

February 21, 2017

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pg. 1083

**Javon Bea, President/CEO Mercyhealth**

**Mercyhealth Crystal Lake Medical Center Testimony**

Good morning. My name is Javon Bea. I am President and CEO of Mercyhealth, the applicant, in connection with the micro-hospital and clinic applications you will hear about today.

These projects provide a responsible and thoughtful reconfiguration of our medical services in the Crystal Lake area to bring Mercyhealth patients enhanced coordination of care they have been asking for, and, access to emergency and acute care services the City of Crystal Lake has never had and deserves, especially the Medicaid, charity care and elderly patients who have difficulty finding transportation to other cities.

Mercyhealth has been privileged to provide healthcare to patients in the Crystal Lake area for over 20 years. We have been forging new innovative delivery models of care in our service areas based on patient need so they will receive coordinated quality care, close to home.

Our proposed plan for Crystal Lake is no exception. We want to enhance the healthcare our patients deserve, and access to immediate emergency care the residents of Crystal Lake deserve.

The first application proposes the construction of a multi-specialty clinic to consolidate our current physician practices in the Crystal Lake area and the second application proposes the construction of an adjacent micro-hospital with the relocation of licensed beds from our hospital in Harvard.

Our Crystal Lake applications follows the same concept we brought forth in our Rockford CON applications just over a year ago, which were unanimously approved by the Board.

We are, again, responsibly asking to redistribute un-utilized licensed inpatient beds from one of our hospitals, to a small micro-hospital in Crystal Lake so we can provide much needed access to inpatient and emergency services, especially to those Medicaid, charity care and elderly patients who have limited access to transportation and we are responsibly asking to consolidate five of our different physician office locations to provide more coordinated care to our patients and provide cost efficiencies to our patients.

Mercyhealth is very committed to the communities we serve. Founded over 125 years ago—and now headquartered in Rockford, Illinois—we serve over 2.1 million patients throughout northern Illinois and southern Wisconsin each year.

We are comprised of four service divisions with: 5 hospitals; 85 primary and specialty care medical centers and clinics in 50 communities; post-acute and retail services; and a wholly owned and operated insurance company. We employ over 8,000 partner/employees and over 600 W2 partner physicians in over 75 specialties.

We are a leader in quality with Magnet recognition for excellence in nursing and as a recipient of the Malcolm Baldrige National Quality Award the first vertically integrated health system to receive the award—and only the 7<sup>th</sup> hospital or health system in the nation to receive the honor at that time.



Ben pg. 2063

We have always been committed to serving the lower income, chronically ill and elderly patients helping improve community health for all segments of the population. Our focus is always on bringing appropriate care to patients in the best setting possible—close to home—while maximizing coordination of care.

We use a proven Accountable Care Organization model allowing us to provide high quality, cost-conscious coordinated care to our patients. We received an ACO quality score of 97.97% in 2015, the second highest among ACOs operating in the state of Illinois, and we fall into the 87<sup>th</sup> percentile of ACOs nationwide.

Our success is based on our ability to provide efficient, coordinated care, with physicians and hospital in one integrated system. Our two applications directly address access to care for the more than 30,000 patients Mercyhealth currently serves in the Crystal Lake area.

The applications are especially relevant to the 7,500 Medicaid patients in Crystal Lake, as well as charity care and elderly patients who often lack access to transportation. We have carefully designed our plan using an innovative micro-hospital model with a clinic for

Mercyhealth primary care and specialty physicians who are already in the community. We have 5 primary and specialty care physician practice locations in the Crystal Lake area: Mercyhealth Crystal Lake East, Crystal Lake South, Crystal Lake OB/GYN, Crystal Lake Rehabilitation Center, and Northwest Women's Group in Lake in the Hills. This includes 20 physicians spread across 5 sites generating approximately 43,000 annual visits.

We are proposing the consolidation of these five offices into one building on land we own at Route 31 and Three Oaks Road in Crystal Lake. This consolidation will form one functionally integrated clinic together with the micro-hospital offering convenient inpatient and outpatient services.

The proposed clinic would include 37 exam rooms to service a projected 73,000 annual visits by 2022, or two years after project completion. We will also provide physical therapy, occupational therapy, and infusion chemotherapy therapy treatment. Consolidating these clinics into one multi-specialty clinic location will improve coordination of care while providing necessary health care services to our current patients in the most accessible and cost-effective way possible.

Given the current multi-office structure in Crystal Lake, however, a patient with multiple health concerns may need to travel to several locations to get the care they need. For example, an elderly patient may see a family medicine doctor and pulmonologist at Mercyhealth Crystal Lake East, but if they have orthopedic problems, they would have to see a specialist at Crystal Lake South and receive physical therapy at Mercyhealth Rehabilitation Center.

This is not an easy task for someone who does not get around well or lacks access to transportation. This can also deter care, creating a more troublesome and costly situation later.

There is insufficient healthcare access and insufficient public transportation options in Crystal Lake for lower income people, and the need keeps growing. We do not want to unfairly hinder care for these patients when a viable solution is available. By consolidating our primary and specialty care services under one roof, we will make health care more accessible and more convenient for our current patients.

Additionally, our physician needs analysis indicates a shortage in many basic physician specialties. It is estimated that 65% of McHenry County residents leave the area to seek medical care.



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Our proposed plan will provide the integration of primary and specialty care physicians under one roof adjacent to a hospital, diagnostic services and an emergency department, which would be available for the first time in the history of Crystal Lake providing the security of integrated, accessible care when they need it.

Consolidation of our physician practices also means one integrated patient medical record, which affords many efficiencies for both our patients and our organization, including duplication of testing due to lack of historical information and cost efficiencies.

In short, the project will offer patients increased coordination of care between their primary care physicians, specialists and the hospital, providing higher quality care, decreased redundancy and reduced costs—not to mention providing all of this in their home community.

The project will also offer healthcare options for Crystal Lake residents, creating healthy alternatives to an area where 95% of inpatient beds are controlled by one system and who have no ER or beds in Crystal Lake, a population of 60,000.

The economic impact of this project is significant. It will bring in new jobs in construction and trades, as well as permanent health care jobs, to the local economy. The entire project will create more than 500 new jobs during construction, and approximately 156 new permanent well-paying long-term health care jobs to Crystal Lake, bringing our total employment to 229.

And that doesn't even take into account the economic spin-off effect. A recent Colorado Hospital Association study regarding economic spin-off, found that for every "one" hospital job in a community the size of Crystal Lake, another .9 job is created in other business sectors such as housing and retail. Using this metric, an additional 134 new permanent jobs would also be created through this project. The potential is great.

Our patients count on us for high quality, integrated health care. We are committed to providing access to care for all patients—including the indigent, chronically ill and geriatric patients. We owe them the very best.

We wish to provide this care in the high quality, cost-effective and integrated way we always have. This project allows us to better care for our patients' needs, those particularly living in Crystal Lake and the surrounding towns, while providing significant benefits to the community at large and reducing overall health care costs for our patients. It is a win-win all around.

Our integrated multi-specialty clinic project, in conjunction with the micro-hospital project, is an essential step toward reaching our goal of providing appropriate care to patients in convenient, close to home setting, while maximizing the coordination of care for our patients.

Thank you for your kind attention.



**Hospital and MOB Connected? One Application**  
**Opposition for Projects 17-001 and 17-002**

My name is Ashley Weinrich and I am a Senior Planning Analyst at Centegra Health System.

There are many reasons Project 17-002 should be denied as will be addressed in the following public hearing. But I would like to address an obvious reason why both of these projects should not even be separately considered by the CON Board. Both of Mercy's applications for a Certificate of Need state that its Medical Office Building and hospital are going to be "physically and programmatically connected." Both projects are at the same location.

Under Administrative Code Section 1130.310(b)(1), this connection between the two buildings would be defined as "interdependence" requiring that the two projects be brought in a single CON application. Mercy should have combined Project 17-001, the MOB project, with Project 17-002, the hospital project in a single application.

Assuming Mercy accurately reflected its project's details in its own application, the true cost per bed at the combined micro-hospital and medical office building project rises to \$8 million. That is a simply outrageous cost that patients in our community should not have to bear.

Please deny Project 17-002 on the basis that Mercy should resubmit its application according to the state's rules. Thank you.



Mercy Crystal Lake Medical Office Building

Testimony in Opposition

Joe Ourth

Project No. 17-001

The proposed Medical Office Building and the proposed Mercy Crystal Lake Hospital projects are intertwined. Advocate would like to enter its opposition to the Medical Office Building. To respect the time of the Board Member and staff attending, however, Advocate will provide its substantive testimony during the public hearing on the proposed hospital project and ask that the Board consider the opposition testimony to the hospital similarly reflect opposition to the Medical Office Building.



**February 21, 2017**

**Pete Olson, Business Representative, Plumbers Local 130, U.A.**

**In Support of the Mercyhealth Micro-Hospital and Medical Center Projects**

My name is Pete Olson, and I am the business representative for Plumbers Local 130, U.A. I am here today to show my strong support of Mercyhealth's micro-hospital and medical center projects.

Local contractors and businesses will have an opportunity to participate in the construction process, and these project will provide long-term jobs to area residents when construction is complete—all of which will feed into Crystal Lake's positive economic momentum.

I fully support Mercy's applications to construct the proposed micro-hospital and medical center in Crystal Lake, and I encourage the State of Illinois Health Facilities and Services Review Board to approve this project. Thank you for your consideration.



**CON Hearing Comments**  
State of Illinois Health Facilities and Services Review Board  
525 W. Jefferson St., Springfield, IL 62761

John Reinert, McHenry County Board, District 2

Planning & Development Committee Vice Chair; Public Health & Community Service Committee

- My name is John Reinert, and I represent the McHenry County Board, District 2. I am the Planning and Development Committee Vice Chair and member of the Public Health and Community Service Committee. *I Live Here in Crystal Lake*
- I am here today to show my support of both of Mercyhealth's CON proposals.
- Over the last 25 years, Crystal Lake has nearly doubled in size. We have more schools, more housing, more retail establishments. One area where we're still lacking, however, is in health care, namely a local emergency services.
- A city the size of Crystal Lake would benefit greatly with the addition of emergency medical care, especially individuals that don't drive or have limited access to transportation.
- The economic impact of a new micro-hospital and medical center cannot be overlooked as well. 500-plus job in construction and trades and 150 permanent health care jobs is significant. And the economic spin-off that will occur as a result will only add to the positive impact for the Crystal Lake area.
- I'm urging you to approve Mercyhealth's projects for the good of the region.

*Please Don't Let it Down*



**February 21, 2017**

**In support of Mercyhealth Crystal Lake Micro-Hospital and Medical Center**

**Wes Jost**

I am writing to convey my strong support of Mercyhealth's proposed Crystal Lake medical center and micro-hospital project.

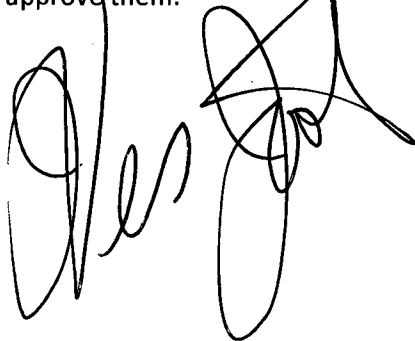
I currently serve as a member of the Mercyhealth Board of Directors. My association with Mercyhealth goes back quite a long way. I was a long-time member on the Mercy Harvard Hospital Board. In that role, I witnessed the tremendous commitment Mercyhealth has displayed in Harvard and the positive effect it had on all involved.

When Mercy Health System and Rockford Health System came together, so did the respective Boards. Today, three Board members from Harvard sit on the boards that now direct and advise the combined organization. When viewed from the perspective of what other health systems have traditionally done when merging organizations, this is quite remarkable. Harvard is a small town, yet we have great representation on the Board and are treated with the utmost care. Mercyhealth's longstanding commitment to Harvard has not, and will not, waver. When they commit to a community, it is for the long term and everyone is better for it.

As a longstanding Board member, I am also intimately familiar with Mercyhealth's leadership and its unwavering commitment to providing patients with the highest quality health care, delivered via innovative models that enhance outcomes, yet remain cost effective. In today's health care environment, that is no easy task. They are expert at what they do, and as such I am extremely confident in Mercyhealth's plan to bring critically needed services to Crystal Lake. The positive ripple effect it would create in Crystal Lake and beyond—economically and in terms of improved health care access and service options—is enormous.

I encourage you to consider the above as you review Mercyhealth's Certificate of Need proposals and urge you to approve them.

Thank you.

A handwritten signature in black ink, appearing to read 'Wes Jost', with a large, stylized flourish extending from the end of the name.



**February 21, 2017**

**In support of Mercyhealth Projects**

**Dr. Krishanthi Seneviratne**

- Hi, my name is Krishanthi Seneviratne. I am a board certified family medicine physician at Mercyhealth Crystal Lake South. I'm here in support of Mercyhealth's project to build a hospital and medical center in Crystal Lake.
- This new facility would make it much easier for patients to access different physicians and for testing since it all would be in one place. This leads to better care, and more efficient care.
- This clinic and hospital proposal would also allow for much better communication and collaboration between physicians and hospital services since all the care would be documented and coordinated in one medical record.
- Currently, there is no easy way for patients to have an integrated medical record if they are hospitalized in the area hospitals. This makes it very difficult for a primary care physician to coordinate care with a patient's hospital records, x-rays, labs, and other specialists if done in these area hospitals. Patients can also have labs and x-rays duplicated because of this lack of integration.
- As a primary care physician, I can provide much better care if I have immediate access to a patient's record of care for the both the clinic and hospital settings.
- The patients are also burdened with the paperwork required to get their records from other health care facilities for us. This is frustrating for patients and it makes it difficult to take care of their needs in a timely manner.
- This clinic and hospital will improve the access to care for my patients and others. It will increase the coordination and timeliness of care, which leads to higher quality care and more cost effective care.
- Thank you for your time. I hope you will approve this needed clinic and hospital.





**Dr. Mabria Logman**

Hi, I am Dr. Mabria Logman, a board certified family medicine physician at Mercyhealth Crystal Lake East. I am here to offer my unequivocal support for both of Mercyhealth's projects as an advocate for my patients.

This project provides a unique opportunity to significantly enhance care coordination and efficiencies, while also reducing costs for McHenry County residents. Opportunities like this are not always available. This is a clear win for patients and the community at large in so many ways.

Why is this critical? A fully integrated model of patient care improves patient care, improves access, and reduces cost across the entire health care continuum by providing coordinated care, outcome measurements, and cost and service efficiencies.

Many of my patients have chronic conditions that require coordinated care and communication with other physicians and services.

Bringing together the existing Crystal Lake-area primary and specialty care physician practices will benefit patients and increase coordination. Given the restrictions insurers place on patients, it's important to provide them affordable, easily accessible options. This has been shown to encourage and increase utilization of preventative care as well.

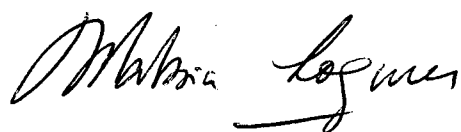
Many of my patients currently have difficulty traveling to multiple sites for their appointments and services.

Primary care physicians and specialists also need access to a patient's hospital record. This project benefits patients by integrating clinic and hospital medical records to reduce errors and costly duplicative services, while simultaneously increasing access and convenience, with many service lines under one roof and emergency and auxiliary services next door at the micro-hospital.

Without this integration, physicians receive incomplete information regarding the hospitalization of their patients. Sometimes the information is only coming from the patient themselves. Similarly, without true integration, there is no tracking of tests, resulting in duplicative testing. This is a significant waste of resources and is very costly and inconvenient for patients.

Without an acute care hospital, continuity of care is not optimized for patients of Mercyhealth physicians.

Integration also offers convenience. Patients may access lab, radiology and other diagnostic services under one roof. When struggling with a health issue, this kind of convenience means a great deal in the moment. Thank you.

A handwritten signature in black ink, reading "Mabria Logman". The signature is fluid and cursive, with the first name "Mabria" and last name "Logman" clearly distinguishable.



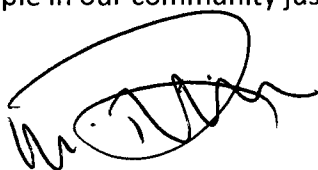
February 21, 2017

Magdalena Rivera, Resident of Crystal Lake for almost 20 years now

McHenry Co for 35 yrs

In support of Mercyhealth's Micro-Hospital and Medical Center Projects

- Hi, my name is Magdalena Rivera (Maggie) First and foremost, I am a health consumer in a preventive mode. Secondly, I am an active advocate of health services and other related issues that affect our residents in CL/McHenry County/Illinois with a focus on Latino needs. I am a member of LULAC the largest and oldest Latino Organization in our Nation, where I hold the position of Immediate Past National Treasurer. Our mission is to advocate locally, State wide and at the Hill, for service that provide a better quality of life for all.
- I am here today, in full support of both Mercyhealth's proposed projects to build a micro-hospital and clinic in Crystal Lake.
- My husband and I have been Mercyhealth patients since 2008. Due to insurance issues, we had to go elsewhere for care. For us this was unacceptable, I panic just thinking that I would have to start all over again in establishing a medical history with another institution, not to mention having to develop a relationship with a new doctor the whole thought made me Shriver! Our current Doctor (and past Doctors) at Mercy is not only knowledgeable in her field but compassionate, caring, supportive and a good listener, she knows who we are as a person. Fortunately for us, I was able to navigate the system until we were placed back with an insurance company that allowed us to return to our health care providers at Mercy. At Mercy the personal the attention we get from our Doctor, the nurses, customer service, from everyone the minute we walk into their door it's so hard to find nowadays. Believe me all I had to endure to be able to return to the family health providers of our choice was well worth it.
- If I were able to access all of the health care services I need in one place, not too far from my home, it would be life-changing. It would give me peace of mind and take a bit of the worry and strain off my family as well.
- And this doesn't even begin to address how I might fare if a serious accident or emergency were to occur. I do worry about emergency care, and what that extra travel time might mean.
- Having comprehensive services available in McHenry County is important to me and to my friends and family. Our community needs this. I urge you to consider ~~me and~~ all the people in our community just like me who would benefit.





Hello, my name is Bill Supernaw. I am a Clinic Director for Mercyhealth.

In my almost 20 years with Mercy in McHenry County, I have managed both our largest multispecialty clinic in Woodstock, and our smallest clinics throughout McHenry County, including those in the cities of Crystal Lake, Algonquin, and Lake in the Hills.

I have witnessed the advantages of having a large clinic with multiple specialists and services all under one roof. Patients are able to see their primary care physician, specialists, have testing done, and pick up their medications at the pharmacy. This one-stop-shopping concept makes it much easier for patients to get their care done since it is in the same location. This not only makes it more convenient for patients, but helps increase patient compliance with their care since all the services are readily available in one spot.

On the other hand, in the smaller clinics patients don't have access to all these services and must travel to other sites to receive them. This is very inconvenient or impossible for some patients due to work or family commitments, or lack of transportation. Patients sometimes put off these tests, or don't get them at all which delays their diagnosis and treatment.

In addition to convenience and improved care, the concentration of resources in one large clinic is a more cost effective method of providing services. This includes staffing efficiencies, supply savings, and the improved ability to manage the overall services in one location.

Improved patient convenience, improved patient compliance with care, all provide in a more cost effective manner. All values our patients deserve.

I would like to thank you for your support of this clinic project that will greatly benefit the patients in the Crystal Lake area.

A handwritten signature in black ink, appearing to read "Bill Supernaw". The signature is fluid and cursive, with a long horizontal stroke extending to the right.



McHENRY COUNTY  
**BUILDING AND CONSTRUCTION TRADES COUNCIL**

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765 Munshaw Lane, Crystal Lake, IL 60014 • (847) 854-7200 • (847) 854-7266 (fax)



February 16, 2017

Illinois Health Facility and Services Review Board  
528 West Jefferson Street, 2nd Floor  
Springfield, IL 62761

Dear Illinois Health Facility and Services Review Board and Staff Members:

As President of the McHenry County Building & Construction Trades Council, I am writing this letter on behalf of our 12,000 members and their families in support of the proposed Mercy Health Micro Hospital & Clinic. With more than 500 construction jobs and an additional 150 new healthcare positions, this project would improve the lives of many McHenry County residents. Mercy Health's proposal to move 13 beds from the far northwestern part of the county (Harvard) to a more central location (Crystal Lake) along with consolidating other outpatient facilities to under one roof makes perfect sense. Plus the new location is near two main roadways that run through McHenry County & Crystal Lake (IL Route 31 & IL Route 14) which only further helps the families of McHenry County. We ask that the city of Crystal Lake approve Mercy Health's proposal.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Passarella'.

Robert Passarella

McHenry County Building Trades President



**Hi. My name is Joe Milanese I am here in support of both Mercyhealth projects.**

**When medical records are not integrated or easily accessible, errors can occur. By physically separating the five Mercyhealth primary care clinics, we are not only increasing the burden on patients and making care inconvenient, but we are risking error, encouraging repeat testing and making health care more expensive for everyone. This is an opportunity to rectify that situation. Let's not miss it.**



My name is Kendra Rishling. I am Nurse Team Lead at Mercy Woodstock Medical Center.

In my professional career I have been in charge of:

- Medical units in the US Army
- I have been in charge of an Emergency Department and Helicopter Program
- And currently, I am in charge of the nursing staff at Mercy Woodstock. A multispecialty clinic with 27 physicians and specialties including outpatient procedures and Immediate Care.

In the military I learned that care provided with standard guidelines and oversight provided not only efficient and accountable care, but also improved care for the patient.

As the Manager for the Emergency Department/Helicopter program, I understand the importance of having Emergency Services close to the population. Time can be of the essence for a patient having a life-threatening event.

And as the Nursing Lead for a large multispecialty clinic, I understand the patient's desire to have all of their care under one roof. They appreciate having services such as lab, x-ray, and PT/OT in the same building. This helps lead to an increase in the patient's compliance with their care - which in turn leads to improved outcomes for the patient.

This is not only a convenience, but also a more efficient way of providing care. We are able to adjust staffing and resource utilization as needed. Physicians and their staff are able to coordinate among themselves to improve access and assist each other. And with multiple specialties within one building, there is an increase in immediate communication between the specialists and the primary care physicians.

With our electronic medical record, the information needed for any patient cared for by one of these physicians or support services is immediately accessible by all. This also supports coordinated, timely care.

When our patients need to go to other hospitals, or travel to other specialists outside of Mercy, we lose this benefit of having the information in a timely manner. At times we are not even aware the patient had care or hospitalization somewhere else. This does not support this needed coordination of care, something our patients deserve.

Providing a clinic and hospital on one campus in Crystal Lake, allows for improved patient access to care, improved communication of important patient medical health information, increased efficiencies, and provides Emergency Services close to a major population area.

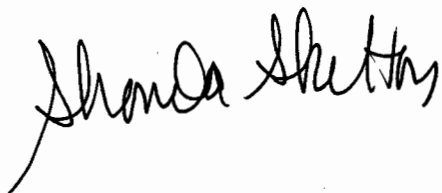
Thank you, Kendra Rishling



My name is Shonda Skelton and I support a multispecialty clinic in the Crystal Lake area to better serve our patients in the community. I have worked for Mercyhealth for over 15 years and 10 of those years I have worked in the Crystal Lake area. On multiple occasions I have witnessed an elderly patient arrive for an appointment with their primary care physician and have to go across the street for an x-ray which involves slowing making their way back to their car, getting in and out of their car one more time, when on a good day can be a challenge but very difficult when in pain. Or a Mom bringing their child to see their pediatrician and have to bundle them back up and load them back in their car seat to drive across the street for an x-ray.

I have helped several patients try to schedule multiple appointments in different locations on the same day due to limited transportation or not wanting to take multiple days off of work. To have a multispecialty clinic in Crystal Lake, where all these services would be under one roof would not only be more convenient for our patients but we could provide better customer service to meet the needs of our patients and the community.

Thank you

A handwritten signature in black ink that reads "Shonda Skelton". The signature is written in a cursive, flowing style with a large initial 'S'.



Hello, my name is Terri, and I am in my 19<sup>th</sup> year of employment with Mercyhealth, currently serving as the Manager of Imaging Services for the existing McHenry County facilities. I also have the privilege of being a resident in McHenry County for nearly 40 years; and therefore I am able to speak for the proposed Mercyhealth project from two points of view.

I choose Mercyhealth for my healthcare because I am able to access a very broad range of integrated services under one roof; including my primary care, imaging services, lab, physical therapy, pharmacy, and multiple specialties. I find it comforting to know that all of my practitioners are on the same page with my healthcare.

As a Mercyhealth partner, I see *daily* the benefits of our integrated healthcare model; which is truly the cornerstone of our success as an organization. Often, when a patient is seen by his or her PCP, and imaging or lab services are required, the patient can walk across the hall to obtain these services, and the results of these tests can be delivered back to the PCP and a treatment plan arranged, before the patient has left the clinic; helping the patient to get back on the path to healing and good health in a timely manner that is convenient to them. The patient's entire continuum of care can typically be managed under one roof.

In the event that a patient requires hospitalization; with the proposed plan, the continuum of care would flow seamlessly as the patient transitions to an inpatient setting; the treating physician would have access to the patient's story from the beginning, assisting them in better planning their care. The same level of fully integrated services would <sup>then</sup> be available to the inpatient.

This level of integrated service is what's missing in this corner of McHenry County; and as a long time member of the community; I know that the residents are ready for and in favor of Mercyhealth bringing these important services to Crystal Lake.

Terri Kaywood  
2/21/17



Hello, my name is Deborah Morley. I have enjoyed working in the Healthcare field and for Mercy for the past 20+ years. As a Mercy Team lead, I take care of many clinics in the Crystal Lake, Algonquin and Elgin area.

During my many visits to these clinics, I have had the pleasure of speaking to many patients. One thing that I have heard over and over is that they see many Mercy physicians in the different locations and their wish would be to be able to have a one-stop shop and be able to see all of their physicians in one place. This would save them time and money not having to travel all over the county with sick children or elderly parents.

One patient was speaking to me about not being able to have his own physician see him when he was in the hospital recently. He stated that he had to see a hospitalist that was assigned to him by the Hospital. Actually, he stated that there were many hospitalists that were coming and going throughout his stay and were leaving their cards in an effort for him to remember their names. It was very difficult because the hospitalist's did not know his history, his medications and did not have the personal relationship that he has developed with his own physician. Having a Mercy facility would have allowed him to see his own physician and continued his continuity of care without having to repeat over and over his history.

I am blessed with two beautiful and active grandchildren that have physicians in different clinics as well. I have been asked not only where the clinic was but also if I could go to help with the outing. I remember one day in particular that we had to go to two physicians in one day. That was taking two small children out of the car two times, taking out the stroller two times, making sure that hands are held and then putting everything back in the car and buckling them all up just to do it again a few hours later. If we had their pediatrician and the other physicians all in one building, it would have made the outing much easier for all.

I want to thank you all for being here today, for listening and considering our new proposed facility. There is no doubt that it would benefit the community of Crystal Lake and improve our patient's lives. It would be much easier for them to receive their medical care in their own community from their own physicians.

Thanks again for your time.

Deborah Morley

2-21-2017



- I have had the experience that patients do not have quick access to public transportation at all times and have been unable to have testing done same day as they cannot arrange last minute bus rides family and friends are not available last minute.
- Elderly and children would benefit from one location when they're ill or weather is bad.
- Many patients of Mercyhealth in the immediate area have been asking for this for a long time, they feel they should be able to get the care of their choice in their community, they do not care for the politics of the situation they simply want to obtain care they feel they deserve locally.

Chris Lippert

Resident of McHenry County for 58 years. Employee of Mercyhealth for 20 plus years.

A handwritten signature in cursive script that reads "Chris Lippert". The signature is written in dark ink and is positioned below the printed name and biographical information.



February 21, 2017

Maria Cuchna

In support of Mercyhealth Crystal Lake Hospital and Medical Center

*Receptionist Team lead 18 years @ the Woodstock Clinic*  
My name is Maria Cuchna and I am speaking in support of Mercyhealth's proposals to build a hospital and medical center in Crystal Lake.

Mercy's number of aging patients is growing every year. As patients age their need for health care services increases. We are seeing more and more patients having difficulties with transportation to their physician appointments, laboratory tests and medication. It is very stressful for patients who have to rely on family or friend for their transportation needs.

**I had patient tell one of the receptionist how she appreciates that staff remembers her and how we ask her how her family is doing and how she can make or have multiple appointments, pick up her medication from the Dr she just saw all in one place, she likes being independent and not rely on her family to take time off work or change their plans for her to drive her multiple places to take care of her health needs.**

The Mercy health Crystal Lake Hospital and Medical Center will offer patient the convenience of having all services in one location. I cannot stress the value of having access to multiple Dr's, Specialist pharmacy, lab, Radiology, Physical Therapy under one location and an emergency room when time can make the difference. I hope the board will approve this project for the community.

*Maria Cuchna*



#45

My name is Joanie Devito, my husband and I are 23 year residents of Crystal Lake. My daughter was in an accident in Dec. of 2016 requiring Emergency Treatment; Because of the location of the accident and the proximity of the nearest ED my daughter was taken to Huntley Centegra Hospital. With her physicians being staff members of Mercy Health System it resulted in her care being fragmented. Upon discharge her documentation did not follow through to her Primary Care Physician. Her PCP did not receive her labs, scans and f/u need for home health care. This delayed home healthcare care and transition of care management for 48hours. Many phone calls were required to coordinate Niki's care. My husband and I were left to figure out how to provide immediate care for Niki. The simplest of task became challenges, getting up the stairs to her bed, sitting up to eat, and getting to the bathroom.

I know a MH Hospital in Crystal Lake would have prevented her father and I from many phone calls at a very stressful time. Because of my daughters injury the possibility of transferring her to another health care facility was discussed. Complicating the issue; the nearest facility had no beds available. Both my husband and I believe that a Mercy Health emergency room would have prevented unnecessary and undo stress. Like all of you we have high expectations of are healthcare. Just as we have choices for the stores we shop in we believe we should have the option to choose are hospital. A Mercy facility in are community would of provided us the continuity of care that are daughter deserves as well as the people in our community.

Joanie Devito



My name is Kim Przybysz and I am in support of Mercyhealth's project to build a hospital and clinic in Crystal Lake. I have been a nurse in this community for 31 years. I am a nurse manager at Mercyhealth and work with several of our OB/GYN physicians in Crystal Lake and Lake in the Hills. As a manager, I have been involved in the care of pregnant patients who are experiencing difficulty with their pregnancy and need diagnostic services such as ultrasounds. We have patients who have expressed wishes that the services were available in our office where they are familiar with the staff and environment. When they are scared, upset, and worried about their baby, it is difficult to send them elsewhere to another facility and for them to have to drive back to get their results and follow up plans especially when the news is not good. Having these services in the same place as their trusted physician in a familiar environment would be a great relief to these patients. They could go from the physician's office to the testing area without having to drive while upset and scared and can return to their physician and nursing staff they are comfortable with to help them cope. The results would also be available to their physician right away upon completion which would expedite care and could be crucial in an emergency with their baby. This is what we would all hope for for our own families and should be what our community can count on.

A handwritten signature in black ink, reading "Kimberla J. Przybysz". The signature is written in a cursive, flowing style with a large initial 'K' and 'P'.



February 21, 2017

Valerie Johns

In support of Mercyhealth Crystal Lake Hospital and Medical Center

My name is Valerie Johns and I am speaking in support of Mercyhealth's proposals to build a hospital and medical center in Crystal Lake. As an experienced nursing leader, I understand the goals and value of delivering quality care, patient safety, care coordination and reducing health care costs. An integrated health care system with an integrated healthcare record is critical to achieving these goals.

We are in the beginning of 2017 and a nationally integrated healthcare record is nowhere in sight. As director of Mercyhealth Woodstock I see first hand the dysfunction and patient dissatisfaction caused by not having an integrated system with outpatient and inpatient services. It has a significant effect on our patient's health and well-being.

What can a Mercy patient expect upon hospitalization to the Mercyhealth Crystal Lake Hospital? A Mercyhealth primary care physician, the one that knows them the best will care for them pre and post hospitalization. With the click or two of a mouse their physician will see the patient's complete medical history and diagnostic results, helping them to make informed decisions. The patient will experience less duplication of services as occurs when Mercy patients have diagnostic tests done at Mercy and are admitted to an outside hospital. Tests are frequently duplicated and this duplication can place the patient at risk, delay their care and increase healthcare costs. They will receive coordinated care to assist them in achieving their optimal health goals. Coordinating care is a priority and can play an important role in decreasing the patient's readmission to the hospital and improve their overall health and well-being post hospitalization. Partnering with patients within the first few days post discharge can make the difference.

The issues I have discussed are common, real and serious. Patients share their stories and concerns with me in hopes that their experiences lead us to make positive change.

A Mercyhealth Crystal Lake Hospital and Medical center will have a very positive impact on improving the quality of care, patient safety, care coordination and reducing healthcare costs for Mercy patients. I hope the board will approve these to move this community forward.

A handwritten signature in cursive script that reads "Valerie Johns". The signature is written in dark ink and is located at the bottom left of the page.



**Hi. My name is Dan McLaughlin. I am here in support of both Mercyhealth projects.**

**I'm not sure we can stress enough how much an integrated model of care improves health care delivery, increases access to care and lowers costs. We need an innovative provider, like Mercyhealth, who already has experience profitably operating small-sized hospitals appropriately scaled to meet community needs to take us to the next level in care and ensure we are well positioned for the future.**



**Dr. Emily Shen**

My name is Dr. Emily Shen, I am a family practice physician with my clinic being in Crystal Lake. I am here to support both of Mercyhealth projects.

I have been with Mercy for over 8 years serving the Crystal Lake community. At Mercyhealth, we have thousands of current patients in the Crystal Lake area who rely on us for high-quality integrated health care services, especially public aid subscribers, the elderly, charity care patients and those with limited access to transportation. We owe it to these patients to provide the care they need, close to home and in the best possible manner we can.

I personally work with patients of all ages from newborns to the elderly. And a large percentage of my patients are either on public aid or on Medicare. Many of these patients find it difficult to travel for their medical care.

I know how important it is to have easy access to services such as lab, x-ray, and other physician specialties. The clinic and hospital would provide that for my patients thus improving their care. I know other physician's patients would benefit as well.

The proposed plan includes building a small 13-bed micro-hospital with private inpatient and intensive care beds, two operating rooms, physical and occupational therapy, lab and radiology services.

Because the City of Crystal Lake does not have an emergency department, the micro-hospital will include a 24/7 emergency room, to offer access to immediate emergency care, which is especially important for those who have limited access to transportation, like Medicaid, charity care and elderly patients.

The project will further improve patients' lives by offering convenient lab, radiology and other diagnostic and outpatient services under one roof, all recorded via one integrated medical record.

All of these efficiencies translate into improved overall efficiency of care delivery, higher quality care and reduced costs—not to mention greater patient peace of mind.

Over my 8 years I have seen the continuous growth in Crystal Lake and the surrounding areas. I know a new clinic and hospital is needed in this area to serve not only my patients but to serve the growing communities. It is the right time for this hospital.

Thank you for your consideration of this important facility.

*Dr. Shen.*  
*2-21-17*



Hello, my name is Jennifer Whitwell and I am a Clinic Team Leader at Mercyhealth McHenry. More importantly, I have been a member of McHenry County for 18 years.

I personally am excited about the proposal of Mercyhealth to build a micro-hospital and medical center in Crystal Lake.

In my position, I hear physician concerns regarding the coordination of care for their patients. "Too many providers from multiple health systems ; the inability to get vital patient information in a timely manner and having to work across different electronic medical record systems – all these factors play a role in increased risk for error and not to mention the duplication of services for laboratory and radiology services ." Physicians and their nursing partners spend an enormous amount of time attempting to track down patient information from other health systems both through phone calls and other computer systems.....time that could better spent providing direct patient care.

Physicians also mention the concerns that they hear from their patients – including the excessive wait times and lack of communication between other health systems and their own Mercyhealth primary care provider. Patients like utilizing Merchealth Harvard and Walworth for outpatient services because it keeps their healthcare within one system; however would prefer a Mercyhealth hospital in Crystal Lake as it would be within a reasonable driving distance.

Thank you for time and consideration.

*Jennifer Whitwell*



Hi. My name is Ruth Yarbrough. I am here in support of both  
FIRST/LAST  
Mercyhealth projects.

Mercyhealth system has been a staunch community supporter in every  
single community it serves. They have won nearly 100 awards for  
quality and patient care excellence. They were one of the first handful  
of systems to receive the Malcolm Baldrige Award for Quality—the  
only Presidential award for quality in the nation. For decades, they  
have been successfully operating as an integrated delivery system.  
They are the experienced partner we need to up the level of care  
provided to Crystal Lake residents.



Rodney Gabbert

Hello, my name is Rodney Gabbert, Certified Chiropractor at Mercyhealth Crystal Lake. I am here to convey my support for Mercyhealth's proposed multi-specialty medical center and adjacent 13-bed micro-hospital in Crystal Lake, which is under review by your esteemed Board.

I have been a chiropractor in Crystal Lake for over 30 years and with Mercyhealth, operating out of the Mercyhealth Crystal Lake Chiropractic and Rehabilitation Center, for 9 1/2. My philosophy rests on compassionate care. This is one of the reasons I chose to work with Mercyhealth. Mercyhealth is dedicated to its patients. The drive to provide the absolute highest quality care with compassion is evident in ~~all the organization undertakes. It has been so~~ *every thing Mercy* rewarding to bring this to Crystal Lake.

Today, however, it is becoming increasingly difficult for Mercyhealth patients to conveniently secure the care they need. With five geographically dispersed locations, patients who require multiple services from multiple specialists are unduly inconvenienced. The proposed clinic and micro-hospital would offer patients so much in terms of better coordinated care, not to mention access to never-before available services like emergent care and onsite surgical services. Patients for years have been asking for this type of consideration. Now, we have this unique opportunity to deliver it.

I strongly believe our community members deserve a choice and it is our responsibility to offer our underserved community members—the elderly, indigent, those with mobility issues and individuals who struggle to find reliable transportation—a local option.

Thank you for your time.

*Rodney Gabbert DC*



Ladd Udy

- Hello, my name is Ladd Udy. I am the Director of Population Health and ACO Operations at Mercyhealth, and I'm here today in support of Mercyhealth's medical center in Crystal Lake.
- An important part of the Crystal Lake project is how it operates as part of our Accountable Care Organization, or ACO.
- The overall goals of the accountable care movement are to increase quality, increase patient satisfaction, and reduce the cost of care. Mercyhealth utilizes an integrated model of care delivery to achieve those goals. This is based on the Mayo Clinic model, where hospital and physician offices are part of the same organizational entity.
- When providers are physically and technologically separated, it results in fragmentation of care, which makes it difficult to achieve the goals of the accountable care model.
- A truly integrated model of care—the hallmark of ACO success—requires both clinics and hospitals. Construction of the proposed medical center and micro-hospital allows the Crystal Lake community to realize the full benefits of Mercyhealth's integration model.
- Patients will have all the benefits of a multi-specialty clinic, as well as access to diagnostic and emergency services, surgery suites and other hospital-based care. Such integrated services greatly benefit emergency room patients that require attention by a pediatrician, cardiologist, ear nose and throat specialist, orthopedic surgeon or other specialists who are present on-site in the clinic or on call at the time the patient is seen in the emergency room. Proximity to colleagues facilitates better communication among providers around their shared patients, resulting in more coordinated care.
- In addition, the convenience of having all these services in one physical location is a patient satisfier, particularly for those with transportation challenges.
- Mercyhealth has risen to the market imperative for value-based healthcare, utilizing an integrated model with a proven track record of success. Your informational packets contain many figures that demonstrate this, but in short, this project will allow Mercyhealth to more extensively deploy its ACO model in McHenry County, which has proven successful in keeping the cost of care lower and quality of care higher, both of which are of significant benefit to the community. Thank you.

A handwritten signature in black ink, appearing to read "Ladd Udy", with a long, sweeping horizontal line extending to the right.



February 21, 2017

Casey Heafs

In support of Mercyhealth Hospital and Medical Center Applications

- My name is Casey Heafs. I have been a resident of Cary for 3 years. Prior to that, I lived in Crystal Lake for over 8 years. I'm also a medical assistant at Mercyhealth Crystal Lake South. I'm here today to show my support for both Mercyhealth projects.
- I see patients on a daily basis who have multiple doctors at multiple locations. They may see their primary care doctor at Crystal Lake South, but then have to travel to their specialty care doctors at multiple locations, including Woodstock and McHenry. This is very inconvenient for them, especially for older patients who don't get around well or rely on others to drive them to all their appointments. It can be extremely confusing for them as well. We also have single parent households that find it extremely difficult to get to specialty appointments, or receive ancillary services due to transportation difficulties and cost issues.
- For example, I saw a patient the other day that was seen for an illness and the patient was recommended to have some testing done and to follow up with a specialist. However, the patient did not do either one due to the inability to travel to Woodstock for the testing and to see the specialist and instead the patient waited and got more sick and followed back up with us since we are closer to them and are their primary care physician. These instances happen often resulting in patients not receiving high quality care and foregoing care and tests recommended by their physician.
- It would be so much easier if all their doctors, and ancillary services like lab and radiology, were in the same location like Mercyhealth has proposed. If these services were available to all patients, they would receive the high quality care they deserve and it would improve patient compliance as patients would be able to receive all the necessary services in one location and it would eliminate confusion for patients and improve accessibility for patients.
- Thank you.

Casey Heafs



**Hi. My name is Patrick Cranley. I am here in support of both Mercyhealth projects.**

**I am in support of this project. It will increase health care delivery efficiency, streamlining costs thanks to shared support staff and resources that are duplicated with multiple clinic locations.**

*Clinical* **Integration is a significant patient benefit in the ACO environment. However, integration requires an acute care hospital to optimize care, especially for patients with chronic conditions that require ongoing care with a team of specialists. This project will allow those patients to experience better care while also making it far more convenient.**





# EPILEPSY FOUNDATION

North/Central Illinois Iowa & Nebraska

321 W. State St. #208, Rockford IL 61101

February 20, 2017

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Benjamin Slack

State of Illinois  
Health Facilities and Services Review Board  
525 W. Jefferson St.  
Springfield, IL 62761

Dear Members of the State of Illinois Health Facilities and Services Review Board:

I am writing on behalf of the Epilepsy Foundation of North Central Illinois, Iowa, and Nebraska to convey our strong support for the Certificate of Need applications filed by Mercyhealth to build a clinic and micro-hospital in Crystal Lake, IL.

Epilepsy is a unique condition that can have devastating debilitating effects. At present, approximately 1,200 individuals in the Crystal Lake area suffer from epilepsy. Unfortunately, they do not have access to adequate resources in the area. They more acutely than most feel the physician shortage that is affecting the nation. Specifically, the shortage of pediatric epilepsy sub-specialist is negatively impacting the community. Currently, the Epilepsy Foundation is the only organization filling this gap throughout McHenry County. The physicians the Mercyhealth project would bring to the community would increase the amount and quality of care available to our clients. For our McHenry County program, working with local physicians to provide specialized care within the community would have an extremely positive impact on those battling epilepsy and their families.

One reason our patient population is particularly disadvantaged when it comes to securing care in the Crystal Lake area is transportation. The vast majority of patients with epilepsy are unable to drive and are reliant on others for transportation. Access to specialized care becomes even more troublesome, because patients often need to travel outside of the county to receive care. Adding additional resources to the community would be a great benefit to all individuals battling a chronic illness. Further, these additional resources would give patients a true choice when it comes to care. It is the goal of the Epilepsy Foundation for individuals to receive the highest level of care within the community.

On behalf of our Foundation, I kindly request that the Illinois Health Facilities and Services Board approve Mercyhealth's Certificate of Need applications.

Sincerely,

Ben Slack  
Executive Director



Good morning members of the committee.

My name is Donna Kurtz and I am a McHenry County Board Member for District 2 which encompasses parts of Crystal Lake, Cary, and Lake in the Hills. I grew up in Crystal Lake and my family has lived here for almost 50 years. In addition, I served on the Public Health and Human Services Committee for the County board for six years, and was also the chairman of this committee for two years. As a result, I do have some specific insight into health issues relating to our County.

As I have seen the area grow and have been involved with providing infrastructure to support our community's needs I have been concerned about the speed and availability in which we can provide healthcare for emergency situations, as well as to serve our elderly and indigent, who may have difficulty in obtaining medical access. I am also very impressed with Mercy Hospital Systems' record and focus in providing for charity care and serving Medicaid patients.

As our demographics continues to evolve we are seeing growth in our elderly, and lower income populations. The micro hospital concept could provide valuable healthcare to many people in Crystal Lake, Cary, and Lake in the Hills, ~~through an available state-of-the-art emergency room, electronic records system, and overnight care if needed.~~ In conclusion, I believe many of my constituents who live in the areas could greatly benefit from the Mercy Micro Hospital.

resources

while

Submitted by Donna Kurtz, 75 S. Walkup Avenue, Crystal Lake, IL 60014 / 815-353-5972

I know the IHFS Review Board will take into account the economics of this facility and its impact to surrounding hospitals. Ultimately, it is important that this facility complement the services and provisions offered by existing hospitals. I look for the ~~Review Board~~ Review Board to balance and address BOTH the health and econ well being of our community regarding this certificate of need.



AM

February 21, 2017

## **Doug Hawthorne**

I am commenting in Support of the Mercyhealth Hospital and Medical Center Projects

- SPELL
- Good morning, my name is Doug Hawthorne. I spent 15 years on the Mercy Harvard Hospital Board of Directors, the final three years as the President of the Board. After exhausting all of my terms, I joined the Mercy Harvard Hospital Foundation and was President of that Board for several years. I know firsthand how Mercyhealth gives back to the communities it serves.
  - From free screenings, health fairs, physician presentations, athletic training services to local high schools and college teams, to sponsorships for hundreds of area walks and runs, sports teams and ~~much~~ more, Mercyhealth truly cares about the health and well-being of area residents.
  - I'm also very familiar with the quality of health care Mercyhealth provides. My Mom is a resident at the Harvard Care Center, Mercyhealth's long-term care facility in Harvard.
  - I cannot say enough about the comprehensive, compassionate care Mercyhealth provides to my mother and all patients.
  - Mercyhealth's commitment to its patients and the communities it serves is exceptional, ~~and~~ I feel the Crystal Lake community will benefit greatly through the the addition of the proposed micro-hospital and medical center in Crystal Lake.



**Hi. My name is Lindsey Knickrehm I am here in support of both Mercyhealth projects.**

**This project will finally resolve the fractured patient care that has plagued us for so long. It is not in the patients' best interest to ask them to go to multiple facilities when care could be provided in a much more coordinated way—a much safer and cheaper way—via a central clinic. This project is good for patients. We demand and deserve this convenience. It seems so very common sense and simple.**





CITY OF HARVARD  
**OFFICE OF THE MAYOR**

**Michael P. Kelly**  
**Mayor**

Municipal Building • 201 Diggins Street  
P.O. Box 310 • Harvard, Illinois 60033  
815-943-6468 • Fax 815-943-4556  
e-mail: mayor@cityofharvard.org

February 21, 2017

State of Illinois  
Health Facilities and Services Review Board  
525 W. Jefferson St.  
Springfield, IL 62761

Dear Members of the State of Illinois Health Facilities and Services Review Board:

I am writing on behalf of the City of Harvard to express our full support for the Certificate of Need applications filed by Mercyhealth to build a multi-specialty clinic and adjacent 13-bed micro-hospital in Crystal Lake, Illinois.

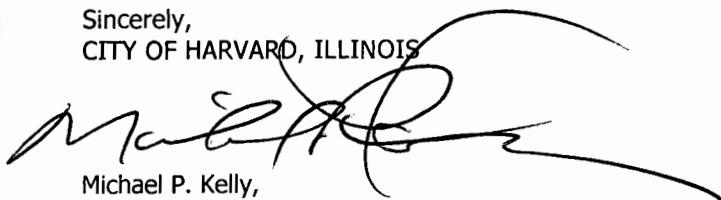
The City of Harvard has worked very closely with Mercyhealth executives for many years. They have been a steadfast supporter and partner to the Harvard community. They have invested nearly \$30 million in improvements to the Mercyhealth Harvard Hospital Campus so they can continue to provide the Harvard community with up-to-date facilities and exceptional healthcare services. They have fostered economic growth and new well-paying jobs in our community.

Mercyhealth's proposed project is good for both Harvard and Crystal Lake for a number of reasons. First, redistributing beds from Harvard Hospital that have not been used for the past five years to a community that is underserved and lacking healthcare services, is a responsible and efficient use of resources. I am very familiar with the details of Mercyhealth's proposed plans and it is clear Harvard Hospital will continue to operate in the same fashion they currently have in place with advanced technology, monitoring and ICU trained nurses 24/7.

Second, Mercyhealth has a long-standing commitment to our community that has not wavered from the first day they began serving the Harvard community. Based on my first-hand knowledge of the commitment Mercyhealth has shown over the years to the Harvard community, I am sure Crystal Lake will enjoy the same level of dedication to service excellence and patient care. Their proposed project will benefit Crystal Lake residents for years to come because they are very committed to the communities they serve in terms of bringing healthcare services close to home, serving the needs of the less fortunate indigent population and helping to improve the economy.

Our community is thankful for Mercyhealth's long-standing commitment to Harvard and for the excellent health care services they provide our community. On behalf of the City of Harvard, and myself we request that the Illinois Health Facilities & Services Board approve Mercyhealth's Certificate of Need proposals to build a micro-hospital and clinic in the Crystal Lake community. Thank you.

Sincerely,  
CITY OF HARVARD, ILLINOIS



Michael P. Kelly,  
Mayor



**February 21, 2017**

**In support of Mercyhealth Crystal Lake Micro-Hospital and Medical Center**

**Wes Jost**

I am writing to convey my strong support of Mercyhealth's proposed Crystal Lake medical center and micro-hospital project.

I currently serve as a member of the Mercyhealth Board of Directors. My association with Mercyhealth goes back quite a long way. I was a long-time member on the Mercy Harvard Hospital Board. In that role, I witnessed the tremendous commitment Mercyhealth has displayed in Harvard and the positive effect it had on all involved.

When Mercy Health System and Rockford Health System came together, so did the respective Boards. Today, three Board members from Harvard sit on the boards that now direct and advise the combined organization. When viewed from the perspective of what other health systems have traditionally done when merging organizations, this is quite remarkable. Harvard is a small town, yet we have great representation on the Board and are treated with the utmost care. Mercyhealth's longstanding commitment to Harvard has not, and will not, waver. When they commit to a community, it is for the long term and everyone is better for it.

As a longstanding Board member, I am also intimately familiar with Mercyhealth's leadership and its unwavering commitment to providing patients with the highest quality health care, delivered via innovative models that enhance outcomes, yet remain cost effective. In today's health care environment, that is no easy task. They are expert at what they do, and as such I am extremely confident in Mercyhealth's plan to bring critically needed services to Crystal Lake. The positive ripple effect it would create in Crystal Lake and beyond—economically and in terms of improved health care access and service options—is enormous.

I encourage you to consider the above as you review Mercyhealth's Certificate of Need proposals and urge you to approve them.

Thank you.



**CON Hearing Comments**  
State of Illinois Health Facilities and Services Review Board  
525 W. Jefferson St., Springfield, IL 62761

**February 21, 2017**

**In Support of Mercyhealth Crystal Lake Hospital and Medical Center**

Chuck Wheeler, McHenry County Board, District 4, Chair of Public Health and Community Service Committee

- Good morning. I'm Chuck Wheeler, a McHenry County Board member and chair of the McHenry County Board's Public Health & Community Services Committee.
- I am here to express my enthusiastic support for both the clinic and micro-hospital projects.
- As some of you may know, the McHenry County Board's Public Health & Community Services Committee continually reviews health and wellness resources in the area and is well versed in what this area has, needs and desires.
- The innovative plans Mercyhealth is proposing to the Certificate of Need Board today include building micro-hospital and clinic on their property at the corner of Route 31 and Three Oaks Road in Crystal Lake, Illinois.
- The project is right-sized for the existing population in Crystal Lake and offers services to those who would benefit from services closer to home—like the elderly and those without reliable transportation—without increasing beds in McHenry County or the Kane-Lake-McHenry Health Services Area. It is a smart use of resources. It is beneficial to area community members and patients.
- These proposed projects are good for the area. Both are responsible uses of resources that are thoughtfully applied. Both put the patients in the Crystal Lake community at the forefront, something that Centegra has failed to do, perhaps because they have never had to, given their virtually monopoly on services. At present, Centegra owns 95% of the beds in the market. This alone should make their opposition somewhat suspect. Clearly, competition in any form threatens this hold.
- Centegra also recently commented that Crystal Lake doesn't need a hospital. What? Perhaps another underlying reason Centegra is so vocally opposed is because Centegra doesn't want to serve the underserved in our area who desperately need services but would cost that system more to serve. And, I'm sorry, but I can't help but ask myself why is Centegra complaining about a small 13-bed micro-hospital and clinic? Don't they have bigger fish to fry? All I hear about Centegra from people in the area is that they have a monopoly in this community and they charge outrageous facility fees on top of a patient's regular bill. It is very unclear to me what this facility fee is and why it is necessary. Certainly the vast majority of other health systems do not add a "facility fee." Perhaps it is about time we offered our community members options.
- In my opinion, it is about time someone is offering a relief valve in this community—we sorely need it. Underserved patients have suffered too long, and Mercyhealth is willingly offering to provide relief, bringing services we desperately need. I am so thankful for this. Mercyhealth is just the organization to do it, to shake up the status quo that has us so enthralled we cannot see the reality.
- Let's all remember that Mercyhealth is and has been a strong advocate for Crystal Lake and McHenry County. Mercyhealth is not afraid to bring an innovative idea to the Health Facilities and



### **CON Hearing Comments**

State of Illinois Health Facilities and Services Review Board  
525 W. Jefferson St., Springfield, IL 62761

Planning Review Board. How can we get better if we do not innovate? Relying on what was historically acceptable is simply limiting our potential. It is a new world with new demands, and it requires new and better ways of delivering care to those who need it if we are to be successful.

- Mercyhealth is bold enough to bring a plan forward with just the right number of inpatient beds for current patients in our area. Their approach helps at-risk patient populations, like the elderly, who may need a little extra time recovering, and it brings 24/7 emergency care, which Crystal Lake has never had, to the community. Again, think of the benefit of offering access to immediate emergency care for those who have limited access to transportation, especially the Medicaid, charity care and elderly patients. This first would significantly benefit Crystal Lake residents. It's been far too long coming.
- In short, this is a very well thought out plan that is designed with the patient in mind. Crystal Lake deserves a micro-hospital and clinic like this. I urge you to approve both Certificates of Need.



February 21, 2017

In support of Mercyhealth Crystal Lake Micro-Hospital and Medical Center

Jeni Hallatt, Vice President of Operations, McHenry County  
Mercyhealth

Clinic Hearing

My name is Jeni Hallatt and I am the Vice President of Operations in McHenry County for Mercyhealth. I am here today to testify in favor of the clinic application.

Mercyhealth has 20-year long track record of providing healthcare care to residents of the Crystal Lake area. Mercyhealth is committed to providing necessary care to our patients in their home communities in an effort to ease the burden on families and reduce barriers to access.

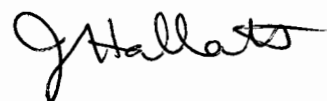
We have gone to great lengths to provide a well thought-out, comprehensive plan, specifically designed to meet the needs of our patients, and most important, the indigent, chronically ill and elderly patient populations.

In accordance with our plan, we intend to add primary care physicians, a gastroenterologist, a general surgeon, and a hematologist/oncologist to the clinic in Crystal Lake.

One tool we use to assist us in determining physician needs is MarketPlanner Plus from Truven Health Analytics. Truven Health Analytics is an industry recognized company that provides research, analytic tools and benchmarks to all sectors of the healthcare industry.

Using this data tool, we looked at the physician demand ratios of McHenry County. Based on the demographics of the population and the current physician supply, we noted a significant shortage in many specialties especially in the areas of primary care (family medicine and internal medicine), and a deficit of more than 4 gastroenterologists, 11 general surgeons and 9 hematologist/oncologists just to meet the needs of the aging population of McHenry County. It is not surprising that these specialties presented to the top of the list. There is great focus on colonoscopies with the rate of preventative screening being a well-recognized quality indicator.

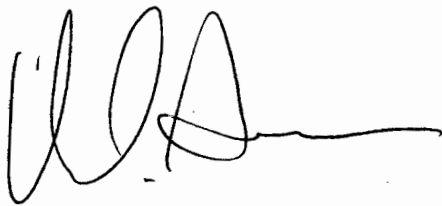
The need for additional physicians is further supported in our 2014 Community Health Needs Assessment in which we determined that 65% of the health care received by McHenry County residents is provided outside the county. Based on the County Health Rankings, McHenry County has a high ratio of residents to primary care physicians, performing poorer than the State average. The 2016 ratio for the county is 1 physician to every 1,790 residents with the State average of 1 to 1,040. Based on this data, there is a clear need for more physicians in McHenry County.





MY NAME IS VERNON A. BAUMAN. I RESIDE AT  
3702 FAWN LANE, WONDER LAKE, IL. I AM 55  
YEARS OLD AND AM A LIFETIME RESIDENT OF  
MCHENRY COUNTY. I AM THE PRESIDENT/BUSINESS  
MANAGER OF LABORERS LOCAL 1035. I REPRESENT  
550 CONSTRUCTION LABORERS IN MCHENRY & BOONE  
COUNTIES.

ON BEHALF OF MY 550 MEMBERS, I ENTHUSIASTICALLY  
SUPPORT MERCY HEALTH SYSTEMS PROPOSED HEALTH  
CLINIC AND MICRO HOSPITAL. THANK YOU

A handwritten signature in black ink, appearing to read 'V.A. Bauman', with a long horizontal line extending to the right.