hospitals.

10 If Mercy Crystal Lake were to be approved
11 somehow, Centegra would likely be forced to abandon much of
12 our community outreach in an effort to stay afloat. And
13 then what kind of a community partner would this region be
14 left with? Just look at Mercy's community involvement in
15 McHenry County right now. Quite frankly, there is not much
16 to speak of. What this region needs is a health --

17 MR. URSO: Please conclude your comments.

18 MS. MILFORD: I'm just about done.

19 A health system that is a true community
20 partner, one who has been here for 100 years and
21 understands the community needs. What we do not need is a
22 health system that will wait until the timing is right to
23 swoop across the border to make a profit.

24 Thank you.

1 MR. URSO: Thank you.

2 MR. MORADO: Thank you.

3 (Upcoming speakers announced.)

4 MS. DINA: Hello. My name is Noelle Dina. I
5 am a McHenry County resident. I support Mercy Hospital
6 Crystal Lake, and I will be reading a letter on behalf of
7 Dr. Kim Albright, who was unable to be here, who also
8 supports Mercy Hospital Crystal Lake.

9 Dr. Albright says, I spoke before you seven
10 years ago in support of Mercy Hospital Crystal Lake. I
11 gave you several reasons back then for my support for this
12 facility, and I can report to you today that things have
13 changed since then. They have gotten worse. As a family
14 practice physician based in Richmond, Illinois for over 25
15 years, I speak only from my experience at Centegra McHenry.

16 My experiences this year have included my
17 cancer patient in acute renal failure who was held in an
18 outpatient procedure overflow area because there were no
19 inpatient beds available for 24 hours. Our offices have
20 been called by administration at Centegra, asking if we
21 have made rounds yet and to discharge our patients if at
22 all possible because their beds were desperately needed for
23 overflow. Also, I've had general floor patients who were
24 placed on the maternity floor. Just this week I had a

1 patient with a hand wound who went to NIMC's ER and was
2 told it would be a three and a half hour wait. The patient
3 then proceeded to a Libertyville hospital ER, was treated
4 and back home in McHenry in less than two hours.

5 Any current building activities at Centegra
6 McHenry are to continue the stacking of patients in holding
7 areas while they wait for actual beds. Crystal Lake and
8 the surrounding communities need their own hospital to meet
9 their needs and not to constantly be placed on hold.

10 I respectfully ask you once again to support
11 Mercy Hospital in Crystal Lake. Thank you.

12 MR. URSO: Thank you.

13 MR. MORADO: Thank you.

14 MR. KRUEGER: Good morning. My name is Eric
15 Krueger. I am the Chief Financial Officer for Sherman
16 Hospital.

17 I oppose the establishment of the proposed
18 Mercy Crystal Lake Hospital and Medical Center, because it
19 is not needed and will jeopardize the area's other hospital
20 providers, including Sherman Hospital. The community does
21 not need this hospital. Mercy wants to build it because it
22 would like to capture market share in McHenry County from
23 existing providers.

24 According to the Illinois Health Facilities

1 and Services Review Board's rules, healthcare services
2 should be appropriately located to best meet the needs of
3 the population and should not require residents to travel
4 excessive distances to receive services. Based upon the
5 Board's review criteria, 30 minutes is not excessive.
6 There are currently 7 hospitals located within Mercy's
7 proposed service area. One hundred percent of the
8 population of the proposed service area resides within 30
9 minutes of an existing hospital, and over 80 percent of the
10 population resides within 15 minutes of an existing
11 hospital. Importantly, average occupancy of existing
12 providers for the medical/surgical category of service for
13 the most recent year was 67 percent, which is substantially
14 below the Board's 85 to 90 percent occupancy standard.

15 If any new hospital is approved, even a
16 downsized hospital, utilization at existing hospitals would
17 decrease, creating even more excess capacity. Mercy
18 proposes to include 56 med/surg beds in the Crystal Lake
19 hospital. Among the existing hospitals, an average of 295
20 beds are unoccupied every day. Utilization of existing
21 hospitals does not create an undue hardship to residents of
22 Mercy's proposed service area, as most residents live
23 within 15 minutes of an existing hospital.

24 Furthermore, adding capacity to an under

1 utilized area will drive up healthcare costs for all
2 providers. Certain clinical and overhead areas need to
3 have base staffing levels, regardless of patient volume.
4 Additionally, equipment, utilities, and other overhead
5 costs must be covered, regardless of the occupancy rates.
6 These costs would be borne by everyone.

7 Large employers will pay for a significant
8 share of the cost in the form of higher health insurance
9 premiums, of which a portion will be passed to their
10 employees. The remaining costs will be paid primarily by
11 Medicare and Medicaid, which are funded by our tax dollars.
12 Make no mistake, we will all pay for this unneeded new
13 hospital.

14 Additionally, the rise in healthcare costs
15 attributed to the new hospital will cost jobs in other
16 sectors of our economy. The higher healthcare costs will
17 be passed on to employers in the form of higher premiums.
18 As a result, they will have less financial resources to
19 hire and retain workers.

20 Finally, a new hospital would jeopardize our
21 region's safety net. With Medicare cuts looming, Medicaid
22 reimbursement uncertain, payment cycles becoming
23 dramatically longer, and the ranks of the uninsured
24 growing, safety net providers, like Sherman, are under

1 continued pressure to meet the growing demand for safety
2 net services while maintaining a positive net margin.

3 MR. MORADO: Please wrap up your comments.

4 MR. KRUEGER: The State of Illinois department
5 of Healthcare and Family Services has recently informed
6 Sherman and other hospitals that the payment cycles for
7 Medicaid reimbursement will continue to be significantly
8 extended. Given the available capacity in the Planning
9 Area, higher healthcare costs attributed to a new hospital,
10 and the risk to safety net services, on behalf of Sherman
11 Hospital I oppose Mercy's application for a new hospital in
12 Crystal Lake.

13 MR. URSO: Thank you.

14 (Upcoming speakers announced.)

15 MR. WICKHAM: Good morning. My name is
16 Fredrick Wickham. I greatly appreciate the work you do and
17 the service you provide to this community and many other
18 communities. I know this is not an easy task. I
19 appreciate the work you do.

20 As a former member of the Crystal Lake City
21 Council for eight years, a former member of the Crystal
22 Lake Zoning Board for one year, a co-owner of a business in
23 downtown Crystal Lake for more than 20 years, an active
24 resident in this city for more than 40 years, I recommend

1 approval of the petition by Mercy Health Systems to build a
2 70-bed hospital at the proposed site on Route 31 and Three
3 Oaks Road. My comments consist of four questions and
4 answers. First, why build at Crystal Lake? Second, why
5 Mercy? Third, why now? And lastly, what are the facts?

6 Why build at Crystal Lake? Crystal Lake has a
7 population of nearly 43,000 people. The City of Crystal
8 Lake has the largest population in the county and in the
9 area by more than 10,000 residents over other cities.
10 Other cities in McHenry County have hospitals. Crystal
11 Lake does not. The people and government of Crystal Lake
12 have long expressed a desire and a need for a hospital. An
13 effort to get a hospital in Crystal Lake started in the
14 early 1960's. The need was expressed again in 1970 and
15 1971 and again in 1980 and again in 2010, and here we are
16 again. For more than 50 years, the City of Crystal Lake
17 has expressed a need for a hospital.

18 Why Mercy? Just as other medical service
19 providers, Mercy Health System has made a substantial and
20 significant commitment to McHenry County and specifically
21 to the City of Crystal Lake. In several locations in
22 Crystal Lake and in four cities of McHenry County, it has
23 been and is committed to the community. Mercy has served
24 the community with the highest quality of medical services.

1 Second, Mercy is here. It is ready, willing and able to
2 build a hospital in Crystal Lake. It is prepared to fund
3 the project. It is prepared to make adjustments and
4 modifications according to the requirements of the City.
5 It recognizes a need, and it is prepared to address that
6 need.

7 Why now? Because Mercy, again, is here and is
8 offering to do it. Because it's probably less expensive to
9 build now, when nearly every organization is looking for
10 work, when interest rates are discouragingly low, than it
11 is to build a hospital at a later date. Now is the time to
12 put people to work and to continue the investment in this
13 community.

14 Facts to consider.

15 MR. MORADO: Please wrap up your comments.

16 MR. WICKHAM: Thank you. Reasonable people
17 use facts to help lead them to good, intelligent and
18 beneficial decisions. Facts that may be considered include
19 the time it takes to reach the hospital, the Emergency Room
20 waiting time, the waiting time for a bed or a room, the
21 number of beds needed to serve the population, the number
22 and type of medical personnel available to serve the area,
23 and many other facts related to the construction and
24 location of the hospital.

1 But there is one fact that is often overlooked
2 or given minor consideration. It is a fact that the City
3 of Crystal Lake has demonstrated the desire to have a
4 hospital in Crystal Lake for more than 50 years. It is a
5 fact that many people in Crystal Lake have recognized the
6 need for a hospital, and it is a fact that Mercy Hospital
7 Systems has also recognized the need for a hospital in
8 Crystal Lake.

9 As a long-time resident of Crystal Lake and
10 former City of Crystal Lake Councilman I fully support
11 Mercy's proposal to build a 70-bed hospital at the cite
12 proposed. From time to time we are all called to make hard
13 and difficult decisions. This is an easy one. Give the
14 people what they want. Give them a hospital in Crystal
15 Lake.

16 Thank you very much.

17 MR. URSO: Thank you.

18 MR. MORADO: Thank you.

19 (Upcoming speakers announced.)

20 MR. WALROD: Good morning. My name is Brett
21 Walrod. I have been a resident of McHenry County for the
22 last nine years. I am a soccer coach and member of the
23 swim team board, and I own and operate three businesses and
24 manage a number of single-purpose LLC's. I am opposed to

1 Mercy's application for a CON and will only address the
2 most compelling reasons from my perspective.

3 First, Crystal Lake is currently serviced by
4 Sherman Hospital, Advocate Good Shepherd, Provena Saint
5 Joseph, and Centegra Health System. The addition of 70
6 more beds located in Crystal Lake, without substantial
7 population growth concentrated in the immediate area, would
8 only be detrimental to the existing hospitals. Mercy's
9 existing McHenry County Hospital at Harvard is under
10 utilized, by most accounts, and even avoided.

11 Secondly, in 2003 Mercy Healthcare System
12 applied for a Certificate of Need to construct a 70-bed
13 facility at the same Crystal Lake location, which
14 ultimately failed. There are a number of reasons for the
15 CON to be denied on its own merit. Contributing to the
16 failure was the proposed hospital did not meet the 100-bed
17 need minimum criteria.

18 Additionally, in 2003, Mercy's application for
19 a CON was rejected by the Illinois Health Planning
20 Facilities Board initially, but reversed its own decision
21 after Mercy hired Joseph Kiferbaum's construction company,
22 Stuart Levine whispered in the ear of another Board of
23 Director, who changed his position. The FBI wiretaps show
24 that Javon Bea, Mercy's current CEO, remarked that "Stuart

1 was masterful." If I recall, Kiferbaum and Levine are
2 admitted felons and Tony Rezo is a convicted felon, based
3 on numerous kick-back schemes involving Naperville's Edward
4 Hospital and defrauding Rosalind Franklin Medical
5 University, the State of Illinois, and the Mercy Health
6 System. I'm truly perplexed by Mercy's association with
7 Joseph Kiferbaum, Stuart Levine and Tony Rezko. Is this
8 really lost on any of us? This should be a source of
9 embarrassment for Mercy and, as residents of McHenry
10 County, an insult that we're even engaged in this
11 discussion. Why has this identical Mercy proposal not
12 already been dismissed?

13 As a resident of McHenry County, I know there
14 are several other local health providers that have made
15 substantial commitments to the community. This is
16 demonstrated by building hospitals and various other
17 health-related facilities for the community's use and
18 benefit. They are truly committed to and invested in our
19 community. From my experience, rarely does an organization
20 change its behavior without changes of leadership, and past
21 behavior is a very good predictor of future behavior. I
22 question Mercy's motive. Do they really have an interest
23 in McHenry County in mind or their own? Would you trust
24 your healthcare needs with those affiliated with Mercy?

1 I ask the Illinois Health Planning Facilities
2 Board to evaluate the need for this facility, its impact on
3 existing hospitals, the long-term impact on healthcare of
4 McHenry County, and Mercy's past associations. If you do
5 so, you will arrive at the only logical conclusion. Please
6 exercise your fiduciary obligations to the residents of
7 McHenry County and deny Mercy's application for Certificate
8 of Need and the construction of the proposed Crystal Lake
9 Hospital.

10 THANK you for this opportunity.

11 MR. URSO: Thank you.

12 MR. MORADO: Thank you.

13 (Upcoming speakers announced.)

14 MS. BARAIN: Good morning, my name is Casie
15 Barain. I have written out on paper here what I was going
16 to talk about, but listening to everybody here that's
17 talked this morning, I have some response to some of the
18 things they've brought up.

19 First thing, I was an employee of Centegra --
20 actually, I was an employee of NIMC for 15 years. I've
21 been an employee of Mercy now for several years. I fully
22 support Mercy, as a member of the community.

23 Some of the things brought up here -- I'll try
24 to make this quick. I don't think the politics or

1 politicians should be brought into what the community
2 needs. You can't tell me that in every government office
3 we haven't found some corruption. That has nothing to do
4 with personal people, and nothing was ever proven that
5 there was anything done wrong. You yourself know in
6 government you run across other people who have done things
7 they shouldn't. That has nothing to do with the need of a
8 hospital.

9 I also feel that -- somebody had mentioned the
10 fact that our taxes will go up in McHenry County if there's
11 another hospital built. And he's retired. Why does
12 Centegra want to build a hospital then in Huntley with a
13 major community of over 55 and older? Their taxes will go
14 way up. Also, in Huntley there is Sherman Hospital, two
15 miles down the road, right off the expressway, easily
16 accessible for Lake in the Hills, Huntley, and other areas.
17 I know that it wouldn't take that long to get to Crystal
18 Lake from Algonquin and whatnot and those areas.

19 I also have been a patient at Centegra where I
20 was treated poorly, one of the patients put out in the
21 hall. Went in with a presumed heart attack, put in the
22 hall, and exposed to people in the hall, my whole upper
23 body exposed as people went by, and I waited five hours
24 before I got a room. Then when I got a room, I was moved

1 three times, and the doctor came in and diagnosed me with
2 lung cancer. He saw the wrong patient. My sister died of
3 lung cancer. I didn't have lung cancer. I had a cold. So
4 I was appalled by that.

5 Another thing that was brought up is the 30
6 minutes time for all of the other hospitals in the area.
7 Well, that may be true, but traffic on 31 alone -- you
8 know, when -- if you drive it, when I leave work every day,
9 it takes me ten minutes to get out on the highway. So,
10 traffic does hold you up. In critical need, when I thought
11 I was having a heart attack, that was very important time
12 for me.

13 My father fell in my home. He's 95, and I had
14 the choice to go to Centegra or Harvard Hospital --
15 Centegra in Woodstock. I chose Harvard, because it is a
16 smaller hospital, and when my dad got in there, he got the
17 care he needed within 20 minutes. They were out there
18 waiting for him. The care was excellent, because it is a
19 smaller hospital, and they were all there working together
20 as a team, and I felt that was real important. And I know
21 when I went to Centegra for myself -- I didn't want my dad
22 waiting for hours. He had multiple broken ribs and needed
23 treatment immediately.

24 There is just such a great need, I feel, for

1 another hospital, another avenue. You have plenty of
2 stores in Crystal Lake. You don't have just Penney's; you
3 have Sears, Penney's, all of the other big modalities.
4 People have choices, and I feel that's really important,
5 that we have a choice on our own healthcare.

6 Thank you.

7 MR. URSO: Thank you.

8 MR. MORADO: Thank you.

9 (Upcoming speakers announced.)

10 MS. BOEDER: My name is Syl Boeder. I'm here
11 speaking as a concerned resident of northern Kane County to
12 oppose this project.

13 I was formerly a full-time employee of
14 Advocate Good Shepherd Hospital, and in my capacity as
15 Community Outreach Director, I did a lot of work with the
16 area hospitals. So, I'm very familiar with the healthcare
17 services that are available throughout this area, and one
18 of the things that I do know is that there is at this time
19 not a need for additional hospital capacity. I believe
20 someone already cited the statistic that the average
21 occupancy of area hospitals is currently about 67 percent.

22 I'm also concerned and I question the wisdom
23 of building a small, limited services facility for two
24 reasons. One is, it is very likely that it is going to

1 require transfers for types of care that are not available
2 there; and, secondly, I'm concerned about being able to
3 assure quality for a very small number of inpatients. I'm
4 also concerned with the economic climate that we are
5 currently in. The population of this area has not grown as
6 it was projected to grow, and it's my extreme concern that
7 having this facility is going to actually damage the
8 utilization that exists for the existing hospitals that are
9 here.

10 It's also been stated that this will help to
11 stem out-migration from McHenry County. I think it's
12 important to realize that there are several reasons for
13 out-migration, and some of them, such as myself, are
14 volunteer. Even though I live in East Dundee, I use Good
15 Shepherd Hospital. My physicians are there. We are
16 long-time users of the hospital and of the physicians, and
17 I have no desire to change this. In fact, it's one of the
18 reasons why my husband and I decided to retire in this area
19 rather than moving. Once we have excellent healthcare, we
20 just don't want to have to find it in a different place.

21 With that, I would just conclude that I do
22 request that this project not be approved. I feel that it
23 is duplicative. I feel it represents an unnecessary use of
24 scarce resources, and it really puts the ability of our

1 existing hospitals to provide that safety net at risk.

2 Thank you.

3 MR. URSO: Thank you.

4 (Upcoming speakers announced.)

5 MS. CHUBIRKA: My name is Michael Chubirka,
6 and I am a resident of McHenry County who supports Mercy
7 Health System's request to build a hospital in Crystal
8 Lake. I am going to read several letters from other
9 McHenry County residents who are not here today but also
10 support the hospital for Crystal Lake.

11 This letter is from Marlene Griseta in
12 Woodstock. "I have had extensive experience myself and
13 with my daughter, who passed, at Centegra hospitals. They
14 are continually short-staffed, and I had to bring medicines
15 from home because of cutbacks, according to their pharmacy
16 staff. Mercy has always given excellent patient care, and
17 the need for their hospital is needed and required. I feel
18 like a captive patient with no choice for better service.
19 Centegra is not capable or qualified to open another
20 hospital in McHenry County. They need to bring their
21 hospitals up to par before expanding."

22 This one is from Jane McGurn from McHenry.
23 "Last two stays at Centegra I had to wait in the emergency
24 room for thirteen hours one time and twelve hours the next

1 time before there was a bed available on the upper floors.
2 That isn't pleasant."

3 The next one is from Tom Ryan from Cary.
4 "Hospital care is critical to any community and proximity
5 is many times the difference between life and death.
6 Minutes count. McHenry growth signals need for more care
7 options and more locations."

8 The next one is from Marie Cooper in Cary. "I
9 am looking forward to having a well-respected hospital in
10 my neighborhood. I have used Mercy in Illinois and
11 Wisconsin. I travel to Wisconsin often and like having the
12 opportunity for consistent care."

13 The next one is from John T. Tumblin from
14 Crystal Lake. As a retiree, we need a hospital that is
15 more convenient with a much less travel time in case of
16 life-threatening emergencies. As an individual that has
17 cancer, I need this hospital. Mercy can provide assistance
18 that is needed. Crystal Lake population and the
19 surrounding area needs this hospital."

20 The next one is from Kimberly Przybysz from
21 Woodstock. "I was hospitalized in January 2011 at Centegra
22 Woodstock for a cardiac condition. My care was horrible.
23 It scares me to think this is the only choice my family and
24 I have in the area. Competition will raise the bar for all

1 involved and provide choice, which is so important in our
2 society."

3 The last one is from Elizabeth Gau from
4 Crystal Lake. "Residents of our area deserve access to
5 full hospital services. A new facility in Crystal Lake
6 would bring those services closer than options such as
7 Sherman. It would also bring jobs to our area. Because of
8 these benefits, I think a new hospital in Crystal Lake is a
9 good idea."

10 Thanks for listening.

11 MR. URSO: Thank you.

12 MR. MORADO: Thank you.

13 (Upcoming speakers announced.)

14 MR. GEACH: Good morning. My name is Mark
15 Geach. I'm a resident of Sun City.

16 I received Centegra Health System healthcare
17 services after open heart surgery. I cannot express enough
18 praise for the care provided by Centegra's medical staff.
19 During my rehabilitation the staff went beyond
20 accommodating, talking to me every step of the way, making
21 me feel comfortable during every appointment. It may be
22 that you have to experience the care offered by Centegra
23 before you can truly comprehend how beneficial it is to
24 have a health system that is local. Centegra has a

1 profound base in our community and has provided quality
2 healthcare for decades.

3 As a member of Sun City, it worries me that
4 myself, my neighbors, my loved ones are without a hospital
5 that is an acceptable distance away from Huntley. I cannot
6 understand how the building of Mercy Hospital would fill
7 the gap in our region. Therefore, I'm looking forward to
8 the day when Centegra can build their hospital in Huntley,
9 and I urge the Board to deny Mercy Health System's proposal
10 for the new hospital in Crystal Lake.

11 Thank you.

12 MR. URSO: Thank you.

13 MR. MORADO: Thank you.

14 (Upcoming speakers announced.)

15 MS. JOHNSON: Hello. I'm Francine Johnson,
16 resident of Holiday Hills. Good afternoon. Thank you for
17 allowing me to be present today for such an important
18 decision for our community.

19 The Board is empowered and entrusted with an
20 awesome decision -- to allow a quality healthcare system,
21 Mercy, to build a hospital in the area's busiest and most
22 densely-populated area. Please consider this above all
23 else.

24 A school bus is involved in an accident and

1 several students are injured. Ambulances have to navigate
2 through rush hour traffic to get to the nearest hospital.
3 If Mercy Crystal Lake is present, it could literally save
4 these lives.

5 A 65-year-old grandmother is having a heart
6 attack. The ambulance has to travel through all that
7 traffic in order to reach a hospital. Those minutes could
8 count in saving her life, and if Mercy Crystal Lake is
9 there, she has a much better chance of being saved.

10 I ask you and all the other Board members, let
11 this hospital be built. Thank you.

12 MR. URSO: Thank you.

13 MR. MORADO: Thank you.

14 (Upcoming speakers announced.)

15 MS. LINK: Good morning. My name is Tina
16 Link. I'm the Director of Community Outreach at Sherman
17 Hospital.

18 I also served on the Steering Committee for
19 the 2010 McHenry County Healthy Community Study. The
20 purpose of this study was based on McHenry County
21 demographics, to identify the community's healthcare
22 service needs, with the goal of improving the health of
23 McHenry County residents. Based on the survey tool, if
24 additional inpatient hospital services had been a priority,

1 the Healthy Community Study results would have identified
2 that need. To the contrary, the lead study researcher
3 stated that respondents identified the fact that there are
4 adequate healthcare services available in the area to be
5 one of the most positive characteristics of life in McHenry
6 County.

7 Moreover, there was ample opportunity for
8 respondents to express a need for an additional hospital
9 within the framework of the survey. And while the study
10 was not designed to identify a need for additional dental
11 care or mental health services, based upon the respondents'
12 answers, researchers concluded that greater access to
13 dental and mental health services in McHenry County was
14 highly desired.

15 Simply stated, improved access to hospital
16 care in McHenry County was not identified as a community
17 priority in 2010. With the increased number of uninsured,
18 high healthcare costs were noted as an issue requiring
19 greater attention. As Sherman Hospital's Chief Financial
20 Officer stated in his testimony earlier, increasing
21 hospital bed capacity in an under utilized area will
22 increase health care costs for everyone through higher
23 insurance premiums and taxes. Therefore, a new hospital in
24 the under utilized market is at odds with the community's

1 concern over rising healthcare costs.

2 The primary priorities identified in the
3 McHenry County Study were awareness of available services;
4 two, access to dental care for low income populations;
5 three, access to mental health and substance abuse
6 services; and, four, obesity and nutrition. The proposed
7 Mercy Crystal Lake hospital is not needed to address any of
8 these priorities.

9 In response to Healthy Community findings,
10 Mercy states that it will address some of the findings by,
11 one, establishing a help line that will serve as a free
12 source of information about available health services in
13 the region; two, provide health education and screening
14 activities directed at obesity and nutrition; and, three,
15 establish a low cost transportation service for individuals
16 needing transportation to clinic and hospital appointments.

17 Mercy was invited to join the Steering
18 Committee prior to the initiation of the 2010 study.
19 Although they chose not to participate in the Steering
20 Committee, we applaud their recent decision to attempt to
21 address some of the issues identified in the Healthy
22 Community Study. But none of these initiatives demonstrate
23 the need for a new hospital in McHenry County.

24 In closing, a new hospital is not needed to

1 address any of the priorities identified in the Healthy
2 Community Study. Thank you for your time and
3 consideration. I strongly urge the Health Facilities and
4 Services Review Board to deny approval of Mercy Crystal
5 Lake hospital and Medical Center.

6 MR. URSO: Thank you.

7 MR. MORADO: Thank you.

8 (Upcoming speakers announced.)

9 MS. WHITWELL: I'm Jennifer Whitwell, and I'm
10 a resident of McHenry County who supports Mercy Health
11 System's effort to build a hospital in Crystal Lake. I am
12 here to read several letters from other McHenry County
13 residents who are not here today but also support a
14 hospital in Crystal Lake.

15 First letter is from a Carol Jernigan. "I am
16 now one of the over 65 population. It would put my mind at
17 rest to know a hospital is much closer to our residents in
18 Algonquin. The traffic at best is terrible. This hospital
19 is needed. The wait at NIMC can be long. We had that
20 experience when our neighbor needed treatment. We moved
21 here in 1978. The village has grown to over 30,000, not to
22 mention Lake in the Hills. In 1978, 3 to 4,000 were here.
23 Growth demands this hospital to be built."

24 Next letter is from James Butler in Crystal

1 Lake, Illinois. "I fail to see how, given the rapid growth
2 of the population in southern McHenry County and the
3 coincident aging of the population, the establishment of a
4 competitive, state-of-the-art hospital in Crystal Lake
5 would lead to the dire consequences predicted by Mercy's
6 competitors. Their doomsday scenarios strike me as
7 patently self-serving. Centegra presently holds a virtual
8 monopoly on local hospital services, and if they're
9 approved for a third facility in Huntley, they will have a
10 lock on them here. That does not seem to serve the
11 interests of anyone other than Centegra. The approval of
12 Mercy's Crystal Lake facility would provide a multitude of
13 all too obvious benefits to the residents of our area, not
14 the least of which would be the provision of more
15 convenient and possibly more affordable hospital services.
16 I see no justification for the denial of Mercy's Health
17 System request for this facility. Thank you."

18 The next letter is from Mary Baechle in Cary,
19 Illinois. "I have been very pleased and extremely grateful
20 for the medical care I have access to through Mercy Health
21 System. A local hospital and medical center would be most
22 appreciated and very accessible to those in Cary also."

23 The next letter is from Michael and Victoria
24 Lunebach in Crystal Lake, Illinois. "Crystal Lake needs

1 the additional bed space Mercy's new hospital will provide.

2 I have been denied a room to no beds/rooms available."

3 This letter is from Anne Armbruster in Cary,
4 Illinois. "I feel the need for an additional hospital.
5 Emergency transport time to a hospital; growing population
6 in this area; more seniors. Also, I do not think Centegra
7 should monopolize all of the hospitals in McHenry County."

8 And the last letter is from Kevin Potter in
9 McHenry, Illinois. "Mercy deserves a Crystal Lake hospital
10 and Crystal Lake, Cary and Algonquin deserve a Mercy
11 Hospital."

12 I'm sorry. I have one more. "Crystal Lake is
13 the largest community in McHenry County. With Mercy here,
14 there will be more competition to Centegra. It is a
15 good -- very -- healthcare system." And that was from
16 Joyce Stevenson in Crystal Lake, Illinois.

17 That's it.

18 MR. MORADO: Thank you.

19 MR. URSO: Thank you.

20 MR. MORADO: We're going to take two more
21 speakers before we take a break.

22 (Upcoming speakers announced.)

23 MS. YAO: Hi. I'm Dr. Yvonne Yao. I am an
24 OB/GYN seeing patients in Woodstock and Huntley, and I

1 oppose the Mercy's hospital proposal.

2 I started my practice in this area with Mercy
3 Health System in 2000, and after my experience with Mercy,
4 I do not recommend any Mercy hospital be built in Illinois.
5 I believe Mercy's recent changes to their planned hospital
6 in Crystal Lakes shows the system's lack of commitment to
7 the women of our region. Mercy has reduced the number of
8 labor, delivery and recovery rooms it plans to build, even
9 when that -- even when our state has already established a
10 need for more than Mercy proposes.

11 Why did they do that? Could it be because OB
12 departments in this region often operate at a loss? I care
13 for women and their babies, regardless of their ability to
14 pay. I know that's costly for a not-for-profit healthcare
15 system. Mercy's proposed two labor, delivery and recovery
16 rooms will not meet the region's need for obstetrical care,
17 but they will allow Mercy to direct insured patients to a
18 Mercy facility.

19 I continue to be concerned about Mercy's
20 commitment to provide high-quality patient care as opposed
21 to addressing their bottom line. As a Mercy physician, I
22 pushed for the system to improve the quality of certain
23 services it provided to my patients, and I felt I was
24 ignored when I suggested these changes. I was pressured to

1 use Mercy facilities that provided lesser care than
2 Centegra Health System provided, despite the fact that
3 Mercy services were sometimes less convenient for my
4 patients.

5 I moved my outpatient practice to Centegra in
6 2008, because I trusted Centegra's commitment to my
7 patients and to the women and children of greater McHenry
8 County and Kane counties. If there is a need for a new
9 hospital in our region, I believe that hospital should be
10 built by Centegra Health System, whose long-standing
11 commitment to high-quality healthcare will benefit all of
12 the people of our region. I think we should keep our
13 healthcare dollars in Illinois.

14 Please deny Mercy Healthcare System's request
15 to build a new hospital at Crystal Lake. Thank you.

16 MR. URSO: Thank you.

17 MR. MORADO: Thank you.

18 (Upcoming speaker announced.)

19 MS. FEAR: Good morning. My name is Linda
20 Fear, and I'm a resident of McHenry County who supports
21 Mercy Health System's effort to build a hospital in Crystal
22 Lake. I'm here to read several letters from other McHenry
23 County residents who are not here today but also support a
24 hospital in Crystal Lake.

1 My first letter is from Muriel Markison. "I
2 agree that Mercy's new hospital will provide better access
3 to healthcare services, shorter emergency wait times, a
4 more centralized location for healthcare in one of McHenry
5 County's most densely populated areas, and a more diverse
6 choice in healthcare providers. It is a very large
7 community now and will surely grow larger in the coming
8 years."

9 The next letter is from John Volenec. "I do
10 not want a monopoly of Centegra Hospital in McHenry County.
11 I think it will be good for Crystal Lake and the community.
12 We need it. The other hospitals are overcrowded. Please
13 build Mercy in Crystal Lake."

14 The next letter is from Cheryl Burden of
15 Crystal Lake, Illinois. "Whenever we've had a family
16 member admitted from the ER, there has been a room
17 availability problem. Crystal Lake has always needed a
18 hospital, and I think we're large enough to support one."

19 The next letter is from, Elizabeth Sebesta.
20 "My experiences with Centegra has not been positive. The
21 wait times in the ER have been horrific. Crystal Lake,
22 being the largest city in the county, needs this hospital,
23 and the residents here need more choices."

24 The next letter Berenice Celis of Harvard.

1 "My experience with Mercy Health System has proven to me
2 that they are committed to providing professional and
3 excellent care to my family and me. I believe the
4 community would benefit from a great organization like
5 Mercy."

6 The next letter Irene Cygan of Crystal Lake.
7 Driving to McHenry or Woodstock or Elgin for an emergency
8 is dangerous when a critical need arises. In addition,
9 Centegra holds a monopoly on hospital care. Better care
10 would be likely to result with a little competition."

11 My last letter is from Laura Salata. "We need
12 to have a choice in our healthcare, not a monopoly. I have
13 to drive to Barrington to get the care I deserve, or all
14 the way to Park Ridge. We need someone else besides
15 Centegra. Please help us get the care we deserve."

16 Thank you.

17 MR. URSO: Thank you.

18 We're going to take a break now. We will
19 reconvene at 12:35, so about a half hour from now.

20 (Lunch recess.)

21 (Upcoming speakers announced.)

22 MS. SKELTON: Good afternoon. My name is
23 Shonda Skelton. I'm a resident of McHenry County. I have
24 been one for 32 years. I am here to support the Mercy

1 Crystal Lake hospital. I have several letters here that
2 I'd like to read from residents who also support the
3 hospital. I would like to add, though, that I am surprised
4 and shocked to hear the area hospitals say that they have
5 not been on standby or bypass for the past year. We have
6 had numerous, numerous patients who have said that they
7 have had to wait for a room or wait in the hallway, could
8 not get a room. We have called to admit patients, and they
9 have told us that they do not have rooms available. So I'm
10 really, really surprised how they come up with their
11 numbers. It just doesn't add up in my mind.

12 I have a letter here from Connie Burkey. "I
13 have always found Mercy's staff to be caring professionals.
14 Unlike the other hospitals in the area, I have never had an
15 unpleasant experience with any of the employees at Mercy
16 Hospital. With all of the closings of other establishments
17 in Crystal Lake, it would truly be a blessing to have Mercy
18 here at Crystal Lake."

19 This one is from Cynthia Chesler. "To
20 have a medical hospital close to us would be beneficial and
21 would assure speedier emergency care to give someone a
22 better chance at life. Please consider giving the people
23 of Crystal Lake and Cary that chance to life."

24 This letter is from Joanne Butler. She's

1 from Crystal Lake. "From personal experience, I have
2 waited more than eight hours in the emergency room at
3 Centegra, with my husband, before getting a room. Mercy is
4 truly needed in the area."

5 This is from Deborah Smith, and she's from
6 Cary. "We need a hospital to service the Crystal Lake area
7 that does not require a 45-minute drive."

8 This one is from Warren Smith. He is also
9 from Cary. "As anyone who has tried to get to Good
10 Shepherd, NIMC or Centegra in rush hour can tell you, it is
11 easily a 30 to 45-minute drive, even with sirens."

12 And my last letter is from James Markison.
13 "Crystal Lake needs a hospital to meet the health needs of
14 our community. Other municipalities in the county have
15 hospitals but the largest community has none."

16 I apologize. I have one more. And Susan
17 Kovack. "I moved to Crystal Lake in 1989 when the
18 population was about 18,000. Now over 40,000 residents, it
19 would be beneficial to have a hospital right in town to
20 offer services without a half hour drive. Mercy offers the
21 local area another choice in healthcare."

22 Thank you for your time.

23 MR. URSO: Thank you.

24 (Upcoming speakers announced.)

1 MR. URSO: Can somebody answer a question?

2 What is NIMC? We've heard that several times.

3 UNIDENTIFIED INDIVIDUAL: Northern Illinois
4 Medical Center, and that was the original name of the
5 Centegra McHenry hospital.

6 MR. URSO: Okay. Thank you.

7 MR. CALCAGNO: Hi. My name is Don Calcagno.
8 I'm Vice-President of Quality and Professional Services at
9 Good Shepherd Hospital. I also live in Kane County now,
10 but I grew up in Crystal Lake, which is the reason I'm here
11 today.

12 I know that Mercy is proposing to build a
13 hospital in Crystal Lake, my boyhood home. I was
14 surprised, however, to hear that they had told Review Board
15 members that they were doing so to serve Crystal Lake's
16 diverse and low income population. This struck me as odd.
17 Based on my experience with Crystal Lake, the community
18 seems to be neither economically disadvantaged nor very
19 diverse. I checked facts about Crystal Lake and McHenry
20 County, which I'd like to share with you today to provide a
21 broader perspective on my hometown.

22 McHenry County and Crystal Lake have high
23 median household incomes. First let's focus on McHenry
24 County, which as a whole is one of the most

1 economically-privileged counties in the state. Among the
2 102 Illinois counties, McHenry County has the third highest
3 median household income. You might be thinking, while
4 McHenry County is affluent, perhaps Crystal Lake is a
5 pocket of economic need within McHenry County. Well, I
6 checked. Crystal Lake is one of the most
7 economically-strong communities in the state. The two
8 Crystal Lake zip codes are ranked among the top 10 percent
9 of the Illinois zip code areas, based on median household
10 income statistics from Claritas. In fact, there are many
11 zip code areas in McHenry County that are ranked among the
12 top 10 percent highest median income, two of which are
13 adjacent to Crystal Lake; that's Huntley and Lake in the
14 Hills.

15 Based on what Mercy said in its application, I
16 thought perhaps Crystal Lake was one of the more
17 financially disadvantaged among the McHenry County
18 Communities. My research with Claritas data showed me that
19 the median household income for Crystal Lake was actually
20 higher than the county average and above most zip codes in
21 the county.

22 Crystal Lake is not very diverse. I was
23 curious about Mercy's statements on Crystal Lake's
24 diversity. I now live in Carpentersville in northern Kane

1 County, where it's diverse with 40 percent of the
2 population non-white. In comparison, only 9 percent of
3 Crystal Lake's population is non-white. I learned that
4 McHenry County is 10 percent non-white, which means that
5 Crystal Lake is even less diverse than McHenry County is
6 overall, one of the least racially diverse counties in the
7 state. Since my research showed that Crystal Lake is not
8 economically disadvantaged, even within the economically
9 privileged county, and is not racially diverse, I am now
10 wondering what Mercy means by saying Crystal Lake is an
11 exceptionally diverse community.

12 Why would Mercy close beds at Harvard and open
13 beds at Crystal Lake? I also question why Mercy wants to
14 close beds in its Harvard facility, which has a household
15 median much lower than that in Crystal Lake, and open a
16 hospital in Crystal Lake. So, while I agree there are some
17 economically disadvantaged and diverse households within
18 Crystal Lake, I would not describe Crystal Lake as diverse
19 or financially disadvantaged.

20 Finally, I also want to clarify some points
21 that were mentioned earlier today. One physician and
22 several individuals have stated that they, their parents or
23 family members have had non-OB/GYN patients put on an OB
24 unit due to a lack of beds. Others have also mentioned

1 that patients transferred out due to lack of beds. I don't
2 know where these physicians practice or these patient were
3 admitted, but I can assure you that we at Advocate Good
4 Shepherd do not put non-OB/GYN patients on our OB unit and
5 that we do not transfer patients out due to lack of beds.

6 In summary, my research on the area's
7 demographics does not agree with that provided in Mercy's
8 application and subsequent comments, and this calls into
9 question Mercy's justifications for building a new
10 hospital. It is evident to me that McHenry County Does not
11 need another hospital.

12 Thank you.

13 MR. URSO: Thank you.

14 (Upcoming speakers announced.)

15 MS. VIRGILI: Good afternoon. I'm Robin
16 Virgili. I'm a resident of McHenry County, and I support
17 Mercy Health System's efforts to build a hospital in
18 Crystal Lake. I'm here to read letters from other McHenry
19 County residents who also support a hospital in Crystal
20 Lake.

21 My first letter is from Lanette Schlobohn.
22 "One, all of my doctors are with Mercy. Two, I would like
23 a choice. Having three Centegra's in the county is not
24 having a choice. Three, close proximity to my home.

1 Neither McHenry, Woodstock or Huntley are close to where I
2 live."

3 By Ted Marck. "There are so many people who
4 live in this area and need quality healthcare."

5 Annette Rizzo. "Personal experience. We need
6 another hospital in the area. We have grown so much in the
7 last 10 years. The hospitals in the area can't control the
8 volume of people. Waiting through the ER time is -- from
9 entry until you leave is four to six hours and plus. This
10 has been my personal experience."

11 Gary W. Nelsen. "The location at Route 31 and
12 Three Oaks Road is very accessible."

13 Jacey and Tim Wuhrman. "Having small children
14 and possibly having more, access to a hospital nearby is
15 crucial and will play a factor as to where we will look for
16 a bigger home."

17 Peggy Chamberlain. "As a person in the
18 healthcare field, a veterinarian, I do feel a diverse
19 choice in healthcare providers is important."

20 And finally, from Kathleen Polizzi. "As a
21 chronically-ill patient, there have been times where there
22 were no beds available. We had to drive to Chicago for an
23 emergency. I have been both a Centegra and Mercy patient,
24 and I find the care and efficiency of Mercy to be

1 exceptional."

2 Thank you.

3 MR. URSO: Thank you.

4 I just want to remind some folks that have
5 joined us recently, there are forms that can be filled out
6 if you want to provide testimony, and if you need to fill
7 out a form, just let Cathy know, at my left over here, and
8 we'll make sure you get a form filled out and we'll get you
9 on the agenda.

10 Next.

11 (Upcoming speakers announced.)

12 MR. LORENC: Good afternoon, ladies and
13 gentlemen. My name is Ted Lorenc, and I am an independent
14 internal medicine physician with Congress Internal Medicine
15 Associates.

16 I am opposed to this project for many reasons.
17 I live in Crystal Lake, and my clinic is located only
18 blocks from the proposed Mercy site, and in the 34 years
19 that I've been in practice here, I've never had a problem
20 accessing the three hospitals that I serve. From a
21 healthcare delivery standpoint, I can tell you that this
22 proposed hospital will not serve the county or Crystal
23 Lake.

24 Mercy has stated quite plainly that it would

1 employ most of the physicians at the Mercy Crystal Lake
2 hospital. That means the facility would serve only those
3 inpatients who see a Mercy doctor. Local residents who now
4 see a Centegra or Advocate physician and want to continue
5 to see their own physician would not be able to use this
6 hospital. Likewise, if a local resident currently sees a
7 Mercy doctor on staff at Centegra or Advocate, that patient
8 would be forced to use Mercy Crystal Lake Hospital, whether
9 they like it or not and whether they previously received
10 care at Centegra or Advocate.

11 Centegra's and even Advocate's physician model
12 puts the patient first. Physicians are able to refer
13 patients to the closest hospital, where they can receive
14 quality of care and a level of services that are best
15 suited for them. Care and convenience for the patient are
16 the physician's top priorities.

17 I was surprised to see that Mercy physicians
18 working at Centegra signed referral letters, committing to
19 refer 100 percent of their cases to the proposed Mercy
20 Crystal Lake hospital. That commitment to refer 100
21 percent of the cases has not changed with this new
22 proposal. Patients of Mercy doctors, I think, would be
23 surprised to know that their doctor promised to send them
24 to a Crystal Lake hospital, even if they live in Woodstock

1 or McHenry or Richmond. It seems apparent that Mercy
2 physicians have been told by their corporate leadership
3 that sending volume to the proposed hospital in Crystal
4 Lake will take precedence over patient's place of residence
5 or their medical needs.

6 It is clear that this is all wrong. Mercy's
7 physician model would limit the patient's choice of
8 physician and hospital. I firmly believe that corporate
9 pressure should not guide physicians' decisions. I feel
10 sorry for my Mercy colleagues being put in this very
11 uncomfortable position by their CEO. It's wrong, simply
12 just wrong.

13 The community and our county will not be
14 served well by a Mercy hospital in Crystal Lake. This is
15 not a gift for the community. It is a hostile act which
16 will substantially rob the community. I urge the Review
17 Board to please deny this hospital.

18 Thank you.

19 MR. URSO: Thank you.

20 (Upcoming speakers announced.)

21 MR. DeRAEDT: My name is Paul DeRaedt, and I'm
22 Deputy Chief of the City of Crystal Lake Fire Rescue
23 Department. I'm here today speaking for our chief, James
24 Moore, who could not be here today.

1 Chief Moore wanted the Health Facilities
2 and Services Review Board to know that the Fire and Rescue
3 Department of the City of Crystal Lake wholeheartedly
4 supports the Mercy Crystal Lake application to build a
5 hospital in our city. We support the Mercy project because
6 it will help us to provide the very best care to our
7 citizens.

8 With a hospital in Crystal Lake, our ambulance
9 run times will be cut in half. That saves us time so that
10 our crews can get back into the field and continue to serve
11 our citizens. By reducing our run distances, we're also
12 able to save on costs and money for the City. Most
13 importantly, reducing our run time saves our patients time
14 when seconds count.

15 Our department answers over 3,000 EMS calls a
16 year, and our 61 field-trained and excellent staff need a
17 local hospital's support to help them give our citizens the
18 very best care possible. That is why we support the Mercy
19 Crystal Lake Hospital.

20 MR. MORADO: Thank you.

21 (Upcoming speakers announced.)

22 MR. SHEPLEY: Good afternoon. My name is
23 Aaron Shepley. I've lived a few blocks from here since I
24 got out of the third grade, and I love the community and

1 everything that we stand for here.

2 I'm very thankful for some of the comments
3 that were made, clarifying the record on the economic state
4 of Crystal Lake and what we are as a community. I'm not
5 here today to read anyone else's statements. I'm here to
6 tell you what I believe.

7 We've heard a lot of things today. One of the
8 things that we heard from Mr. Colby early on was basically
9 accusing Centegra of having the audacity of asking for a
10 public hearing and we're trying to thwart competition by
11 requesting this public hearing. Our request for the public
12 hearing has absolutely nothing to do with trying to thwart
13 competition. It has everything to do with making sure that
14 this process is transparent and the public has full
15 knowledge of exactly what the project is they're being
16 presented with.

17 Along those lines, these projects -- these are
18 from 2004. "Federal Probe Mires Mercy". May 10th, 2005,
19 "Feds Allege Hospital Plot". And the Mercy project that
20 we're talking about today was the subject of a Federal
21 indictment and three admitted criminal acts by people that
22 were affiliated with this project. The one thing to bear
23 in mind -- and I think this is really critical -- the
24 project then -- unlike the project that they submitted in

1 December of 2010, the project then was a 70-bed hospital,
2 with 56 med/surg beds, with 10 OB beds, and with 4 ICU
3 beds. The project that they've now presented today is a
4 70-bed hospital, with 56 med/surg beds, with 10 OB beds,
5 and with 4 ICU beds. They are one and the same project.
6 In fact, take a look at their applications. They're
7 virtually identical. Looks like they cut and pasted it
8 from the 2003 one, and they also used the same elevations,
9 et cetera.

10 Mr. Colby, or Mr. Bea through his reader, told
11 us a little bit earlier today about the Shiloh project and
12 how the Health Facilities and Services Review Board
13 approval of that project sets a precedent for this project.
14 Well, I think Mercy needs to learn a little bit about what
15 precedent is. That project is not a precedent for this
16 project, because it's distinctly different. Number one, it
17 wasn't a 70-bed hospital. It was a 94-bed hospital.
18 Number two, it was a hospital that was applied for as a
19 satellite to an existing facility that was five miles away.
20 Moreover, and third and most importantly, on that project,
21 the applicant in that project discontinued a hundred of
22 their beds in exchange for approval of that project. So,
23 that is not precedent for approval of this project. It
24 means nothing to this project.

1 What does mean something to this project is
2 the precedent of the very project that we're here to
3 review. In fact, this project has been reviewed five times
4 before this. It was reviewed twice by State staff; it was
5 reviewed twice by the Planning Board itself; and it was
6 reviewed by Judge Maureen McIntyre after -- when she threw
7 it out. Four out of five times that this project was
8 reviewed, it was squarely rejected, one and the same
9 project, squarely rejected. The fifth time and the one and
10 only time in the world that anyone has ever said yes to
11 this very project was when there was a \$1.5 million bribe
12 associated with it, and even with the \$1.5 million bribe in
13 play, no one ever said it met State standards. In fact,
14 all they said was, "Well, you never know what we're going
15 to do." So, I think that that's the precedent that applies
16 here.

17 Another thing to bear in mind is that, plain
18 and simple, whether you want to take that as precedent or
19 you don't, the fact is it doesn't meet State standards.
20 The State standard requires no less than 100 med/surg beds;
21 they're proposing 56. State standard says that you have to
22 have a minimum of 20 OB beds; they're proposing 10. The
23 State standard says that you will not impact the existing
24 facilities such as drawing them down below State targeted

1 utilization rates; they have submitted attested statements
2 from their doctors, not projecting but promising that they
3 will take about 4,000 cases from existing facilities on an
4 annual basis.

5 MR. MORADO: Please wrap up your comments.

6 MR. SHEPLEY: Will do.

7 The bottom line is that the only precedent
8 here is the precedent that was set when Judge Maureen
9 McIntyre reviewed the project in the lawsuit, and in
10 throwing it out said that their project, this project, was
11 so far at variance with the State's standards, that in
12 approving it, the Board at the time had acted in an
13 arbitrary and capricious manner and against the manifest
14 weight of the evidence. That's the precedence for this
15 project. That's why we're asking this Board to take the
16 same action this time as was taken before and should be
17 rejected.

18 MR. URSO: Thank you.

19 (Upcoming speakers announced.)

20 MS. RIPSCH: Good afternoon. Thank you for
21 hearing me. My name is Sue Ripsch. I am a Vice-President
22 at Mercy Health System, and I have worked for the last 11
23 years in the McHenry County area for Mercy, and I work with
24 physicians, the staff at the clinics, and also at the

1 hospital in Harvard, Illinois, and I want to thank all of
2 the physicians and our partners here in McHenry County for
3 the high level of quality care and exceptional patient
4 service that they deliver, and I just want to be sure that
5 that is put on record, because they are the hard-working
6 people that work in this hospital, and they are Mercy.

7 I would like to talk about in 2004, when Mercy
8 Health Systems assumed the operations and financial
9 responsibility for Harvard Memorial Hospital in Harvard,
10 Illinois. At the time, Harvard Memorial Hospital had
11 reached financial insolvency, and Mercy made the commitment
12 to keep the facility open, to improve the physical plant,
13 and to expand services to the residents of Harvard and the
14 surrounding area. In honoring that commitment to the
15 Harvard area residents in McHenry County, Mercy has
16 injected \$20 million into the facility for improvements in
17 plant and equipment. These improvements have greatly
18 benefited the community and, incidentally, none of these
19 projects met the capital budget threshold.

20 In addition, Mercy's policy is to provide
21 excellent healthcare services to people in the communities
22 Mercy serves, including at the proposed facility in Crystal
23 Lake, and we provide services regardless of anyone's
24 ability to pay. We do not pick and choose who we care for.

1 As has been seen in the city of Harvard, the
2 Town of Crystal Lake, and the surrounding towns, they need
3 a hospital now. Mercy has the financial means and the
4 commitment to meet the needs of the residents of this area.
5 I strongly encourage the Board to approve Mercy's
6 application to build a hospital in Crystal Lake.

7 MR. MORADO: Thank you.

8 MR. URSO: Thank you.

9 (Upcoming speakers announced.)

10 MR. TRAINA: Good afternoon. My name is Terry
11 Traina. I am here today to ask the Board to say no to
12 Mercy Health System's proposed new hospital in Crystal
13 Lake. I am currently recovering from surgery that I had
14 six days ago. I waited five hours for the opportunity to
15 speak to you, because I feel so strongly about this.

16 Unfortunately, I know a little bit about the
17 need for immediate access to high quality healthcare. On
18 February 9th of 2011, I called 911 because I thought I was
19 suffering from a kidney stone. When the paramedics
20 arrived, I had already gone unconscious. They called the
21 Police Department because they had to get in my house.
22 Their exceptional skills led them to immediately recognize
23 it was much more serious than just a kidney stone. I was
24 rushed to the nearby emergency facility for life-saving

1 care. High-quality and medical imaging services in the ER
2 department determined that what I was suffering from was a
3 ruptured abdominal aortic aneurysm.

4 Dr. Richard Lind performed the surgery on me
5 and saved my life. I spent more than five weeks in a coma
6 in the Intensive Care Unit at Centegra, and I had 24-hour,
7 one-on-one care with the nursing station in my room. My
8 family members were treated like royalty by the staff. I
9 survived a number of heart attacks, strokes, and kidney
10 failure while I was in that hospital. My kids said the
11 nurses would sit by my bed, hold my hand and talk to me.
12 Those nurses, I believe, are the reason I am still alive
13 today. I am alive because I had access and received the
14 phenomenal care at Centegra Health System.

15 The medical staff at Centegra Hospital McHenry
16 and the therapists at the neuro rehabilitation center
17 helped me recover from my illness that kills 95 percent of
18 the people who have it. As an emergency medical system
19 resource hospital, Centegra also helped train the emergency
20 medical staff that recognized what was going on with me and
21 saved my life.

22 I've heard people talk about five minutes to
23 get to the hospitals. I had 30 seconds with somebody who
24 recognized that I was dying. Regardless of traffic, that

1 man was trained by the staff at Centegra. So, when -- a
2 lot of people talk about time, but I think the time also is
3 important when it comes down to the quality of the people
4 that are there. They recognized the issues, and they can
5 expedite and save people's lives.

6 That is why I stand here today to ask you to
7 remember the people of southern McHenry County and northern
8 Kane County who need improved access to Centegra's
9 top-notch care. The people of Huntley and its surrounding
10 communities deserve the same access to care that saved my
11 life, and I ask the Board to keep that in mind when it
12 comes to Mercy's proposed Crystal Lake hospital. Please
13 deny the request. Thank you.

14 MR. URSO: Thank you.

15 (Upcoming speakers announced.)

16 MR. TOPINKA: Good afternoon. My name is
17 Ralph Topinka. I'm Vice-President and General Counsel at
18 Mercy Health System, and first I'd like to thank all of you
19 for your service today.

20 What kind of organization is Mercy? We heard
21 a little bit about it this morning from the patient who
22 told you that we worked with her to make sure her husband
23 had affordable surgery. We've been a top employer under
24 AARP's criteria for workers over 50 for many years. That's

1 a concept near and dear to my heart. We're a top 100
2 Working Mothers' employer. We've gotten top achieving
3 awards from national organizations, and in 2008 the
4 National Malcolm Baldrige award was awarded to us by the
5 President of the United States. The National Baldrige
6 award is to an organization for excellence. And in the
7 process of doing that, our integrity was vetted at the
8 highest levels in this country. I mention that because
9 Mr. Lawler and Mr. Shepley want to bring up events from six
10 and seven years ago, as if they have something to do with
11 this application, and they repeat the shameful innuendo
12 that they said at the last hearing. Mr. Lawler talked
13 about accountability and who should be accountable for
14 things that occurred back then. Well, the government
15 agency responsible for accountability has already rendered
16 its conclusion. The conclusion was clear, and they know
17 this. Neither Mercy nor any of its employees were accused
18 by any governmental authority of any wrongdoing. Neither
19 Mercy or any of its employees were accused by any
20 governmental authority of any wrongdoing, and Mercy
21 cooperated fully with that investigation seven years ago.

22 Mr. Lawler should know something about what it
23 means to cooperate in an investigation. His former
24 partner, Centegra's lawyer, was given immunity for his

1 testimony and cooperation. So we know how that can happen
2 with folks. None of our folks, by the way, were given
3 immunity. So let's just put that to rest.

4 This application is submitted to you by the
5 best and most caring people I've had the pleasure of
6 working with, and I've been in healthcare at Mercy and
7 other places for more than 30 years. Our project is the
8 right project at the right place and the right time. We
9 ask that you endorse it.

10 Thank you.

11 MR. URSO: Thank you.

12 MR. MORADO: Thank you.

13 (Upcoming speakers announced.)

14 MS. MONJE: Good afternoon. I'm Marile Monje,
15 a Board-certified internal medicine physician with the
16 Centegra Crystal Lake branch.

17 A few years ago, I left Mercy Health System in
18 search of an employer who would allow me to give my
19 patients the best medical care. I became concerned when
20 the system started pressuring me to do things that I
21 considered against the best interests of my patients. I
22 always thought and believed that my job as a physician is
23 to assure my patients the best facilities and physicians
24 available. It is a philosophy that I myself would follow

1 if I were in their case, and that's why, even while at
2 Mercy, I referred my patients to Centegra.

3 As a currently-practicing physician in Crystal
4 Lake, it is my humble opinion that hospitals in Woodstock
5 and McHenry are fully able to supply the needs of the
6 residents of northern McHenry County and, therefore,
7 precludes the need for a third hospital. It is also my
8 humble opinion that such need or such service is needed in
9 the southern McHenry County and northern Kane County. I,
10 therefore, respectfully urge the Board, Illinois Health
11 Facilities and Services Review Board, approve the
12 application of Centegra for Certificate of Need to build a
13 hospital in Huntley, Illinois.

14 Thank you for allowing me to give you my
15 perspective in this case.

16 MR. URSO: Thank you.

17 MR. MORADO: Thank you.

18 (Upcoming speakers announced.)

19 MS. JOHNS: Hi. Good afternoon. My name is
20 Valerie Johns. I am a resident of McHenry County who
21 supports Mercy Health System's effort to build a hospital
22 in Crystal Lake. I'm here to read several letters from
23 other McHenry County residents who are not here today but
24 also support a hospital in Crystal Lake.

1 Letter number one is from Donald and Renee
2 Bartholomew. "With an increase in population, there is an
3 increased need for another hospital. My husband was taken
4 to Good Shepherd because of no available rooms at NIMC and
5 Memorial. Other times he was admitted and placed in a
6 hallway because of no beds being available. Also, long
7 wait times for emergency care is outrageous."

8 This is from Jennifer Meyer of Cary, Illinois.
9 "As a person with epilepsy who has grand mal seizures, it
10 would be reassuring to my husband, daughter and I to know
11 that a hospital is just 5 minutes away. There is always
12 concern that the normal route we or the ambulance take to
13 the hospital, Advocate in Barrington, along with other Cary
14 residents will get clogged on Route 14 over the bridge,
15 leaving someone's life at stake due to traffic. Please,
16 please approve this hospital."

17 This is from Haig Haleblian. "Mercy is
18 shovel-ready. Centegra two years out. Crystal Lake is the
19 population center and will be for some time, if not always,
20 and doesn't have a proper hospital. Insane. I for one
21 will continue my healthcare at Northwestern Chicago if this
22 hospital isn't built. I'm not traveling to Barrington or,
23 God forbid, McHenry. NIMC has a horrible reputation. Not
24 on my death bed, bleeding to death, would I go to NIMC."

1 This is from Karin Kretschmer in Crystal Lake,
2 Illinois. "I truly believe that a hospital in Crystal Lake
3 is a necessity. Growing population, greater number of
4 young families, et cetera, causes this to be necessary.
5 Adding an asset like a hospital will make Crystal Lake even
6 more attractive to new business, which is vital to our
7 community."

8 This is from Michael Peterson, Village of
9 Lakewood. "Competition is good for the patient. It keeps
10 quality up and complacency down. It keeps people on their
11 toes and organizations striving to be better at caring for
12 the health of their community. Accessibility of care by
13 location and minimal wait times is essential to achieve
14 desired outcomes. Monopolies historically fail to provide
15 the highest quality of service, because they don't have to.
16 Mercy Health System has improved the healthcare delivery in
17 McHenry County, not only by what it has provided but by
18 what it has influenced Centegra to do in order to compete
19 for its share of the healthcare business. Keep the
20 competition going. Make them all be the best that they
21 can."

22 This is from Deb Morley in McHenry, Illinois.
23 "The wait times at the McHenry Hospital are so long. Beds
24 available are very limited. Another hospital in the area

1 would better serve the community. Crystal Lake has a huge
2 population and would be able to support it without a
3 problem. Patient care should be number one."

4 MR. MORADO: Please wrap up your comments.

5 MS. JOHNS: Okay. Last one.

6 "I kindly request that you approve the
7 requested Certificate of Need for the Mercy Crystal Lake
8 Hospital and Medical Center to expand the healthcare
9 options available to local community members like myself.
10 I believe this project is both necessary and in the best
11 interests of our community. Competition makes all parties
12 provide either better services or prices -- a fact of
13 economics. Centegra did not propose a new hospital until
14 after Mercy proposed a new hospital a few years ago. Mercy
15 foresaw the need in Crystal Lake, Algonquin, Lake in the
16 Hills area years ago. Crystal Lake is the largest
17 municipality in McHenry County and has been under served
18 for healthcare all these years. The proposed Mercy
19 Hospital would serve the highest population density area of
20 the county. Mercy can be up and running, provided needed
21 services and jobs, quicker than what is proposed by
22 Centegra. Major roads near the proposed Mercy facility
23 provide easier access to all of the county. The proposed
24 Mercy location will still be accessible from Huntley and

1 the surrounding communities." Lawrence Johnson, Holiday
2 Hills.

3 Thank you.

4 MR. URSO: Thank you.

5 MR. MORADO: Thank you.

6 (Upcoming speakers announced.)

7 MS. WERMES: Good afternoon. My name is
8 Rowena Wermes. I'm a Project Manager and Strategic Planner
9 with Centegra Health System.

10 Anyone familiar with CON applications and has
11 reviewed Mercy's Crystal Lake CON can tell you it is one of
12 the shoddiest applications ever filed with the State Board.
13 We discussed its contradictions, inaccurate data -- and the
14 list goes on and on -- at the last public hearing. This
15 modified application is actually worse than their 2010
16 submission. It's similar to the one filed in 2003, which
17 one State Board member described then as a terrible job.
18 Let's not forget that application was overturned by the
19 Circuit Court.

20 I've been with Centegra long enough to have
21 been part of the team that reviewed the 2003 application,
22 and let me tell you, the similarity of the modified
23 application as to the one submitted in 2003 is striking.
24 The departments, the number of rooms, and the square

1 footage remains the same in this modification as in 2003,
2 even though the CON square footage standards have increased
3 significantly since 2003. Mercy could have submitted a CON
4 application with more square footage with updated standards
5 for an identical program, but they put in no additional
6 effort and simply neglected to do that. Having personally
7 reviewed all three applications, from a rules perspective
8 its clear to me that Mercy replaced its current application
9 with its 2003 and only updated the costs.

10 To further that point, this modification
11 reduces the number of operating rooms from 20 in 2010 to 4
12 in 2011, which was the same in 2003. What's the reason
13 behind that? This modification also reduces the number of
14 ED stations from 13 in 2010 to 10 in 2011, the same in
15 2003. And given that Mercy qualifies -- and you've heard
16 many testimonies today that the hospital proposal is needed
17 because of available emergency care -- then why would you
18 reduce the number of ED stations that they originally
19 proposed? Isn't this further proof that Mercy really wants
20 to build the project that they submitted in 2003, the one
21 that was overturned by the courts?

22 Beyond the legality of the application itself,
23 Mercy's justification for the new hospital is just plain
24 invalid. Why? They rely on physician referral numbers,

1 and they are overstated. The information Mercy provided
2 exceed the number of actual patients admitted to Centegra
3 hospitals. Some of these cases just didn't exist, and we
4 can see that by comparing physician referrals Mercy
5 provided with figures from COMPdata, which is the
6 definitive source of inpatient data in Illinois, COMPdata
7 is right and Mercy is wrong.

8 In addition, a couple of those physicians
9 didn't even sign the referral letters and Mercy still
10 counted those cases in their justification.

11 MR. MORADO: Please wrap up your comments.

12 MS. WERMES: Thank you.

13 In summary, Mercy's 2010 application was just
14 sloppy. This modified application goes a few steps further
15 and is not only sloppy but uses invalid reasoning and, like
16 the 2003 application before it, could not stand up in
17 court. Plain and simple, if the Board follows its own
18 rules, this application cannot possibly be approved.

19 Thank you.

20 MR. MORADO: Thank you.

21 (Upcoming speakers announced.)

22 MS. BORTNER: Hi. Thank you for the
23 opportunity to address the Board today. My name is Barb
24 Bortner, and I am Vice-President of Marketing and Public

1 Relations for Mercy Health System.

2 As part of Mercy's mission of providing
3 exceptional healthcare services resulting in healing in the
4 broadest sense, we are inspired to improve the health and
5 well-being of the communities we serve. Our overall
6 commitment to the communities has always been to make
7 quality healthcare convenient for our patients and
8 consumers by bringing care and services close to where they
9 live and work. Mercy did just that when we opened our
10 first Illinois facility, Mercy Harvard Medical Center, in
11 1996. Since then we have demonstrated this commitment time
12 and time again by opening an additional 16 Illinois
13 facilities that conveniently provide over 60 specialty
14 services, so that area residents don't need to travel far
15 from home to receive quality care.

16 Our Crystal Lake hospital proposal represents
17 this commitment to the community of Crystal Lake. We are
18 proposing this hospital because of feedback we have
19 received from thousands of area residents who want more
20 convenient access to services, as well as choice of
21 healthcare providers. In addition to providing exceptional
22 care, we take pride in reaching out to McHenry County by
23 providing tangible ways to improve the health of our
24 communities. Through scholarships, we help college

1 students get the education they need for careers in the
2 medical field. Through local races and walks, we help
3 people become active while also raising money for local,
4 non-profit organizations or for health research. Through
5 health fairs, we educate people on important topics and
6 teach them how to lead healthier lives.

7 We have provided over 5,000 free screenings,
8 health classes, physician presentations, and wellness
9 talks, and have participated in more than 1,000 community
10 events in McHenry County alone. Whether large or small, we
11 make it our duty to always stretch ourselves further to
12 provide new and innovative outreach events and screenings
13 to make McHenry County healthier. Mercy is truly committed
14 to doing whatever it takes to make sure McHenry County is
15 taken care of and strong.

16 Last year alone, we provided \$38 million in
17 uncompensated care in free services, and this commitment
18 will grow as Mercy grows. We will continue to work hard,
19 because we want to make McHenry County residents as healthy
20 as possible.

21 I have worked at Mercy for over 20 years, and
22 anyone would agree that Mercy has an incredible track
23 record of not only providing exceptional medical care but
24 also participating in community events, sponsorships, and

1 volunteerism. It would be an honor and privilege to
2 enhance our services so we can reach out even further in
3 the years and decades to come through the proposed Mercy
4 Crystal Lake Hospital and Medical Center.

5 I also just want to say that this. There are
6 a couple of comments that have been very upsetting. Aaron
7 Shepley spoke about transparency and that, in fact, he is
8 here to really help the public fully understand the Mercy
9 project. I just find it odd that Aaron Shepley has never
10 introduced himself as the Mayor of Crystal Lake and a
11 Vice-President of Centegra, to disclose that to the people
12 in any of the hearings that he has spoke, and I also find
13 it odd that Dr. Lorenç introduced himself as an independent
14 physician but neglected to say that he is also the Medical
15 Director of Centegra. This is really lack of transparency,
16 in my opinion.

17 Thank you.

18 (Upcoming speakers announced.)

19 MS. PRIESTER: Good afternoon. My name is
20 Christine Priester. I'm the Director of Marketing and
21 Public Relations of Sherman Health Elgin, Illinois.

22 There are numerous and immeasurable reasons
23 why a new hospital is not needed in McHenry County, and let
24 me reiterate them on behalf of the hospitals in opposition.

1 Mercy's new hospital and new hospital proposal
2 is now for a smaller hospital. This violates CON Board
3 standards, and it will still involve a substantial shift of
4 volume, 4,000 discharges from other area hospitals. And a
5 small hospital in the metropolitan area is not well suited
6 to meet community needs. We need to effectively utilize
7 existing hospital resources rather than duplicate them.

8 Although patients choose to travel to
9 hospitals outside McHenry County, this does not mean
10 out-migration is a problem that must be addressed by a new
11 hospital, which would only exacerbate the utilization issue
12 and excess capacity that exists.

13 Healthcare reform is changing the delivery of
14 healthcare by focusing on value rather than volume of care.
15 Innovative models will continue to reduce inpatient
16 utilization. Healthcare reform's focus on improving the
17 management of chronic conditions and expanding the
18 provision of services in an outpatient setting will
19 continue to reduce inpatient utilization.

20 81 percent of the population in Mercy's
21 proposed service area is within 15 minutes of a hospital
22 with sufficient capacity. In fact, I am of that 81
23 percent. I'm a resident of McHenry County, and I believe I
24 am well served by many hospitals. In fact, Sherman

1 Hospital recently has had well over 50 to 75 beds available
2 every day. This project will be wasteful and negatively
3 impact the safety net by pulling volume away from area
4 hospitals. This duplication in services will impair
5 Sherman's ability to fund costly, yet vital, services to
6 those who need it most.

7 The recent public health survey, reviewing
8 healthcare resources in McHenry County, did not identify
9 improved access to hospital care in McHenry County as a
10 community priority. This is consistent with our analysis.
11 Simply put, changes in hospital use rates do not warrant a
12 new hospital. By contrast, the study cited the increased
13 number of uninsured and high healthcare costs as issues
14 requiring greater attention. Increasing hospital bed
15 capacity where there are under utilized hospitals will
16 increase healthcare costs for everyone and create higher
17 insurance premiums and tax and budget deficit issues.

18 Existing emergency services provide ample
19 access for McHenry County residents. The existing area
20 hospitals do not have a bypass problem, as you saw before,
21 and have collectively and individually been able to serve
22 emergency patients nearly 100 percent of the time.

23 The new hospital will also adversely impact
24 the healthcare job market. It will reallocate the limited

1 healthcare work force among more hospitals and exacerbate
2 the healthcare worker shortage that exists now. To the
3 extent services and staff are duplicated, this will
4 increase the costs of healthcare for McHenry County
5 residents. Area providers would be forced to rely heavily
6 on more costly staffing models, including the use of nurse
7 staffing agencies and overtime staffing.

8 The underlying basis for this new hospital
9 proposal is that it is Mercy's private interest to endeavor
10 to develop a more significant hospital presence and
11 inpatient market share in Illinois. It is not warranted
12 based on community need, and as stewards of the State's
13 healthcare resources, we urge the CON Board members to
14 stand by their decision in June and to reject both new
15 hospital proposals.

16 Thank you.

17 MR. MORADO: Thank you.

18 (Upcoming speakers announced.)

19 MR. GRIKIS: My name is Linas Grikis, and I'm
20 a lawyer with McDermott, Will and Emery, attorneys for
21 Mercy.

22 There has been a lot of discussion today
23 regarding modification Mercy made to its hospital project,
24 and because of this and some of the negative aspersions our

1 competitor has sought to cast on Mercy, the Mercy project
2 and the modification, I think it's important to take a
3 second -- or three minutes -- to set the record straight
4 and summarize the impressive and intensive evaluation the
5 Mercy team undertook in connection with the modification.
6 Specifically, as we previously discussed with Board staff
7 and legal counsel, Mercy is committed to responsible health
8 planning for the residents of McHenry County. Following
9 the June 28th Board meeting, where both the Mercy project
10 and the Centegra project received an intent to deny,
11 Mercy's leadership agreed to re-examine all facets of the
12 project. More importantly, Mercy and its leadership came
13 prepared to listen carefully to the concerns and comments
14 that the Board had for both the Mercy project as well as
15 the Centegra project.

16 It began before the Board even considered the
17 project, when Mr. Carvalho of the Department of Public
18 Health stated that bed need in McHenry County would not be
19 as robust as previously predicted. We'd like to remind
20 you, however, that the revised figures provided by
21 Mr. Carvalho still show a demonstrated bed need in Planning
22 Area A-10. It ended late in the day, when the Board
23 approved the 94-bed hospital in Shiloh, Illinois. The
24 Shiloh hospital contained a bed compliment of 94 beds,

1 which is less than the 100 beds required by Board rules
2 and, unlike Planning Area A-10 which has a calculated bed
3 need, the Shiloh planning area had a tremendous bed
4 surplus. So, when Mr. Shepley talks about the Shiloh
5 applicant giving up beds, what he didn't tell you is, even
6 with the beds that they gave up, the planning area was
7 tremendously over bedded. As is stated, the Board approved
8 the Shiloh project without issue on this point.

9 Mercy does not believe the Board's approval of
10 the Shiloh project amounts to a direct attack on the Board
11 rules or a referendum on the reasonableness and validity of
12 the Review Board's adopted criteria, a position that
13 Centegra appears to be advancing. Rather, Mercy supports
14 the Board's approval of the Shiloh project and believes it
15 was appropriate. Courtney Avery, the Board's
16 Administrator, was, in fact, correct to state in the
17 Chicago Tribune that the 100-bed rule is, quote, stronger
18 than a guideline but Board members do have the authority to
19 approve it, "it" being a project less than 100 beds. So,
20 Mr. Shepley can talk about precedent all he wants, but the
21 bottom line is the Board has the authority to approve
22 hospital projects with less than 100 beds.

23 Mercy's leadership team determined at that
24 point that in the spirit of the health planning and cost

1 containment purposes espoused by the Illinois Health
2 Facilities Planning Act, the most efficient and effective
3 use of scarce healthcare resources was to build a smaller
4 hospital, like the Shiloh hospital project, in Crystal
5 Lake. As we previously discussed, a smaller hospital
6 project proposed in the modification would be large enough
7 to service the healthcare needs of McHenry County
8 residents, yet would cost \$85 million less than Mercy's
9 original project and, astonishingly, \$118 million less than
10 Centegra's project.

11 Mercy's modification is a reasoned, well
12 thought-out response that addresses both the needs of the
13 community and the concerns stated by the Board. It was
14 against this backdrop outlined above that Mercy proposed a
15 modification. As Mercy's CEO and President stated in his
16 letter which was read earlier, we stand here today excited
17 and pleased to have had the opportunity to explain to the
18 public, once again, the tremendous merits of the Crystal
19 Lake project and the responsible health planning and
20 development that Mercy has put into its modification.

21 Thank you.

22 MR. MORADO: Thank you.

23 (Upcoming speakers announced.)

24 MR. TURK: My name is Howard Turk.

1 As I sit here today, hearing so many people
2 talk about the word "need" in McHenry County, I'm wondering
3 how many of you can really put faces on the numbers of
4 people who need better access to healthcare. Well, I'm
5 here to show you what we look like. I am a resident of Sun
6 City in Huntley, and about a year ago, I needed a hospital
7 close to home. I was experiencing chest pains and
8 shortness of breath, and when the pain became severe and
9 excruciating, I made a decision to go to the hospital. At
10 that moment, I knew it would take about 10 minutes for the
11 ambulance to get to me and then an additional 20 to 30
12 minutes to get to Sherman, which to me meant life or death.
13 I decided to have my wife drive me, and we made our way to
14 Sherman, where I was treated for pleurisy, an illness in
15 the lung tissue. The preliminary symptoms of this are
16 compared to that of a heart attack. I sit back and look at
17 my emergency situation, knowing that if I really did suffer
18 a heart attack, the chances might have been that I would
19 not be standing here today.

20 I am afraid that situation will not change if
21 you approve a hospital in Crystal Lake. Crystal Lake is a
22 fine town, but it is not the community that needs better
23 access to hospital care. Huntley is. Many of my friends
24 in Sun City have Centegra doctors, and when a health issue

1 takes place, as it did for me, we are taken to Sherman,
2 where our primary doctor is not available. We don't even
3 have the option of being taken to a Centegra hospital.

4 The people of Huntley need a new hospital, and
5 we want Centegra's presence, doctors and medical equipment,
6 because Centegra has already shown us that it cares about
7 our community. I ask the Board to please deny Mercy's
8 proposed hospital and please approve Centegra hospital in
9 Huntley.

10 Thank you.

11 MR. MORADO: Thank you.

12 (Upcoming speakers announced.)

13 MR. STEIN: I'm Sanford Stein. I'm an
14 attorney with the Chicago office of Quarles and Brady; also
15 a resident of Lake County. We are in support of Mercy's
16 application.

17 I want to address some of the arguments we've
18 heard today. One I find interesting is that somehow Mercy
19 is going to export all of this money that it's going to be
20 making to Wisconsin. That's really not right at all.
21 That's saying we don't want Belvidere in Boone County or
22 the Ford plant in Michigan. \$150 million investment, a
23 thousand jobs by Mercy in Illinois, sounds like a good
24 start.

1 We've heard arguments that it's a form of
2 self-protectionism by some of the other providers, they'll
3 lose market share, they'll lose money. Here's what I find
4 interesting. If they're close enough to Crystal Lake, the
5 Crystal Lake residents should be happy. They are this many
6 miles or that many miles from Crystal Lake. How many miles
7 is the Mercy Crystal Lake facility from Crystal Lake? It's
8 in Crystal Lake, and that's what you've heard from Crystal
9 Lake residents. They want a hospital in Crystal Lake.

10 Then we've heard that there are unused beds in
11 other facilities, so they want to deny proximate need of
12 care in Crystal Lake for Crystal Lake residents. I don't
13 understand these arguments.

14 But here's what I understand the least. I
15 don't understand the need to or desire to continue to
16 sensationalize old and tired information about past events
17 that do not address the relevant facts before this body,
18 the questions -- pardon -- the relevant questions before
19 this body, the question being the need for a new facility
20 in Crystal Lake. The citizens of Illinois were shocked and
21 shamed by the events of the previous administration, but
22 just as there were unknowing public officials in that
23 situation, Mercy officials were also unknowing. They were
24 not co-conspirators, as some here would have you believe.

1 And as has been exhaustively demonstrated, all of the
2 findings point elsewhere, not to Mercy. So, please, let's
3 be done with the innuendo and the mud slinging.

4 But one more thing. In the testimony this
5 morning, I think it was Mr. Lawler brushed aside the
6 Malcolm Baldrige Award, the highest award given based on
7 service and integrity. It's awarded by the President of
8 the United States after a rigorous competition and an
9 exhaustive investigation by the Department of Commerce and
10 the Department of Justice. You've heard today from many
11 citizens and many hospital groups: Centegra, Good
12 Shepherd, Sherman, Mercy. Which was the one awarded the
13 Malcolm Baldrige award? Which was the one that stood in
14 the White House with the President to receive the highest
15 honor for service and integrity that our country can offer?
16 Which one? Mercy. Mercy is the one. Please approve their
17 application.

18 MR. URSO: Thank you.

19 MR. MORADO: Thank you.

20 (Upcoming speakers announced.)

21 MS. CUMPATA: Hello. My name is Pam Cumpata,
22 and I serve as the President of the McHenry County Economic
23 Development Corporation.

24 Our mission is to promote and enhance the

1 economic health of McHenry County through the retention,
2 expansion and attraction of commerce and industry. We do
3 all of this to be conducive to the optimal quality of life
4 for our area citizens.

5 Earlier this year, the MCEDC Board of
6 Directors considered both proposals and chose to provide a
7 letter of support for Centegra's site in Huntley. The
8 simplest explanation is this: We believe Centegra Huntley
9 will enhance the economic well-being of McHenry County.

10 While McHenry County has experienced
11 significant population growth since 2000, the Huntley
12 community has led the way with an annual rate of 19.1
13 percent between 2000 and 2008, according to the 2008
14 Special Census. In total, that is more than a 300 percent
15 increase since 2000. Most recently, the Illinois
16 Department of Transportation announced that the
17 long-awaited interchange project at I-90 in Huntley will
18 begin in the spring of 2012. This massive project is not
19 just a means of improving our roadway infrastructure; it's
20 the catalyst for the future. It has never been more clear
21 that the growth the region and the county has been
22 experiencing is long-term.

23 Given the residential growth, the commercial
24 development, and development in that corridor in the

1 future, the Centegra site in Huntley received the support
2 of the MCEDC Board of Directors.

3 Thank you.

4 MR. URSO: Thank you.

5 MR. MORADO: Thank you.

6 MR. SUPERNAW: My name is Bill Supernaw. I'm
7 here to read some letters of support for the Mercy Crystal
8 Lake hospital.

9 From Valerie Werderitch. "I've lived in
10 Crystal Lake for 32 years. Have always needed a hospital."

11 From Vic Khanna, Woodstock. "Centegra has a
12 monopoly currently on hospitals. This is proving to be bad
13 for costs, patient choice, provider bullying."

14 Carol Wagner of Woodstock. She writes, "I
15 recently took my daughter to the Woodstock immediate care
16 on her lunch hour and was so very impressed that from the
17 time she walked in to her discharge, with medication in
18 hand, labs completed, and examined, 45 minutes. Never has
19 this been the case at Centegra or any other health system.
20 Kindness, courtesy and efficiency are how I would describe
21 everyone we encountered."

22 Thomas Daly, Jr. of Crystal Lake writes, "The
23 need for healthcare is growing everywhere. With Crystal
24 Lake and surrounding area's aging population, it only makes

1 sense to approve this hospital. As a professional in the
2 healthcare industry, I'd love to have this integrated,
3 high-tech hospital in my own hometown."

4 Mary Messamore from Wonder Lake. "To Whom it
5 May Concern: I'm writing to express my strong support for
6 Mercy health system's proposed Mercy Crystal Lake Hospital
7 and Medical Center project to be located at the
8 intersection of Route 31 and Three Oaks Road. I believe
9 Mercy's new medical center will provide better access to
10 healthcare services, shorter ER wait times, a centralized
11 location for healthcare in McHenry County's most densely
12 populated area, and a diverse choice in healthcare
13 providers. I kindly request that you approve the requested
14 Certificate of Need for the Mercy Crystal Lake Hospital
15 Medical Center to expand the healthcare options available
16 to local community members like myself. I believe the
17 project is both necessary and in the best interests of the
18 community. Thank you in advance for your consideration.
19 PS, I had to wait 18 hours in ER department because no
20 rooms were available at NIMC. Please do this soon."

21 MR. URSO: Thank you.

22 (Upcoming speakers announced.)

23 MR. O'GRADY: Good afternoon. My name is Tim
24 O'Grady, and I want to share how Centegra Health Systems

1 changed my life.

2 I was brought to Centegra's Behavioral Health
3 Department and received care that honestly and truly saved
4 my life. Without access to the care I received, I believe
5 I would not be standing here today, telling you how
6 important behavioral health services are to McHenry County.

7 The team at Centegra took care of me, made me
8 to see life is worth living, and, most importantly, never
9 gave up on me. I was diagnosed with Bipolar II Disorder,
10 which helped me begin my journey to recovery. Through
11 group sessions, activities, counseling and the ability to
12 talk to other patients, I learned my battle was not unique
13 to me. There are others like me, and I believed recovery
14 was possible, something I never thought before receiving
15 care at Centegra.

16 I want to repeat, there are others like me in
17 the Centegra program. As much as this made me realize I
18 was not alone, it has a very important role in today's
19 hearing. In Mercy's proposed hospital, there is no sign of
20 any behavioral health services. I understand how important
21 any hospital -- how important any hospital is for our
22 community, but providing mental health services is beyond
23 necessary, especially today.

24 If you look around the room, I know many of us

1 know someone who has suffered or is suffering currently
2 with a mental illness. Not only are the genetics playing a
3 role in mental health issues, but now other factors as
4 well, such as the economy, for example, are affecting our
5 lives. For this kind of illness, special care is needed,
6 which is something Mercy hasn't addressed and doesn't plan
7 to either.

8 Our community needs services to help the
9 mentally ill. I ask that you consider my experience at
10 Centegra and how Centegra served to save my life. Build a
11 hospital and save a life, both physically and mentally. I
12 thank the entire Centegra staff for their professionalism,
13 compassion, competency and outstanding service, and I thank
14 the Board for hearing my comments.

15 MR. URSO: Thank you.

16 MR. MORADO: Thank you.

17 (Upcoming speakers announced.)

18 MR. COOK: Good afternoon. My name is John
19 Cook. I'm Chief Financial Officer of Mercy Health System.
20 And thank you for offering the time to make comments on the
21 project that we have in front of the Board today.

22 Mercy has the financial resources to
23 successfully complete the Crystal Lake project and the
24 operational expertise to reduce the risks inherent with

1 constructing and operating a new hospital. New hospital
2 projects carry risks which can materially affect the
3 outcome of the project. Providers with strong
4 profitability and liquidity are in the best position to
5 succeed, according to studies by Standard and Poors. These
6 risk include managing construction costs and timetable,
7 efficiently transitioning patients to the new facility, and
8 meeting proforma revenue and expense expectations.

9 Mercy has a proven track record of strong
10 operations that will mitigate the risks with the
11 construction of the new hospital. Over the last five
12 years, Mercy has consistently performed favorably compared
13 to other A-rated healthcare organizations. Operating
14 income was over \$19 million last fiscal year, fiscal year
15 2011 was over \$19 million, which represents a 4 percent
16 operating margin. Cash liquidity was over 183 days cash on
17 hand. The capacity to take on new debt improved with a
18 debt service coverage ratio of over 4.4. Long-term debt
19 was less than 37 percent of net assets.

20 On a historical proforma basis, Mercy will be
21 able to take on the burden of interest and depreciation
22 related to the new project and maintain a positive
23 operating income into the future. Mercy will maintain its
24 A-2 rating from Moody's and access the capital needed to

1 complete the Crystal Lake project as well as provide the
2 capital needed to maintain the highest level of healthcare
3 to the people of Crystal Lake in the future.

4 Thank you.

5 MR. MORADO: Thank you.

6 (Upcoming speakers announced.)

7 MR. ZANCK: Good afternoon. My name is Tom
8 Zanck. Thank you for the opportunity to visit with you
9 today.

10 In the past, Mercy Health Systems has often
11 used the word in these hearings "monopoly" to refer to
12 other health systems in this region. I have had experience
13 of being at Centegra's two hospitals in McHenry County on
14 numerous occasions, and it's nice to see that there are
15 Mercy and Centegra physicians that are working side by side
16 on most floors in both of those hospitals. The only health
17 system that has attempted to create a monopoly is Mercy,
18 when it asks its physicians to send all of their patients
19 to Harvard.

20 And with respect to their goals, what is
21 Mercy's goal here? What are their motivations? Was it in
22 '03 when they filed an application for a 70-bed hospital?
23 And now we come to this month and they file an application
24 for a 70-bed hospital? What happened in between these two

1 applications? Nine days after Centegra issued a press
2 release, indicating that they were going to file an
3 application for a 128-bed hospital, Mercy filed an
4 application for a 128-bed hospital. Why did they do that?
5 It was a flawed application, as we've seen. Was it just to
6 block Centegra? And now they're back here with a 70-bed
7 application. They're just pandering to the Board, and
8 they're attempting to block what Centegra wants to do to
9 provide adequate healthcare to the county.

10 Lastly, I have a law firm about two blocks
11 away from here. I've been in downtown Crystal Lake for
12 over 35 years now. Through that period of time, we've had
13 occasions where we've needed medical care. We either go
14 five miles north to the south side of McHenry where
15 Centegra has a hospital, or we go five miles west to the
16 east side of Woodstock where Centegra has a hospital, or
17 people go east of Crystal Lake to Good Shepherd. We have
18 got plenty of hospitals for Crystal Lake here. Who needs
19 the hospital? Do the people on the southwest of Crystal
20 Lake and on the west side of Algonquin, Lake in the Hills,
21 and all of Huntley? Those are the people that need the
22 hospital. That's where the rooftops are.

23 I'd urge you to quit talking about Crystal
24 Lake hospital and urge you to approve the Centegra facility

1 they are seeking to build in Huntley. Thank you very much.

2 MR. URSO: Thank you.

3 MR. MORADO: Thank you.

4 MS. KUS: Hi. My name is Katherine Kus. I'm
5 going to be reading two letters of support and then giving
6 a personal account.

7 "With both of my parents living in McHenry
8 County, it would be nice for them to have a choice of
9 healthcare providers or facilities. Right now there is
10 only one hospital, Centegra, to choose from." That's from
11 Toby Gabrielsen.

12 Janice Hallowell states, "As we get older, we
13 need to know that good healthcare is very close by. Thank
14 you."

15 And now my personal story. I would like to
16 tell you how Centegra changed my life. My son was admitted
17 to Centegra Behavioral Health as a minor. He had an HMO
18 policy, and had been depressed for some time. He was there
19 two days, and because of, I guess, a mess-up, the physician
20 that admitted him was not the physician that was covered on
21 his insurance. Centegra's staff and insurance agent told
22 me they had to discharge him, which they did.

23 Within that month, unfortunately, my son
24 attempted to take his own life. I was lucky. He lived.

1 He does have a permanent brain injury, and what I can tell
2 you now is that he is seen by Mercy Health System. They
3 have never denied him, and he has no money, because he's
4 now an adult and disabled and he has good care. And that
5 is how they changed my life.

6 MR. URSO: Thank you.

7 MR. MORADO: Thank you.

8 (Upcoming speakers announced.)

9 MR. PAWLAK: Good afternoon. My name is James
10 Pawlak. I'm Senior Manager with the firm of Deloitte
11 Financial Advisory Services. We're a professional services
12 firm that provides accounting, tax, and business consulting
13 services.

14 I'm here to present a summary of findings with
15 respect to an independent study we prepared at the request
16 of Centegra Health System. This study relates to the
17 potential financial impact of the proposal and modified
18 Mercy Crystal Lake Hospital on Centegra's existing McHenry
19 County hospitals, Centegra McHenry and Centegra Woodstock.
20 Our findings with respect to this study are outlined in the
21 report that we submitted to Centegra.

22 Our estimate of the financial impact of
23 Mercy's project on Centegra is based on the inpatient cases
24 and related revenues and profits that Mercy would redirect

1 from existing Centegra hospitals to the proposed Mercy
2 Crystal Lake Hospital. We've estimated the impact as if
3 the Mercy Crystal Lake hospital was open today, even though
4 it most likely would not be reasonably completed until at
5 least November of 2013, in order to reduce other variables,
6 like inflation over the time, reimbursement, payor mixes
7 and so forth.

8 In Mercy's CON application, specifically pages
9 159 through 161, mercy states that it's confident that its
10 project will not lower the utilization of other area
11 providers below the State's occupancy standards or lower
12 the utilization of other area hospitals that are currently
13 operating below the standards. But contrary to that
14 statement, they include in their CON application 42
15 physician referral letters, totaling 3,809 cases, of which
16 88 percent, or 3,368 cases, will be redirected from
17 Centegra to existing facilities and with the other 12
18 percent remaining coming from non-Mercy facilities. Just
19 to restate that another way, zero cases have been reported
20 to be coming from a Mercy facility.

21 We also noted in the modified CON application
22 that there's a table on page 155 that shows projected
23 physician referrals, and those referrals do not match the
24 actual notarized physician referrals that are on other

1 pages, 176 through 260 of the modified application. It's
2 these types of inconsistencies and errors that make the
3 application difficult to understand.

4 In order to calculate financial impact
5 attributed to lost cases to Centegra, both McHenry and
6 Woodstock and their patient volume, we looked at internal
7 Centegra financial and cost accounting data in order to
8 determine that the contribution margin with respect to each
9 hospital's inpatient services is. Contribution margin,
10 which is defined as revenues minus the variable costs,
11 represents incremental profit from the provision of the
12 inpatient and outpatient services that are available to
13 cover the fixed operating costs of those hospitals. If we
14 multiply the lost cases for each Centegra hospital by each
15 of those hospitals' contribution margin, we estimate the
16 potential financial impact to Centegra, if the proposed
17 Mercy facility is approved, to be an annual reduction in
18 net income of approximately \$11.7 million.

19 MR. MORADO: Please wrap up your comments.

20 MR. PAWLAK: In our analysis of Mercy's CON
21 application, we also sought to validate the physician FY10
22 cases that were in there, and we noticed, through COMPdata,
23 yet more inconsistencies in the reporting of those cases
24 from submitted physician referrals including in CON, versus

1 the data we were able to pull for comparison purposes. As
2 well, the total number of cases in Mercy's CON is 3,976
3 compared to the COMPdata cases of 3,259, or an
4 overstatement in the CON of 22 percent. Per COMPdata,
5 2,872 cases have been referred to Centegra Woodstock and
6 Centegra McHenry by the physicians that were surveyed and
7 included in the CON.

8 Therefore, the 3,368 cases identified in the
9 physician referral letters in the CON appear to be an
10 overstatement of the actual historical patients of those at
11 Centegra Woodstock and Centegra McHenry.

12 Lastly, the financial impact to Centegra,
13 based on an adjusted patient volume of 2,872 cases from the
14 COMPdata information, that would be moved out of Centegra
15 into Mercy, would represent approximately \$10 million
16 annual impact to Centegra's bottom line. It's important to
17 note that in --

18 MR. URSO: Could you conclude your comments,
19 please?

20 MR. PAWLAK: One paragraph.

21 In all scenarios, Mercy could be expected to
22 derive additional revenue from outpatient services not
23 specifically identified in the CON. Accordingly, Centegra
24 would be expected to lose revenue and profit associated

1 with those services to Mercy. The financial impact related
2 to those lost outpatient services has not been quantified,
3 since we only quantified the financial impact on the
4 inpatient cases as reported in the CON.

5 In conclusion, based on our analysis, assuming
6 Mercy's new facility were open today, we estimate the
7 financial impact to Centegra Health System to be an annual
8 reduction in net income of approximately 10 to \$11.7
9 million.

10 Thank you.

11 MR. URSO: We're going to take a ten-minute
12 break. We'll reconvene at ten after two. Thank you.

13 (Recess)

14 MR. URSO: Okay. We're back in order. The
15 next speaker is --

16 MR. MORADO: Cindy Bangert.

17 MS. BANGERT: Good afternoon. My name is
18 Cindy Bangert. I'm an employee of Mercy Health System, and
19 I have a few community comments in support of the Mercy
20 Crystal Lake project.

21 This is from Karen Ciochon of McHenry,
22 Illinois. "This location would be a benefit for several
23 communities, including McHenry, plus the location across
24 from a hotel is ideal for out-of-town guests."

1 The next one is from Michael Chubirke.
2 "I've lived in Crystal Lake for 27 years and have witnessed
3 the extreme growth. This hospital from Mercy Health System
4 has been a topic of conversation in my social network for
5 many, many years. Everyone can't wait for it to be built,
6 so please give the community what they've longed for for
7 years."

8 This is from Justine Weissman. She's a
9 nurse from Crystal Lake.

10 "I am a Registered Nurse, specializing in
11 mother/baby care and women services. I feel Mercy Health
12 System would provide a much-needed service to the community
13 of Crystal Lake and surrounding area. Also, it would
14 provide jobs closer to home."

15 This is from Judy Meyerhoff, Marengo
16 Illinois. "I believe that it is not in the best interests
17 of McHenry County citizens to have all three hospitals from
18 the same system. Competition would improve healthcare and
19 the people would benefit."

20 And the last one is from Tawney Denn,
21 Marengo, Illinois. "I have personally had to take my
22 infant son to the ER and been forced to wait over two hours
23 to be seen by a physician. This is unacceptable in an
24 emergency situation."

1 Thank you for your attention.

2 MR. URSO: Thank you.

3 (Discussion held off the record.)

4 MR. KEENAN: Good afternoon. I'm Joseph
5 Keenan. I'm the Medical Director of the Emergency
6 Department at Centegra Health Systems.

7 Mercy claims in their application that wait
8 times at emergency departments in McHenry County are
9 lengthy and that those same emergency departments are
10 bypassed to accommodate urgent patient care. Those claims
11 are not based on current relevant data, and I'll explain
12 that.

13 Centegra has responsibly added beds and
14 created efficiencies and patient throughput initiatives so
15 that zero bypasses have taken place in the past one and a
16 half years. We also opened two immediate care centers to
17 take the pressure off the emergency departments. Mercy did
18 not update the data from its application, thereby
19 misleading you. Neither Centegra Hospital McHenry nor
20 Centegra Hospital Woodstock has been on bypass due to
21 capacity issues for more than a year and a half, 18 months.

22 Our EMS providers have special training and
23 equipment to help them evaluate each patient's physical
24 condition, as the gentleman mentioned earlier with the

1 aneurysm. They provide quality pre-hospital care and
2 timely transport to the closest hospital ED to provide
3 patients access to definitive medical care. The key to
4 successful outcomes in patient conditions rests with prompt
5 assessment, timely transport, and arrival to the nearest
6 comprehensive ED.

7 To further prove how things have changed since
8 Mercy's last Crystal Lake application, the Chest Pain
9 Centers at Centegra McHenry and Centegra Hospital Woodstock
10 have been accredited by the Society of Chest Pain Centers,
11 an international organization dedicated to eliminating
12 heart disease, which is the number one cause of death
13 worldwide. This advanced accreditation makes Centegra
14 hospitals two of only eleven hospitals in Illinois to earn
15 this level of distinction. Mercy Harvard is not one of
16 those accredited.

17 Centegra Health System has made a commitment
18 to the community throughout McHenry County to provide
19 access to quality emergency care by providing two hospitals
20 with comprehensive ED services, two Level II trauma
21 centers, access to critical care emergency air transport
22 through our Flight for Life program, and maintaining the
23 commitment to the EMS as a resource hospital with the
24 Illinois Department of Public Health. As the region's EMS

1 resource hospital, Centegra McHenry works with all of the
2 area's EMS providers to ensure every person in the region
3 receives prompt emergency care from well-trained and
4 compassionate personnel.

5 Mercy has provided limited emergency medical
6 services to our community. For nearly 100 years Centegra
7 hospitals have provided access to outstanding emergency
8 care that is close to home. I ask the Illinois Health
9 Facilities and Services Review Board to say "no" to Mercy
10 Health System.

11 Thank you.

12 MR. URSO: Thank you.

13 (Upcoming speakers announced.)

14 MR. KURTZ: Good afternoon. I am David Kurtz,
15 Vice-President of Facilities for Mercy Health System. I
16 would like to thank members of the Health Facilities
17 Planning and Services Review Board for the opportunity to
18 address the added benefit that this important project would
19 bring to the people of Crystal Lake and McHenry County.

20 Our country has been slow to recover from the
21 deepest recession that any of us have seen in our lifetime.
22 The infusion of a quality development project into the
23 local economy would immediately bring hundreds of
24 well-paid, family-supporting jobs to the local construction

1 industry. Subsequent ongoing operation of medical staffing
2 for the completed Mercy Crystal Lake Medical Center would
3 sustain that growth within the local economy and serve as a
4 driving force for economic development.

5 Mercy Health System has enjoyed a solid
6 reputation for environmental stewardship and sustainable
7 design as well. Through the judicious application of
8 energy savings and green technologies within our building
9 systems, we actively pursue the most efficient buildings
10 possible while minimizing our carbon footprint on the
11 environment. Utilizing such systems as reflective roofing,
12 high-efficiency lighting, direct-fired heating processes,
13 Mercy has established itself as a leader in practical
14 application of green technologies. Mercy will bring that
15 same level of environmental concern and accountability to
16 this project as well.

17 It is readily apparent that the Mercy Health
18 System application is the right project, at the right
19 place, and at the right time. We thank you for your
20 consideration.

21 MR. URSO: Thank you.

22 (Upcoming speakers announced.)

23 MR. ROSENBERGER: Good afternoon. My name is
24 Bob Rosenberger. As Centegra's Chief Financial Officer, I

1 oppose Mercy's proposal for a hospital in Crystal Lake.

2 Let me make this clear: Mercy's modified
3 application may call for a smaller hospital, but that
4 facility would still have a catastrophic impact on our
5 hospitals in McHenry and Woodstock. Regardless of the
6 size, Mercy Crystal Lake is only viable at the expense of
7 our existing hospitals.

8 Mercy's physician referral letters show that
9 almost 90 percent of the patient volume for Mercy Crystal
10 Lake will come from Centegra's existing hospitals; 52
11 percent of patient volume would come from Centegra
12 Woodstock, and 37 percent would come from Centegra Hospital
13 McHenry. This has not changed from Mercy's original
14 application.

15 Also unchanged is the fact that med/surg and
16 OB occupancy at our hospitals would fall below the State's
17 target levels if Mercy Crystal Lake entered the market.
18 For example, Centegra Hospital Woodstock would see its
19 med/surg occupancy drop from 73 percent to 38 percent and
20 its OB occupancy drop from 43 percent to 20 percent. These
21 high impacts on our patient volumes would be necessary for
22 Mercy Crystal Lake to reach the utilization rates required
23 of its new hospital. It is unacceptable to allow Mercy
24 Crystal Lake Hospital to enter the market simply to

1 cannibalize Centegra patients, and that is exactly what
2 would happen. No amount of population growth or industry
3 reform could possibly make up for the lost patient volumes
4 at Centegra. These great losses could have far-reaching
5 ramifications in the community.

6 As the Chief Financial Officer of Centegra
7 Health System, I think it's important to note that
8 Centegra's financial performance is directly attributable
9 to Centegra's commitment to our mission in supporting the
10 community in ways that no other organizations are. Right
11 now Centegra supports a wide range of health services that
12 are vital to the community, yet result in large financial
13 losses to Centegra each year. Centegra's commitment to
14 behavioral health, skilled nursing and neuro trauma
15 treatment resulted in combined losses of over \$10 million.
16 That is in addition to our contributions to area social
17 service agencies that have currently seen cuts in Medicaid
18 payments from the State. If we experience major losses at
19 the hand of Mercy Crystal Lake Hospital, we may not be able
20 to continue supporting these kinds of services that are
21 vital to our community.

22 In response to allegations made today that
23 Centegra's prices are out of control and we do not work
24 with our patients who do not have insurance, nothing can be

1 farther from the truth. We work with all of our patients
2 from a financial standpoint, and I'd be more than happy to
3 discuss the situation with the Mercy patient who was quoted
4 a \$15,000.00 procedure from Centegra and wound up paying
5 \$4,000 at Mercy. I think we're confusing net revenue with
6 gross charges, which is not an apples-to-apples comparison.

7 As far as taking care of patients without
8 insurance, an example of Centegra's willingness is
9 currently at our South Street location in Woodstock. We
10 have supported an individual that all other providers have
11 turned their back on for two years and he has no other
12 place to go. We have done this at a cost of more than
13 \$250,000.00 and are continuing to support this individual
14 of our community.

15 I urge this Board to reject the Mercy Crystal
16 Lake application that will negatively affect our mission of
17 caring for the community. Consider the impact a new
18 hospital in Crystal Lake would have on Centegra Health
19 System and the patients we serve. Do not sacrifice two
20 existing hospitals and the safety net services we already
21 provide for a new hospital that will be sending their
22 profits to their Wisconsin headquarters. The results would
23 be a financial disaster, regardless of how many beds Mercy
24 proposes.

1 Thank you --

2 (Upcoming speakers announced.)

3 MS. GUY: Hi. My name is Phyllis Guy. I am a
4 resident of McHenry County, and I'd like to share some
5 letters of support.

6 From Kevin McNamara from Crystal Lake. "I
7 believe that approving the requested Certificate of Need
8 for Mercy Crystal Lake Hospital and Medical Center would
9 foster needed competition and healthcare for our area.
10 Centegra now has a virtual monopoly on healthcare hospital
11 facilities in Crystal Lake, Woodstock, McHenry area."

12 From Jennifer Wowksen of Crystal Lake. "I'm a
13 healthcare administrator, and I believe this new hospital
14 would provide better economic opportunities to those of us
15 who live and want to work close to home. Mercy is one of
16 the greatest places to work and be cared for. Build us a
17 hospital."

18 From Timothy and Elizabeth Goorsky of Crystal
19 Lake. "Mercy would be a great benefit to our community and
20 we are looking forward to the addition to our area soon.
21 The drive would be very convenient for us, and we would use
22 your services often, along with all of our family members."

23 From Jeni Hallatt of Janesville, Wisconsin.
24 "I have family members in the Crystal Lake area and I would

1 hate for something to happen to my young niece and nephew
2 that resulted in prolonged care."

3 And, lastly, from Sharon Kristensen of
4 Algonquin. "The Mercy Hospital at this location would be a
5 godsend for our family and the community."

6 Thank you.

7 MR. URSO: Thank you.

8 (Upcoming speakers announced.)

9 MS. SENN: Good afternoon. My name is Dr.
10 Sheila Senn, and I am the Director of Behavioral Health
11 Services at Centegra Health System. I am opposed to
12 Mercy's project for two primary reasons. First, it will
13 not improve access to behavioral health services, and,
14 second, by omitting these vital services in their plan,
15 Mercy shows it is truly not committed to McHenry County,
16 Illinois.

17 Behavioral health services do not bring great
18 profit for health systems, yet they are needed services in
19 the community. The past few years have been some of the
20 most economically and emotionally challenging for our
21 county and community. Unemployment and foreclosures have
22 taken a toll at the same time that access and resources for
23 mental health and substance abuse services have been
24 seriously diminished. In fact, in recent weeks the

1 Governor has proposed closure of three State mental health
2 hospitals, limiting acute psychiatric services to only one
3 State hospital which already operates at 95 percent
4 occupancy. With no resources available to serve the
5 indigent population with severe mental illness, we can
6 expect the community hospital to see an influx of patients
7 in need of acute psychiatric services.

8 Acute psychiatric services are not optional
9 services. They are essential and should not be
10 compromised. They are provided when nothing else will do
11 to ensure the safety of the individual or others. It is
12 for this reason that I am seriously concerned that Mercy's
13 hospital project will not appropriately fulfill the need
14 for behavioral health services and community outreach.
15 Mercy does not currently provide any behavioral health
16 services in the state of Illinois, and the system does not
17 appear to have any intention to respond to the current
18 needs by bringing those services through their new hospital
19 project.

20 At Centegra we have remained steadfast in our
21 commitment to the health and well-being of our community.
22 To that end, we are the only provider of acute inpatient
23 and outpatient behavioral health services. Additionally,
24 we are partnered with other community agencies to educate

1 the community, provide screenings, and evolve to meet the
2 changing needs of McHenry County and beyond. We do this at
3 a significant loss to the health system of over \$5 million
4 a year. We do this because mental illness impacts 1 out of
5 4 Americans, and it would be negligent to ignore the full
6 spectrum of care needed in our community.

7 When the Board looks at Mercy's application, I
8 urge you to consider the entire scope of healthcare needs
9 in our community. I urge you to recognize that Mercy is
10 not committed to providing these critical services to the
11 community in their proposed project. Mercy is not a true
12 community partner, and I ask you to reject the application.

13 MR. URSO: Thank you.

14 (Upcoming speakers announced.)

15 MR. NEWELL: Hi. Name my is Bryan Newell, and
16 I'm here to share with you some letters in support of
17 Mercy's project.

18 First letter is from Robin Polk from Crystal
19 Lake. "This hospital would be five minutes from my house.
20 I believe it would provide additional jobs in the area,
21 both short and long term."

22 Second letter is from Amber Ryan from Chicago,
23 Illinois. "While I do not live in the area, my family
24 does, and their health is a priority. Access to quality

1 care is number one. My brother is a paramedic in Crystal
2 Lake, and this hospital would benefit the public and his
3 ability to get them to needed care."

4 The next letter is from Edith Pantelis from
5 Crystal Lake. "Randall Road has become a very busy
6 corridor to use, thus increasing drive time during
7 emergency event. I believe getting to Three Oaks Road and
8 Route 31 would cut down the transit time for a person like
9 myself in need of services."

10 The next letter is from Shari Loyd from
11 Marengo, Illinois. "Everyone deserves a choice.
12 Competition makes everyone work harder and strive even more
13 to provide quality care."

14 And the last letter is from Margo Whited from
15 Marengo, Illinois. "Mercy Health System is excellent. A
16 hospital in Crystal Lake would be more available than
17 driving all the way to Huntley."

18 Thank you.

19 (Upcoming speakers announced.)

20 MR. MURPHY: Good evening. I'm Neil Murphy,
21 Chief Nursing Officer for the Centegra Health System. I'm
22 here to talk to you about efficiencies, economies of scale,
23 and why Mercy Crystal Lake Hospital is not in line with
24 best practices.

1 At Centegra, many of our nurses are what we
2 call float nurses. This means they float between our
3 McHenry and our Woodstock campuses. We found this to be a
4 very efficient process for us. It helps us ensure that
5 each hospital is appropriately staffed with nurses at all
6 times. This is critical, because, as you know, nurses are
7 on the front lines of patient care.

8 Let's say Mercy wanted to adopt a similar
9 practice with the Crystal Lake hospital. Well, according
10 to the Google map, it would take 1 hour and 24 minutes to
11 drive between Janesville, Wisconsin and Crystal Lake,
12 Illinois. This is just one problem that arises from having
13 an out-of-state health system operate a hospital here in
14 McHenry County. But if you think about it, the pitfalls
15 are endless. Let's say the patient visits the basic
16 Crystal Lake hospital and finds he needs a more advanced
17 procedure that's available elsewhere in the Mercy system.
18 Well, elsewhere is likely Janesville, Wisconsin, which, I
19 remind you, is 1 hour and 24 minutes away.

20 What if Mercy wants to bring certain equipment
21 from its Janesville facility to Crystal Lake? Again, it's
22 an hour and 24 minutes. Mercy Crystal Lake might
23 technically be part of a system, but it's essentially on
24 its own.

1 As you know, the cost of healthcare is a hot
2 topic these days. The cost of constructing a building is
3 one thing, but the cost of maintaining healthcare there is
4 another. One of my jobs is to keep costs down that are not
5 related to treating patients. I can tell you this: The
6 cost of moving staff, equipment, even patients, an hour and
7 24 minutes between Janesville and Crystal Lake adds up.

8 For efficiency sake, I ask that you deny Mercy
9 Crystal Lake hospital. Thank you.

10 MR. URSO: Thank you.

11 (Upcoming speakers identified.)

12 MS. PERSON: My name is Katelyn Person, and I
13 have a few letters to read in favor of Mercy's project.

14 The first is from Kenneth Conner from Crystal
15 Lake, Illinois. "This project will give us a local
16 hospital in our network. That way we won't have to pay
17 more or drive far."

18 The next is from Henny Frahm from Crystal
19 Lake. "Crystal Lake is a large city and does not have its
20 own hospital."

21 This one is from Sharon Krueger from Beloit,
22 Wisconsin. "Many of my friends need better access to this
23 healthcare option."

24 This is from Kay Schoon from Janesville,

1 Wisconsin. "As a patient, I have the best care from my
2 physicians and hospital stays. I'm sure this excellent
3 care will continue in the Crystal Lake area."

4 This is from Ernest Heide from Cary, Illinois.
5 "This area needs a hospital that can provide better
6 healthcare than is provided at Centegra, which is a bad
7 place to go."

8 And that's all. Thank you.

9 MR. URSO: Thank you.

10 (Upcoming speakers announced.)

11 MS. JORGE: Good afternoon. My name is Flavia
12 Jorge, and I'm a wife, mother, co-owner of Haidar, Inc.,
13 and Crystal Lake resident for the past 10 years. I am here
14 today because I oppose Mercy Health System's proposed
15 hospital in my city.

16 Although my family makes every effort to stay
17 well, there have been times when we have needed medical
18 services and have turned to trusted local providers for
19 high quality care. I had minor surgery at Centegra
20 Hospital McHenry, and my son also had surgery to repair an
21 ACL injury at the same hospital. We received outstanding
22 care at this hospital just minutes from our home. Never in
23 all our years here did we think that we needed improved
24 access to healthcare. We live just minutes from two

1 Centegra hospitals.

2 I also received emergency care at Centegra
3 Hospital Woodstock after I fainted twice and my husband
4 took me to the emergency room. While I was there, the
5 staff and doctors were thoughtful and made my husband and
6 me comfortable while we waited for my results. I knew I
7 was receiving state-of-the-art services from people who
8 cared about me as a person.

9 In my free time, I play in tennis leagues and
10 train for the Sprint Triathlon at Centegra Health Bridge
11 Fitness Centers in Huntley and Crystal Lake. These health
12 and wellness facilities are a short drive from my home, and
13 I go there six times a week to exercise and enjoy time with
14 my friends. As a Crystal Lake resident, my health and
15 wellness needs are more than met, they are exceeded by
16 Centegra Health System.

17 The first thought that came to my mind when I
18 heard about Mercy Health System's proposed new hospital was
19 where are they located? I'm not familiar with their
20 services and will not choose to get medical care from them,
21 especially when I am so happy with the treatment provided
22 by two Centegra hospitals in my area. I trust Centegra
23 Health System to care for my family and me and ask that you
24 do not allow Mercy Health System to build a hospital in

1 Crystal Lake.

2 Thank you.

3 MR. URSO: Thank you.

4 (Upcoming speakers identified.)

5 MS. SEBASTIAN: My name is Rachel Sebastian.

6 I'm the Vice-President of the Service Line Operations with
7 Centegra Health System. Today I want to reassure the
8 Illinois Health Facilities and Services Review Board that
9 Crystal Lake is not in need of a new hospital. It is my
10 role at Centegra to ensure Crystal Lake is always included
11 in Centegra's plans for responsible development.

12 Centegra, and not Mercy, is a health system
13 that has a long-standing relationship with the people of
14 Crystal Lake. We have always considered our neighbors in
15 the area, and we expand our services to meet the needs of
16 the patients as they arise. The reason Centegra did not
17 request to build a hospital in Crystal Lake is because the
18 people of northern Crystal Lake and in surrounding northern
19 communities already have a number of high quality
20 facilities to choose from when they need healthcare.

21 At Centegra we respond to the area's healthy
22 competition by developing new services and improving
23 existing ones to exceed the expectations of our patients in
24 the area where it is needed in the growing areas of

1 southern Crystal Lake, Lake in the Hills, and Huntley. A
2 new hospital in Crystal Lake would duplicate services that
3 already exist in northern McHenry County. If this hospital
4 were approved, many people in its service area would have
5 to drive past Centegra Woodstock or Centegra Hospital
6 McHenry in order to get there. What's more, the central
7 portions of Crystal Lake are just as close to one of
8 Centegra's existing hospitals as they would be to Mercy's
9 proposed facility at the edge of Crystal Lake and Cary.

10 Centegra and other healthcare providers have
11 previously identified the need for ancillary services here
12 in Crystal Lake, and we have appropriately brought those to
13 the community. Centegra, particularly, recently opened up
14 an immediate care center here, as well as the Centegra
15 Gavers Breast Center. This new, centralized location
16 offers a multi-disciplinary team approach with leading-edge
17 technology, consolidated screening, and diagnostic services
18 and quality medical care and interactive support systems to
19 address all breast needs. This is what it means to be an
20 integrated delivery system right here in Illinois.
21 Centegra provides services like this precisely where and
22 when they are needed.

23 Crystal Lake is a relatively big town, but
24 that's not enough reason to justify an entirely new

1 hospital, especially when you consider the services that
2 are already provided here and in the nearby communities. I
3 ask the Board to reject this proposal.

4 Thank you.

5 MR. URSO: Thank you.

6 (Upcoming speakers announced.)

7 MR. JENSEN: My name is Tom Jensen. I work
8 for the Mercy Health System. I've been with Mercy for over
9 16 years, and I just wanted to say today a little bit of
10 how disappointed I am here to hear the angry words going
11 back and forth.

12 What we're looking to do is provide adequate,
13 good health care for the people of Crystal Lake. You've
14 heard many of our folks stand up here and read letters from
15 residents in Algonquin, Lake in the Hills, Barrington,
16 Richmond, McHenry County. These are people who sent
17 letters in who couldn't be here today. They work, and so
18 they weren't able to get here, and we wanted to make sure
19 they were represented, and it's just a small portion of the
20 letters we received from people who said, "We would really
21 like to see another hospital here."

22 So, we want to let the Board know we are
23 dedicated. We are here to serve the people. It is a shame
24 that there are so many angry words. It bothers me

1 personally, because I'm not an angry person, and to see so
2 many things going back and forth and the angry words
3 presented here today are just wrong. But, once again, we
4 have in our offices many, many, many letters from people in
5 this area who say they would love to see a hospital in
6 Crystal Lake, and we truly do believe that Mercy is the
7 right health system to build that.

8 Thank you very much.

9 MR. MORADO: Thank you.

10 (Upcoming speakers announced.)

11 MS. STRENG: Hello. My name is Hadley Streng,
12 and I'm the Director of Planning and Business Development
13 at Centegra Health System. I'm here today, however, also
14 as a community member and resident of McHenry County.

15 What's different for me is that, because of my
16 job, I have spent time reviewing Mercy's CON application
17 and the physician referral letters that Mercy has submitted
18 to support their case for a new hospital in Crystal Lake.
19 In their CON, Mercy chose to use physician referral letters
20 to attempt to justify the demand for establishing a new
21 facility. You can imagine my amazement when I realized
22 that I am among the patients Mercy expects to treat at
23 their proposed facility in Crystal Lake. Let me explain.

24 My husband, children, and I see doctors that

1 are affiliated with Centegra, Mercy, other area health
2 systems and independent physicians. We choose doctors
3 based on many criteria, such as the care they give, not
4 necessarily the affiliation they have. Over the past five
5 years, we have had four inpatient stays at Centegra
6 McHenry. It is our closest hospital. Three of these stays
7 were for me. My doctor for all three admissions was and
8 still is employed by Mercy Health System.

9 In their CON application, Mercy used one of my
10 actual inpatient stays as a referral for their proposed
11 facility in Crystal Lake. They're suggesting that for my
12 future inpatient stays, my family and I should bypass two
13 hospitals that are considerably closer to us and drive more
14 than 30 minutes to their proposed facility in Crystal Lake.
15 Frankly, that's not acceptable to me or my family. Why
16 would we drive 15 minutes past the hospital we currently
17 use?

18 I looked further into the details of the
19 location Mercy is proposing for their hospital and to the
20 referrals Mercy used in their application, and I found some
21 additional interesting things. The location they have
22 chosen in Crystal Lake is within 10 miles of three other
23 hospitals. Like me, residents in this area already have
24 plenty of access to acute care facilities.

1 Two, Mercy submitted a dot density map and
2 claims it shows that the greatest concentration of
3 population in McHenry County is the Crystal Lake region.
4 However, Mercy's dot density map assumes an equal spread of
5 residents across the zip code. So, I mapped the locations
6 of actual households in the area and found that Mercy's
7 location is not in an area of high population, but rather
8 in an area of few residential households.

9 MR. MORADO: Wrap up your comments.

10 MS. STRENG: Households with other hospitals
11 nearby.

12 Mercy also used referrals from over 30 zip
13 codes that are not even within the state of Illinois. In
14 fact, zip codes from 10 other states were also listed.
15 They also listed referrals from places in Illinois that are
16 definitely more than 30 minutes away, places like
17 Springfield and Chicago.

18 As we've heard before, Mercy listed IHA's
19 COMPdata as the source of the referral data, and this data
20 was overstated based on the physician referral letters.
21 Even after the overstating -- even after overstating the
22 referrals, Mercy still did not have enough cases to meet
23 target utilization for their proposed facility.

24 Clearly, this doesn't make sense. Residents

1 Mercy is proposing to serve already have nearby access to
2 hospitals. We do not need a hospital in Crystal Lake.

3 Thank you.

4 MR. URSO: Thank you.

5 (Upcoming speakers identified.)

6 MS. ZANCK: Good afternoon. My name is Charie
7 Zanck. I'm here speaking to you as the CEO of American
8 Community Bank and also as Chairman of the Board of
9 Governors of Centegra Health System.

10 As a business person who lives and works in
11 McHenry County, I'm proud to play a part in the economic
12 well-being and the growth of our community by providing
13 financial services that assist our families and small
14 businesses. I am not convinced, however, in any way that
15 Mercy Health System has considered the best interests of
16 the people of Illinois, particularly the residents of
17 northern Kane and southern McHenry County.

18 If you spend time, money, energy in a
19 community and genuinely care about the welfare and wellness
20 of the people who live there, you come to understand their
21 needs. How is it that Mercy felt so strongly just a few
22 months ago that our community needed a 128-bed facility but
23 today only needs a facility with 70 beds? What has Mercy
24 Health System done for Crystal Lake or its surrounding

1 communities? Has this Wisconsin-based system provided
2 preventative care or screenings? Does Mercy reach out to
3 our schools and churches to provide care for those who need
4 it most?

5 Although invited multiple times, Mercy chose
6 not to respond or participate in the 2010 McHenry County
7 Healthy Community Study. However, this study does include
8 Centegra Health System, Advocate Good Shepherd, Sherman,
9 community organizations, schools, and the McHenry County
10 Department of Health. Mercy decided not to partner with
11 these other organizations in an effort to identify and
12 address our area's health needs. Repeatedly saying you
13 play an important role in the community does not make it
14 so. It is certainly true, however, that actions speak
15 louder than words.

16 I also respectfully ask the Board members to
17 consider supporting Illinois businesses as you consider
18 Mercy's applications. Is it better to send a health
19 system's profits and earnings to Janesville, Wisconsin or
20 to keep them in Illinois, where they will bring more
21 state-of-the-art services, technologies and jobs to the
22 people in our region? For nearly a century, Centegra
23 Health System has demonstrated its commitment to the people
24 of greater McHenry County. Each time we add a new

1 facility, there is careful thought and planning involved to
2 ensure we are meeting the real needs of our community with
3 adequate funds and personnel available to not just build a
4 new facility but to maintain the high standards of care our
5 patients have come to expect from Centegra Health System.
6 Last year alone, Centegra provided more than \$53 million in
7 community benefits and participated in more than 490
8 community events. Our physicians and associates serve on
9 68 boards and committees, volunteering more than 14,000
10 hours per year to make a difference in the lives of McHenry
11 County residents. Centegra understands what it means to
12 contribute to the health and well-being of the people in
13 our community, and our actions prove that every day.

14 I ask the Illinois Health Facilities and
15 Services Review Board to say "no" to Mercy Health System,
16 and I thank you for your time and attention today.

17 MR. URSO: Thank you.

18 MR. MORADO: Thank you.

19 (Upcoming speakers announced.)

20 MR. SCIARRO: I'm Jason Sciarro, President and
21 Chief Operating Officer of Centegra Health System. Again,
22 I would like to thank you, Ms. Olson, Mr. Urso, and
23 Mr. Morado for your time and attention during this public
24 hearing.

1 While this seems like deja vu, actually it's
2 not. It's quite worse. An initial Mercy hospital project
3 that failed to meet most of the Illinois Health Facilities
4 and Services Review Board was amended to a 70-bed hospital.
5 This is missing yet another very clear rule that hospitals
6 must be at least 100 beds. I can only assume this rule was
7 put in place to stop the very thing that Mercy intends to
8 do, which is cannibalize patients from other hospitals, in
9 particular Centegra Health System.

10 Centegra has and continues to provide almost
11 in its entirety the healthcare safety net services for
12 McHenry County. Wisconsin-based Mercy Health Systems
13 continues to manipulate its plans, seemingly in
14 desperation, to get exactly what they want, not what the
15 community needs, and their hospital proposal still
16 jeopardizes the safety net services of our community.

17 I find it interesting that Mercy's CEO cannot
18 find the time to represent his Wisconsin organization at
19 this important hearing. However, I'm not surprised. It's
20 obvious that many people couldn't make the time, as many of
21 the testimonies were read by third parties.

22 Today we've heard Mercy complaining that
23 Centegra called a public hearing about its modified
24 project. Why wouldn't they want the opportunity to

1 describe their new 70-bed proposal and the people that it
2 would affect? Centegra believes the public has a right to
3 share its input. That's why we called for our own public
4 hearing when we proposed our Centegra project for Huntley.

5 In closing, this proposal makes a travesty of
6 the CON rules. I urge you all to look at a map, understand
7 the current population, the population growth projections,
8 and the proximity of hospital providers to the population.
9 Mercy wants to play by its own rules. They always have.
10 And while I agree with Advocate's criticisms of the Mercy
11 proposal, Advocate closed its behavioral health services
12 with no consideration at all for McHenry County's needs
13 that they claim to be so concerned about, and they continue
14 their tunnel vision approach to consume everything in their
15 path. Now they are targeting Sherman as their next
16 acquisition. Interesting.

17 Centegra follows the rules. Always has. And
18 they continue to provide all services responsibly,
19 regardless of profitability. Mercy's proposed location is
20 absolutely, without a doubt, the wrong location for a
21 hospital in McHenry County. The right location, supported
22 by numerous business organizations and thousands of formal
23 letters of support, is in southern McHenry County, which
24 includes southern Crystal Lake, Lakewood, Lake in the

1 Hills, Algonquin and Huntley.

2 Thank you.

3 MR. URSO: Thank you.

4 (Upcoming speakers announced.)

5 MR. GORDON Good afternoon. My name is Trent
6 Gordon, and I'm the Executive Over Development and
7 Strategic Planning at Advocate Good Shepherd, located less
8 than one mile from McHenry County and less than six miles
9 from the proposed Mercy Hospital.

10 First, let me thank you for your service
11 during this long day. I think when I signed up, I was one
12 of the last people. I think I've been moved to the middle
13 of the pack. I'm the fifth representative from Good
14 Shepherd to speak today, and I can assure you that anyone
15 from Good Shepherd that spoke today identified themselves
16 as such, and while we limited the number of speakers at
17 today's hearing, it is not because we are not passionate
18 about this project, but rather out of respect for your
19 time.

20 While it's been a long day, let me state that
21 this process works. Sometimes when we all get together in
22 a room and talk about an issue in excruciating detail,
23 reasonable minds can come to a consensus, and I'm glad that
24 that process works here. After hours of testimony, I

1 believe that we have all come to an agreement. Let me
2 explain.

3 Centegra agrees that Mercy should not be
4 approved. Mercy agrees that Centegra should not be
5 approved. The Board has initially determined that neither
6 hospital is needed. And on these points I agree with
7 everyone.

8 Thank you.

9 (Upcoming speaker announced.)

10 MR. GRUBER: Ms. Olson, Mr. Urso, Mr. Morado
11 thank you for your patience today. It's been a long and
12 most interesting day, and I think it's been an educational
13 day for all of us.

14 I come at this stage in the afternoon a little
15 bit tired and just a little bit disappointed. I'm tired,
16 because it's really been a long day for all of us. I'm
17 disappointed, because I thought this public hearing was
18 supposed to be about our modified application. To those
19 opponents who respectfully presented their opposition to
20 the modification, I offer my appreciation and my respect.
21 To those others -- and, frankly, they know who they are --
22 I offer the fact that right now, I just feel like I need a
23 shower for all of the mud that's been tossed in our
24 direction. Dealing in unsubstantiated mud and distorting

1 the facts says volumes, absolute volumes about the
2 character of that organizations' leadership and their hired
3 guns.

4 This is not about closing Centegra, as seems
5 to be an additional theme that we keep hearing this
6 afternoon. This is about serving the residents of Crystal
7 Lake and the surrounding communities with better access to
8 care that they have asked for and we're hoping to deliver,
9 with your permission. I cannot, quite frankly, control how
10 Centegra will tend to manage its operations today or into
11 the future. That's their challenge. I'm here to represent
12 the fact that we're here to serve the communities that we
13 represent in our application.

14 Now, that being said, I wish to address a
15 request the Board did make when we sat in the hearing on
16 June 27th, and that was that we address the McHenry County
17 Community Health Study. That study was done earlier in
18 2010 with the purpose of determining -- with this purpose:
19 "The health of a community extends far beyond the
20 traditional view focused on select health measures and
21 availability of medical resources. Rather, a healthy
22 community encompasses a broad range of community
23 characteristics that define the ingredients of a healthy
24 place to live."

1 We carefully reviewed that study, as well as
2 our careful review of the safety net study that was also
3 done. Four primary and four secondary priorities were
4 established within the Community Health Need Study that was
5 done. The primary priorities are information and referral
6 systems, access to dental care for low income population,
7 access to mental health and substance abuse services, and
8 obesity and nutrition. The second area priorities related
9 to cardiovascular disease, diversity of population and a
10 lack of integration, environment open space and ground
11 water protection, and, finally, a lack of public
12 transportation. Our project proposes to address head-on
13 the primary and secondary priorities identified in the
14 study.

15 In addition to the primary and secondary
16 priorities identified, there seems to be some clear issues
17 that there's disagreement with. For example, 44 percent of
18 the respondents, those surveyed, indicated that they're not
19 well aware of healthcare services that are provided within
20 this community. Compounding that issue is transportation,
21 a serious challenge to provide in this community, issues we
22 want to address head on.

23 So, what's our game plan? Mercy's call to
24 action with this particular project is the following: We

1 intend to provide an information and referral system to
2 this community, and will do it through a Mercy help line.
3 This help line will be a free resource for information and
4 services available in McHenry County. It also serves as a
5 resource for information of health services available in
6 the region. Mercy intends to initiate wellness activities
7 in McHenry County, including programs directed to obesity
8 and nutrition. With the opening of the proposed hospital,
9 Mercy plans to significantly expand those offerings in the
10 community it will serve.

11 More importantly, with the opening of this
12 hospital, Mercy will be expanding our bariatric surgery
13 program to the Mercy Crystal Lake hospital. Mercy's also
14 committed to expanding our health screening. We intend to
15 provide a high priority of health screenings that will
16 identify and refer to treatment those individuals at risk
17 for cardiovascular diseases.

18 Finally, the study highlights that a better
19 public transportation system is needed in McHenry County.
20 To address this priority, Mercy proposes to establish a
21 "Mercy in Motion" program and provide a low-cost option for
22 individuals needing transportation to clinic and hospital
23 appointments. The service would be provided on a scheduled
24 basis with easy access available through Mercy's help line

1 that we propose to establish. And all of these reasons --
2 all of these programs are reasons why we truly are
3 dedicated and committed to the communities that we serve.

4 That being said, I want to share an economic
5 development story that I think is a really important story
6 you need to hear. I know of a company in Wisconsin that
7 has an interest in investing about \$110 million in a
8 project down in Illinois. Now, that project, based upon
9 the fact that it would be constructing a large facility,
10 would employ about 1,000 individuals immediately, taking
11 people sitting on the bench in Illinois and putting those
12 tradesmen back to work. In the future, when the facility
13 is open, there will be thousands of high-pay, healthcare,
14 professional jobs available in this community that,
15 frankly, many don't exist today. The organization is going
16 to be incorporated as a private -- is incorporated as a
17 private, not-for-profit organization. It's also an
18 Illinois corporation and recognized by the State of
19 Illinois and the Internal Revenue Service as a 501(c)3. So
20 all of that investment that I'm making into Illinois, guess
21 what? Those dollars, by Federal regulation, IRS
22 regulation, have to be reinvested in the Illinois
23 corporation, Mercy Crystal Lake Hospital and Medical
24 Center. If I were in any other industry other than

1 healthcare, the Governor of this great state, the
2 Legislature in this great state, the Chairman of the Board
3 of County Supervisors in McHenry County, even the Mayor of
4 Crystal Lake, even the mayor of Crystal Lake would be
5 rolling out the red carpet, inviting us to make that
6 investment in this state.

7 And, most importantly, the time for that
8 investment is now. In closing, I do want to thank you.
9 And there's been some back and forth related to why this
10 hearing took place. I, for one, have been quoted publicly
11 on numerous occasions and reported in a number of
12 newspapers, and I thank you for the opportunity to have
13 this project looked at and looked at closely. I can tell
14 you for a fact that this project has probably received more
15 scrutiny than any other project ever heard by the Illinois
16 Health Facilities and Services Review Board and its
17 predecessor boards. That is scrutiny that I appreciate.
18 That is scrutiny that I welcome, and we're proud to be able
19 to stay here in the state of Illinois, reinvest the dollars
20 we bring from Wisconsin, not haul them elsewhere, and do it
21 with pride, serving the community that so desperately needs
22 new access, better access to health services in this area.

23 With that, I certainly urge this Board to
24 positively deal with our application for a Certificate of

1 Need. Thank you.

2 MR. URSO: Thank you very much.

3 Is there anyone else that wishes to testify?

4 (Pause)

5 MR. URSO: I would remind everyone that there
6 is still an opportunity to submit written comments
7 regarding this project, and you have until November 16th at
8 nine o'clock in the morning to submit written comments.
9 I'll remind people that this project has been tentatively
10 scheduled for consideration by the Board on December 6th or
11 7th, 2011, at a meeting location that has not been
12 confirmed yet. I can tell you that the comments, if you'd
13 like to send them, have to be sent to the attention of
14 Courtney Avery, who is the Administrator of the Board, at
15 525 West Jefferson Street, Second Floor, Springfield,
16 Illinois, 62761-0001. You can also fax your comments to
17 217-785-4308.

18 At this point I'd like to thank my staff who
19 has done a great job, Juan Morado and Cathy Clarke, and
20 also I want to give a special thanks to Kathy Olson from
21 the Board who has stayed with us here today to listen to
22 all of this testimony, as well to the Court Reporter, who
23 has done a fine job. And, lastly, I want to thank the City
24 of Crystal Lake and in particular George -- and I won't try

1 to pronounce your last name -- for him and his staff for
2 making us feel at home and doing a great job and allowing
3 us to hold this very important public hearing.

4 I see that there is no further testimony and,
5 therefore, I declare that this public hearing is adjourned,
6 and I want to thank you for your time and attention.

7 Thank you very much.

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9 END TIME: 3:03 P.M.

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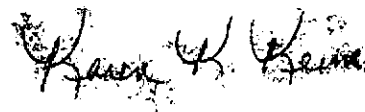
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CERTIFICATE OF REPORTER

I, KAREN K. KEIM, CRR, RPR, a Certified Court Reporter in the States of Illinois and Missouri, do hereby certify that the proceedings in the above-entitled cause were taken by me to the best of my ability and thereafter reduced to writing; that I am neither counsel for, related to, nor employed by any of the parties to the action, and further that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.



KAREN K. KEIM
CRR, RPR, CSR-IL, CCR-MO

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