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Transcript of Public Hearing

Date: January 12, 2021

Case: Quincy Medical Group Hospital, Quincy (Project #20-044)

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ILLINOIS DEPARTMENT OF PUBLIC HEALTH
HEALTH FACILITIES AND SERVICES REVIEW BOARD
BEFORE HEARING OFFICER COURTNEY AVERY

In Re: :
Public Comments Regarding :
Application for Permit :
for the Proposed : Project No. 20-044
Establishment of a 28-bed :
Acute Care Hospital, :
Quincy Medical Group. :

HEARING in accordance with requirements of the
Illinois Health Facilities Planning Act
Conducted Virtually
Tuesday, January 12, 2021
1:33 p.m. CST

Job No.: 343877
Pages: 1 - 62
Reported by: Joanne E. Ely, CSR, RPR

1 Hearing conducted virtually.

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7 Pursuant to agreement, before Joanne E. Ely, a
8 Certified Shorthand Reporter, and a Notary Public
9 in and for the State of Illinois.

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1 PRESENT:

2 ILLINOIS HEALTH FACILITIES AND SERVICES

3 REVIEW BOARD,

4 COURTNEY AVERY, Public Hearing Officer

5 MICHAEL CONSTANTINO, Senior Reviewer

6 ANN GUILD, Compliance Manager

7 GEORGE ROATE, Public Hearing Officer

8 APRIL SIMMONS, General Counsel, Public

9 Hearing Officer

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Transcript of Public Hearing
Conducted on January 12, 2021

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1 P R O C E E D I N G S

2 MS. SIMMONS: Okay. Good afternoon. I am
3 April Simmons, general counsel and hearing officer
4 for the Illinois Health Facilities and Services
5 Review Board. Also present today are Ann Guild,
6 Mike Constantino, Courtney Avery, and George
7 Roate.

8 On behalf of HFSRB, thank you for
9 attending today's proceeding pertaining to the
10 certificate of need application submitted by
11 Quincy Medical Group to establish a 28-bed acute
12 care hospital located at 3347 Quincy Mall, in
13 Quincy.

14 As per the rules of the Illinois Health
15 Planning Act, the previously published legal
16 notice, notice of review and opportunity for
17 public hearing and written comment -- and an
18 opportunity for written comment will be submitted
19 to the court reporter for inclusion in today's
20 record.

21 Please note that in order to ensure that
22 the Health Facilities and Services Review Board's
23 public hearings protect the privacy and maintain
24 the confidentiality of an individual's health

1 information, covered entities, as defined by the
2 Health Insurance Portability and Accountability
3 Act of 1996, such as hospital providers, health
4 plans, and healthcare clearinghouses, submitting
5 oral or written testimony that disclose protected
6 health information of individuals shall have a
7 valid written authorization from that individual.
8 The authorization shall allow the covered entity
9 to share the individual's protected health
10 information at the hearing.

11 Those of you who have prepared text of
12 your testimony, please note that you may submit
13 the written text via electronic mail at
14 DPH.HFSRB.PublicHearings@Illinois.gov, which will
15 be entered in today's record and made available
16 for all HFSRB members prior to the May 4th State
17 Board meeting.

18 Please note that everyone will be given an
19 opportunity to provide testimony. I will call
20 your name and unmute your microphone when needed.
21 Should you have any questions, please send a
22 message via the chat box.

23 I ask that you limit your testimony to
24 three minutes. Prior to beginning your remarks,

1 clearly state and spell your full name.

2 Are there any questions regarding these
3 instructions?

4 Hearing none, today's proceedings will
5 begin with Carol Brockmiller, chief executive
6 officer, Quincy Medical Group.

7 MS. BROCKMILLER: Thank you. I'm hoping
8 you can hear me. Yes. Okay.

9 MS. SIMMONS: Yes.

10 MS. BROCKMILLER: Good afternoon, my name
11 is Carol Brockmiller. It is my pleasure to serve
12 as the CEO of Quincy Medical Group or QMG. I want
13 to thank Ms. Avery and April and the team for
14 arranging this public hearing today. QMG
15 requested this public hearing because we couldn't
16 be more excited or proud to tell the story of our
17 plans for the Quincy Medical Group Hospital.

18 QMG physicians have been on a mission, a
19 mission to transform healthcare for the residents
20 of the tri-states, and specifically the Quincy
21 area. We believe that patients deserve more
22 affordable healthcare, an unparalleled care
23 experience, and we believe that happens when
24 patients and physicians work together throughout

1 the care experience. The best outcomes are
2 achieved when physicians lead healthcare and can
3 put patients first. Everyone agrees that more
4 choices lead to higher quality, lower costs, and
5 better patient outcomes.

6 We have done a great deal of research and
7 planning with the QMG board of directors, eight
8 tremendously talented and skilled physician
9 leaders, who have worked tirelessly on this
10 particular project. They've lead our management
11 team throughout the planning process to bring this
12 hospital to conception.

13 We announced our plans for QMG Hospital
14 about a month ago. Through Zoom calls,
15 conversations, and meetings, I have personally
16 connected with more than 50 patients, community
17 leaders, business owners, policymakers, and
18 others. The conversations were candid and
19 productive. I learned a lot, and I hopefully
20 provided some clarity about the healthcare
21 industry in general and maybe some understanding
22 specific to QMG's philosophies, goals, structure,
23 and our plans to deliver care differently.

24 The response has been overwhelmingly

1 positive, and I want to share some of what I
2 heard. We spent time talking about the
3 investments that QMG has made in the tri-states
4 over the years. Many recognized that QMG shows
5 up, volunteers, sponsors, and gives back. They
6 also noted an increased focus on the benevolent
7 work of our foundation and finding ways to help
8 communities and patients more than ever before.

9 QMG has worked hard to develop and
10 strengthen community relationships, build and
11 foster trust, and to understand what others truly
12 need from our group. That has been a goal for
13 QMG, and it's great to hear that area leaders know
14 that we are their partner and that we care.

15 Of course, folks wanted to know more about
16 the hospital, what it is and isn't. QMG Hospital
17 is physician developed and will be physician-led,
18 nonprofit, and taxable.

19 In addition to the 25 medical-surgical
20 beds, it will have a comprehensive emergency
21 department that maximizes an effective,
22 coordinated triage function, three ORs, and a
23 procedure room. It will have OB rooms and a
24 C-section suite, and, of course, a lab, pharmacy,

1 and imaging meeting all State and Federal
2 requirements for hospital operations.

3 The hospital will not have a traditional
4 ICU; however, implementing what we've learned
5 during the pandemic, several rooms will be
6 equipped as negative pressure rooms or isolation
7 rooms so that we can provide safe care during
8 future infectious disease outbreaks. The hospital
9 is not a trauma center and does not have a
10 helipad. We, like other area hospitals, will be a
11 referral source to higher acuity hospitals when
12 needed.

13 QMG Hospital will be located near the
14 cancer institute and surgery center, accessible
15 via a skywalk. The decision to locate the
16 hospital on the Quincy Mall campus supports the
17 economic development of the Quincy area by
18 revitalizing spaces that otherwise would remain
19 vacant and significantly contributing to job
20 growth in the area.

21 Currently, our 11-acre outpatient main
22 campus is downtown, and it is our intention to
23 keep the majority of our outpatient services where
24 they are now. We love the downtown and

1 contributing to its economy, and we can expand our
2 footprint to help do the same at the Broadway
3 location.

4 Understanding technical requirements of
5 the CON Board and with the goal of effectively
6 utilizing resources in our area, we worked with
7 two of our hospital partners, regional healthcare
8 providers, to achieve an unprecedented
9 redeployment of underutilized beds to our
10 hospital, assuming approval from the Review Board.

11 This redeployment of beds will result in
12 no more than 12 medical-surgical beds being added
13 to the service and will allow for the two existing
14 hospitals to operate in closer compliance with
15 State standards.

16 QMG Hospital is the next step in our
17 journey to improve healthcare for patients,
18 developing a unique physician-led fully integrated
19 health system. We are not replicating what is
20 available in our community today. We don't wish
21 to or intend to harm anyone. This is not an
22 either/or choice. This is not a zero-sum game.

23 Our strong belief is that all boats will
24 rise. Quincy is already a hub for many services

1 and industries. Healthcare is a growing part of
2 that. Our innovative patient-centered plans will
3 help ensure that Quincy's healthcare services are
4 expanded even more and that we are a physician-led
5 regional medical hub for the tri-states.

6 Our goal today is to share with the public
7 an even better and brighter future of unparalleled
8 care for patients in partnership with their
9 physicians. As physicians and as community
10 leaders, we all agree that more competition
11 improves quality and lower costs for our first
12 priority, the patients.

13 Tomorrow I begin more conversations, and
14 we welcome more questions and feedback about the
15 QMG Hospital. Public meetings will be scheduled
16 so that we continue to listen and tell our story
17 and craft the most affordable, innovative,
18 personal, local, transformative healthcare
19 possible.

20 Thank you.

21 HEARING OFFICER AVERY: Thank you, Carol.

22 Is Maureen on?

23 MS. KAHN: Yes.

24 HEARING OFFICER AVERY: Please proceed.

1 We can't hear you, Maureen.

2 MS. KAHN: Can you hear me now?

3 HEARING OFFICER AVERY: Please begin.

4 Spell your name for the court reporter.

5 MS. KAHN: M-a-u-r-e-e-n K-a-h-n.

6 I am Maureen Kahn, and I am here today
7 representing the Blessing Health System as its
8 president and chief executive officer, and I
9 oppose this QMG application, 20-044.

10 Blessing Health System is a community
11 anchor and a foundational partner in the region's
12 healthcare ecosystem. This didn't happen
13 overnight. In 1875, the Ladies Charitable Aid
14 Society opened Blessing Hospital, and since then
15 we have served this community with a sense of
16 mission and purpose to care for every patient who
17 needs us.

18 We pride ourselves on our reliable and
19 responsive healthcare delivery system informed by
20 a community-needs assessment to guide our
21 decisions, and this makes us nimble and has
22 allowed us to become a truly transformative
23 healthcare center.

24 We are guided by a voluntary board of

1 physicians and community leaders. Let me
2 emphasize that point. Blessing is proudly guided
3 by members of the community we serve.

4 Blessing serves everyone regardless of
5 their income and ability to pay. This matters
6 because one out of every six people in Quincy
7 lives in poverty. Since Blessing's beginning,
8 there have been no fewer than 20 declared
9 epidemics or pandemics in the United States --
10 yellow fever, diphtheria, typhoid, small pox,
11 cholera, malaria, six different types of flu,
12 polio, measles, and HIV.

13 And over the last 11 months we have seen
14 and have partnered with all of our healthcare
15 providers in our service area to battle the
16 pandemic of COVID, perhaps the biggest challenge
17 yet.

18 Blessing Hospital immediately renovated
19 our facility to create 87 rooms with the ability
20 to care for up to 130 patients requiring negative
21 pressure isolation. Utilizing the hospital's
22 incident command system, we coordinated the
23 healthcare resources for the region, including
24 Carthage, Quincy, Macomb, and Pittsfield in

1 Illinois and Hannibal in Missouri and Keokuk in
2 Iowa. We quickly developed a hotline and
3 drive-through facility for COVID-19 testing.

4 Our core care is often unsung, but none of
5 the hardworking people at Blessing do it for the
6 accolades; but as a leader of Blessing, I must
7 recognize that the work that this team has done
8 over the past 11 months is nothing short of
9 heroic. I'm grateful for their work and
10 sacrifice, and I know our community is too.

11 If there was ever a time to support a
12 community hospital and a healthcare system, it is
13 today. Health systems like Blessing have been
14 stressed and strained to save the lives of our
15 patients, but we have not only endured but
16 prevailed.

17 Today we are vaccinating our caregivers
18 and patients while we are competitors in the same
19 area that offer the same services that are being
20 proposed. Our community does not need to
21 duplicate those services with a new unnecessary
22 hospital which does not meet this Board's criteria
23 or preserve precious resources to meet the
24 unprecedented challenges we face.

1 Please reject this application.

2 Thank you very much.

3 HEARING OFFICER AVERY: Thank you,
4 Maureen.

5 Dr. Solaro, state and spell your name for
6 the court reporter, please.

7 MR. SOLARO: Good afternoon.

8 HEARING OFFICER AVERY: And I apologize.
9 I'm on my desktop, so I don't have a camera. So I
10 apologize for that.

11 MR. SOLARO: Good afternoon. First name
12 is Chris, C-h-r-i-s. Last name, Solaro,
13 S-o-l-a-r-o.

14 Well, hello, I'm Dr. Chris Solaro, and I
15 oppose this QMG Hospital Application No. 20-044.
16 I serve as Blessing's chief of medicine and
17 executive director of our clinically integrated
18 network, and I am a practicing emergency
19 physician.

20 I've been with Blessing for 15 years; and
21 during my time with Blessing, I've witnessed
22 firsthand our culture of transformative healthcare
23 delivery in action with the introduction of
24 artificial intelligence for diabetic retinopathy,

1 remote patient monitoring, telemedicine, positive
2 shared savings in our accountable care
3 organization, hospital at home, chronic disease
4 management, and precision medicine; in addition,
5 commercial ATO with the Blue Cross of Illinois and
6 employer clinic expansion and direct-to-employer
7 bundle payments and expansion of all ambulatory
8 access points. We did all of this while working
9 to keep the patients' healthcare in local
10 communities.

11 Blessing knows our communities and our
12 patients. We work to meet patients where they are
13 in their local communities; and as members of this
14 community, we know their health histories and
15 their personal journeys. We know now that social
16 determinants in health impact 40 percent of a
17 person's overall health.

18 Because of our commitment to care for the
19 whole person and listening to the needs of our
20 communities, we are addressing food insecurity
21 through our partnership with Horizon Soup Kitchen
22 and caring for the homeless by providing a free
23 clinic within their facility.

24 In addition, we continue to provide

1 behavioral healthcare for ages five through the
2 geriatric population and through community
3 listening sessions, including coordinated efforts
4 with members on issues of diversity. We continue
5 to find new opportunities to address the health
6 care needs of the underserved population many of
7 whom I care for in our emergency department.

8 Blessing is uniquely positioned to deliver
9 high-quality, affordable, and responsive
10 healthcare to our communities. Blessing is a part
11 of the communities we serve, and we stand apart
12 because we recognize them as part of a mostly
13 rural community. All of our fates are
14 intertwined.

15 The healthcare delivery system of a rural
16 community is much like an ecosystem where
17 unnecessary changes to that delicate balance will
18 result in unintended consequences, which in this
19 case, would be adverse to the health of our
20 overall community.

21 For all these reasons, I must oppose
22 Application 20-044 for the QMG Hospital.

23 Thank you.

24 HEARING OFFICER AVERY: Okay. Thank you.

1 Yeah. If you want to turn your camera off
2 if that's all the speakers that you will have for
3 Blessing. Thank you.

4 Okay. Thank you.

5 Okay. Next up, Kristen, please state your
6 name and spell it for the court reporter.

7 MS. ROGERS: It is Kristen Rogers,
8 K-r-i-s-t-e-n R-o-g-e-r-s.

9 My name is Kristen Rogers. I am the chief
10 strategy officer for Quincy Medical Group. QMG is
11 an independent, multispecialty, physician group
12 that opened in 1937. We are led by 114 doctors
13 representing over 30 specialties. QMG physicians
14 have a combined 1,413 years of experience. We
15 also have over 1,000 employees, including over 40
16 advanced practitioners.

17 We're the fourth largest employer in Adams
18 County. Our main campus is located in Quincy,
19 Illinois, which is a rural community with about
20 40,000 residents and sits on the Mississippi
21 river. In 2019, QMG saw over 100,000 unique
22 patients, performing nearly 400,000 visits in our
23 18 practice sites throughout Quincy, rural
24 Illinois, Iowa, and Missouri.

1 QMG's strategic plan was developed through
2 a year's long visioning process. We gathered
3 feedback from patients, community members and
4 leaders, QMG physicians, advanced practitioners,
5 nurses, and our front line. The resulting
6 strategic plan was launched in January 2020, and,
7 when executed at the end of 2023, will
8 revolutionize the future of healthcare for
9 patients and community.

10 First, we had to make sure that everyone
11 at QMG was committed to the same plan. So we
12 hosted dozens of meetings with our teams, and we
13 launched a new strategic vision which is: We
14 provide an unparalleled care experience. For QMG,
15 this is commitment to every aspect of the care for
16 our patients.

17 We hold ourselves accountable to outcomes
18 of the plan through six strategic elements and
19 three priorities. The strategic elements are:

20 Evolution, where we'll advance our
21 culture, providing an unrivaled environment for
22 physicians to deliver care, team members to build
23 life-long careers, and patients to experience
24 supreme care.

1 Collaboration, where we'll foster
2 relationships with physicians, providers, team
3 members, partners, employers, the community and
4 others to produce optimal patient outcomes and
5 maximum community benefit.

6 Innovation, where we'll be bold and
7 introduce new ideas, methods, technology to
8 guarantee a state-of-the-art care experience.

9 Stewardship, where we'll make careful and
10 responsible decisions and be the most trusted
11 steward of the healthcare dollar for our patients
12 and community.

13 Optimization, where we'll revolutionize
14 our care experience to ensure it is as fully
15 perfect, functional, and effective as imaginable.

16 And transformation, where we'll make
17 necessary, thorough, and dramatic changes to our
18 care experience to surpass our patient's
19 expectations and meet the needs of our community.

20 Each of the six elements was assigned to
21 an executive team member and executive -- team
22 members' established objectives. The three
23 outcomes we plan for are the highest quality,
24 lowest cost care experience, the highest patient

1 satisfaction, a comprehensive and coordinated care
2 experience that manages the needs of complex
3 patients, and ensuring care experience meets the
4 expectations of the consumer-driven mindset.

5 Quincy Medical Group Hospital is a key
6 priority in that plan that meets our strategic
7 vision and delivers on our plan's commitments to
8 innovation and transformation.

9 It's important to share the plan's
10 architecture so that you can see where QMG
11 Hospital fits and how our integrated care delivery
12 is supported by other elements to which our plan
13 holds us accountable.

14 Approving this project means the approval
15 of part of a plan to revolutionize the future of
16 healthcare for our region, and we couldn't be more
17 excited about it.

18 Thank you.

19 HEARING OFFICER AVERY: Wait a minute. Is
20 this the next speaker? This is your next speaker?

21 SPEAKER: No, this is not. Rustin is
22 offsite, so he's on a different computer.

23 HEARING OFFICER AVERY: Okay. Give me a
24 second. Let me find him.

1 Okay. Mr. Becker, sorry for the delay.
2 Please begin your remarks by spelling your first
3 and last name for the court reporter.

4 MR. BECKER: First name is Rustin,
5 R-u-s-t-i-n. Last name is Becker, B-e-c-k-e-r.

6 HEARING OFFICER AVERY: Please begin.

7 MR. BECKER: I'm Rustin Becker, the
8 president and chief executive officer of ERDMAN, a
9 leading builder of integrated healthcare
10 facilities. I support QMG Hospital, and thank you
11 for the opportunity to speak today.

12 Everyone knows that healthcare is
13 changing. ERDMAN has built more than 6,000
14 healthcare facilities in our 69-year history and
15 have seen the recent changes firsthand in
16 communities large and small all across the
17 country. The need to improve healthcare is clear.

18 HEARING OFFICER AVERY: Mr. Becker, can
19 you please go a little slower for the court
20 reporter.

21 MR. BECKER: Yes.

22 HEARING OFFICER AVERY: Thank you.

23 MR. BECKER: The need to improve
24 healthcare is clear. It's led to dramatic

1 innovations and smaller facilities, including
2 emergence of the small-format hospital as a best
3 practice in healthcare delivery.

4 There are more than 60 small-format
5 hospitals operating in 19 states, and greater than
6 40 more are expected to be built in the coming
7 years. ERDMAN has built more than a dozen, and
8 healthcare organizations of all kinds have
9 invested more than \$1 billion in the format.

10 Why? Because small-format hospitals
11 optimize patient experiences and foster a
12 personalized, attentive care experience that
13 improve outcomes and lower costs.

14 Healthcare, as a whole, is moving away
15 from the large hospital, centralized model that
16 was dominant in much of the 20th Century to more
17 efficient facilities that are built for a specific
18 purpose. Health systems that are forward thinking
19 are looking to reduce their capital investment in
20 facilities and are focused on how to make the most
21 of every square foot while ensuring an efficient
22 and effective care experience for patients. We've
23 seen this with the increase of urgent care clinics
24 and ambulatory health facilities.

1 We've had the honor of assisting with the
2 design and development of QMG Hospital. It's
3 innovative design will enable an agility in
4 staffing that's not possible in a larger-format
5 hospital. Physicians, nurses, and other team
6 members are able to navigate the facility with a
7 dexterity that meets patient needs while having
8 the added benefit of efficiency.

9 The entire small-format model is built
10 around the patient experience: Delivering
11 efficient care without compromising the patient's
12 time or health. And again, higher quality and
13 lower costs come as a result.

14 QMG Hospital will be a state-of-the-art
15 facility. The hospital's modern, warm aesthetic
16 will set the tone for the unparalleled care
17 experience QMG is committed to provide its
18 patients. The hospital will be about 68,000
19 square feet and feature technology and amenities
20 unlike anything else in the area.

21 At ERDMAN, we take on complex challenges
22 to help our clients build healthier communities.
23 We have seen the success for patients and
24 communities where healthcare leaders build

1 facilities that meet the future needs of
2 healthcare, rather than replicating the same
3 facility formats that are no longer sustainable.

4 ERDMAN has extensively studied hospitals
5 of the future. QMG Hospital is just that. It is
6 evident that QMG and its forward-thinking
7 physician leaders understand the importance of
8 planning for current and future needs of the
9 community and are capable of leading innovations
10 in care not only for their patients but for the
11 health and future of the communities they serve.

12 I urge the approval of this project and
13 look forward to working with QMG to fully achieve
14 their mission of transforming healthcare.

15 Thank you.

16 HEARING OFFICER AVERY: Thank you for your
17 remarks.

18 Okay. So is this Petty?

19 MR. PETTY: It is. Yes. Todd Petty,
20 T-o-d-d P-e-t-t-y.

21 HEARING OFFICER AVERY: Okay. Begin when
22 you're ready.

23 MR. PETTY: All right. Thanks.

24 I'm Dr. Todd Petty. I am a surgeon at QMG

1 and chairman of the board of directors. QMG
2 Hospital is the next step in QMG's mission to
3 transform healthcare for the patients of our
4 region.

5 I'd like to commend Carol and our
6 leadership teams for the years of hard work, due
7 diligence, planning, and the research that has led
8 this project to proceed. Our leadership team
9 listened and acted when patients, physicians, and
10 community members said that a choice was needed in
11 high-quality and low-cost healthcare.

12 QMG Hospital is structured as a taxable,
13 nonprofit hospital. In accordance with Illinois
14 law, QMG and QMG physicians will not receive any
15 financial benefits of ownership of the hospital.
16 There is no profit distribution, no dividends.
17 Instead, any excess revenue will be reinvested in
18 patient care and the community.

19 QMG Hospital will reinvest in things like
20 equipment and continuing to serve Medicaid
21 patients and providing charity care. Importantly,
22 QMG Hospital will be physician led with a majority
23 of the board of directors being physicians.

24 I'd also like to thank our community

1 healthcare partners at Memorial Hospital in
2 Carthage and Culbertson Hospital in Rushville who
3 have helped with this project and the planning of
4 QMG Hospital. They have committed to redeploy
5 their underutilized hospital beds to QMG Hospital
6 so that our region's healthcare resources are
7 utilized effectively. This redeployment will
8 result in the addition of no more than a dozen
9 med-surg beds to the service area and demonstrates
10 our commitment to careful planning.

11 Patients have said, and third-party
12 pricing studies have found, that prices are too
13 high for healthcare in our region. There needs to
14 be transparency in how prices are established, and
15 patients need price transparency so they don't
16 feel blindsided by bills. QMG Hospital will
17 empower patients to make the best decisions about
18 their care, as partners in their care. QMG
19 Hospital will reduce the overall healthcare spend,
20 and it will certainly improve price transparency.

21 We know that QMG Hospital will create
22 price competition. QMG's previous investments in
23 care for the community, such as our surgery center
24 project, have proven immediately that competition

1 works to lower the costs of care. Our new surgery
2 center will charge lower, freestanding ASTC rates,
3 rather than the HOPD rates that have been standard
4 in our area. This will allow patients to stay in
5 our community for outpatient surgeries rather than
6 leaving because of cost, quality, or lack of
7 choice.

8 My partners and I are physicians above all
9 else. We practice medicine for our patients, and
10 we seek to improve the lives of individuals,
11 families, and communities. QMG Hospital will
12 allow us to do that in ways we haven't been able
13 to, until hopefully now.

14 We have a long track record of success in
15 providing patient care and leading our
16 multi-specialty physician group for nearly 85
17 years. QMG Hospital is a needed extension of our
18 practice to allow us to manage the full spectrum
19 of patient care and deliver on our commitment to
20 reduce overall healthcare spend.

21 Thanks.

22 HEARING OFFICER AVERY: Thank you for your
23 comments.

24 Please proceed.

1 MS. HARRISON: Good afternoon. I'm
2 Shauna, S-h-a-u-n-a, Harrison, H-a-r-r-i-s-o-n, RN
3 and chief clinical officer for Quincy Medical
4 Group.

5 Quincy Medical Group Hospital will add a
6 hospital-based care option to our area that is
7 needed to improve outcomes for our patients as it
8 relates to coordinated and continuous care.
9 Removing barriers to care is one of the most
10 important ways that Quincy Medical Group Hospital
11 will provide lean, efficient, high-quality, and
12 patient-centered hospital care.

13 In March of 2020, we opened the QMG cancer
14 institute which provides patients with all of
15 their cancer care under one roof. Then COVID-19
16 hit. We started planning for QMG Hospital long
17 before the pandemic, but it became very clear to
18 us how quickly the capacity to care for patients
19 could be in jeopardy and seemingly overnight.

20 As sports arenas and tents became
21 make-shift hospitals, nurses became super heroes
22 in the public's eye, beds became scarce, and
23 everything we knew about protecting our frontline
24 was at risk. The reality of a pandemic solidified

1 our physicians' decision to move forward with the
2 QMG Hospital.

3 Pandemic aside, we kept our patients front
4 and center and focused on deploying programs aimed
5 to further transform care and lower costs. We
6 moved forward with the launch of an orthopedic
7 walk-in service, QMG Ortho Now. This provides an
8 alternative to emergency care for patients with
9 access to orthopedic specialists, 3T MRI imaging,
10 lab, and physical therapy all in one visit. Soon
11 after we launched this service, the competing
12 hospital-based physician group opened an
13 orthopedic walk-in clinic, proving that
14 competition leads to innovation.

15 QMG recently expanded primary care
16 walk-in, QMG Now, to support the growing needs of
17 patients. Last month we announced our plans to
18 launch a hospital-at-home program. The QMG
19 Hospital will allow us to expand that program
20 tremendously as part of our commitment to offer
21 unparalleled care in the lowest, medically
22 appropriate setting.

23 Additionally, I am responsible for
24 clinical care delivery in the new QMG surgery

1 center. In partnership with our nurse leaders,
2 QMG physicians have built care pathways
3 prioritizing safety, quality, care experience, and
4 efficiency that will optimize outpatient surgical
5 care.

6 It has been rewarding to build our team at
7 the new surgery center. We filled nearly all
8 positions in record time. QMG empowers its nurses
9 to make decisions in partnership with physicians.
10 Nurses have a voice at QMG and are encouraged to
11 contribute and function at the top of their
12 license.

13 QMG Hospital will operate in the same
14 manner. The efficiencies of our care team and
15 support staff will result in a very different
16 hospital-based career opportunity for talented
17 clinicians. QMG's history as a patient-centered,
18 physician-led organization has resulted in a
19 high-performing and efficient medical group and
20 led to the redesign of healthcare in our community
21 through various service lines and settings that
22 has already resulted in lowered costs of care in
23 our community.

24 These achievements, among numerous others,

1 are evidence of QMG's ability to identify the
2 needs of patients and the community and
3 effectively execute strategies to meet those
4 needs. QMG Hospital is the next step in that
5 journey, and I cannot wait to provide patients
6 with an unparalleled hospital-based care
7 experience.

8 Thank you.

9 HEARING OFFICER AVERY: Thank you.

10 MR. NOBLE: I am Rick Noble, R-i-c-k
11 N-o-b-l-e.

12 I am Dr. Rick Noble, interim chief medical
13 officer, primary care physician, and board member
14 at Quincy Medical Group. I have been a primary
15 care physician for nearly 35 years in this area,
16 and I feel very fortunate to be part of the group
17 that has worked so closely with the community
18 hospital.

19 Especially during this time of the
20 pandemic, we have worked hand-in-hand to serve our
21 community to afford the best outcomes. I also
22 feel very fortunate to be a part of a physician
23 group that loves its patients and has a vision for
24 providing an unparalleled care experience.

1 QMG is physician-led, but most importantly
2 we are patient-centered. Patients rate QMG
3 physicians 4.8 out of 5 stars. Nearly 95 percent
4 of patients surveyed recommend their QMG provider.
5 In 2020, QMG ranked higher than the national
6 benchmark in every patient satisfaction category.

7 In 2014, QMG invested in the widely
8 regarded electronic medical record system, EPIC.
9 A great EMR is vital to effective care
10 coordination. While we could have spent less, we
11 put our patients first and invested in the very
12 best.

13 QMG's primary care offices are
14 patient-centered medical homes that consistently
15 achieve meaningful use requirements. We have
16 maintained the top tier of PCMH certification,
17 which is reflective of the high-quality of care we
18 provide. We have also expanded our designated
19 rural health clinics, which enhance the provision
20 of primary care services in underserved urban and
21 rural communities.

22 QMG patients account for 10,000 of the
23 100,000 covered Medicare lives in the UnityPoint
24 ACO, the largest ACO in the country last year.

1 QMG patients account for more than 1/3 of the
2 attributed lives in the UnityPoint Blue Cross Blue
3 Shield Illinois ACO.

4 We've invested in the development of a
5 care management team of highly skilled nurses who
6 are care navigators for high-risk and complex
7 patients. This investment has made patients
8 healthier, increased their quality of life, and
9 reduced hospitalizations.

10 In July 2019, CMS released case studies
11 highlighting post discharge home visits and, in
12 part, QMG. Post discharge home visits, conducted
13 by our care management team, support patients
14 following a hospital discharge. These visits
15 effectively reduce hospital readmissions, lower
16 costs, monitor for patient safety in the home, and
17 help patients understand their post-discharge
18 medication routines.

19 QMG has invested in, and successfully
20 implemented, Medicare's three-day waiver. These
21 waivers allow patients to be directly admitted to
22 a skilled nursing facility bypassing the
23 traditional three-day hospital stay. These will
24 compliment our developing hospital-at-home

1 program. The approval of QMG Hospital will
2 dramatically improve our ability to offer
3 home-based care, ensuring that patients receive
4 care in the right care setting, reducing overall
5 healthcare costs.

6 Physician-led groups like QMG are rare in
7 healthcare today. Health systems have acquired
8 many similar groups, diminishing the physicians'
9 role in leading care. Healthcare costs continue
10 to grow, and the quality of care has not improved.
11 We believe QMG Hospital will empower QMG
12 physicians to use our successful history of
13 balancing decision-making at the bedside with
14 creating efficiencies and reducing costs in the
15 hospital.

16 QMG physicians have led consistently in
17 empathetic and quality care for patients, in
18 professional collaboration, while building a
19 culture for our employees to ensure they can build
20 lifelong careers. QMG Hospital will be led by the
21 same physicians who've ensured these outcomes for
22 generations.

23 I'm excited and proud of the overall
24 healthcare experience that QMG Hospital will allow

1 us to provide patients, ensuring an unparalleled
2 care experience.

3 Thank you.

4 SPEAKER: The next two speakers are not in
5 this room.

6 HEARING OFFICER AVERY: Okay. I will
7 retrieve them.

8 Keith Dunford.

9 MR. DUNFORD: Yes, that's me. I'm here.

10 HEARING OFFICER AVERY: Okay. Please
11 begin by spelling your name for the court reporter
12 and provide your remarks.

13 MR. DUNFORD: Yes, my name is Keith
14 Dunford. That's K-e-i-t-h, last name is Dunford,
15 D-u-n-f-o-r-d.

16 I'm a long-time resident of Quincy,
17 although we have spent a lot of time outside of
18 Quincy. But QMG has been our chosen healthcare
19 provider for many years while we are at our home
20 base in Quincy. We have always appreciated the
21 high standard of care and personal consideration
22 that's been provided to us.

23 We have lived and worked in the U.S. and
24 overseas for 60-plus years and running companies

1 for large corporations. We've received services
2 from healthcare groups similar to QMG in the UK,
3 in South Africa, in Russia, in Mexico, and in the
4 US in New York on Long Island, in California, in
5 San Jose and San Diego, in Florida at Tampa, and
6 in Illinois at Chicago. None of these have ever
7 provided a better care or a more dedicated care
8 than we get at QMG.

9 I consider the proposed QMG Hospital an
10 essential addition to the growing need for
11 healthcare services in Quincy and, of course, the
12 surrounding area by providing comprehensive,
13 competitive, lower cost services, potentially, and
14 a needed choice in surgery requiring short-stay
15 hospital care.

16 The proven record of QMG in quality
17 healthcare together with continuity of care that
18 will be provided by the proposed QMG Hospital
19 provides me with greater comfort and confidence in
20 my future need for such services.

21 Reducing the costs while improving
22 products and services to benefit customers is a
23 goal of every well-run enterprise. I applaud the
24 leadership at QMG for developing and implementing

1 their forward-looking strategies.

2 I have no doubt that QMG will have great
3 success in implementing the proposed hospital
4 project following the recent successful completion
5 of the much-needed cancer institute.

6 It also speaks loudly to the values of QMG
7 that established medical professionals from larger
8 cities and groups were attracted to our community,
9 adding capability and capacity over a wide range
10 of healthcare services.

11 So finally, I would request the Board take
12 these comments seriously and to consider these
13 comments in support and grant the necessary
14 authority for QMG to move forward and open the new
15 facility as soon as practicable.

16 Thank you very much.

17 HEARING OFFICER AVERY: Thank you. Ada
18 Bair.

19 MS. BAIR: Yes. Can you hear me all
20 right?

21 HEARING OFFICER AVERY: Yes, we can hear
22 you.

23 MS. BAIR: All right. I am Ada Bair, and
24 that's A-d-a B-a-i-r, and I'm the CEO of Memorial

1 Hospital Association, which is located in
2 Carthage, Illinois. I am happy to speak today in
3 support of the Quincy Medical Group Hospital
4 project.

5 Memorial Hospital is a critical access
6 hospital that has served the Hancock County
7 community for over 70 years. We are in the health
8 service and planning area relevant to the QMG
9 Hospital. We have a history of providing
10 high-quality, compassionate care to our patients
11 with a commitment to excellence. In 2020, we were
12 one of only 407 hospitals nationwide to have a
13 5-star rating from CMS for our performance across
14 seven areas of quality.

15 Memorial Hospital has worked closely with
16 QMG for many years to deliver specialized
17 healthcare services. Our organizations share a
18 commitment to improve rural healthcare services so
19 that residents can continue to receive exceptional
20 healthcare close to home.

21 Over the past few years, I had the
22 opportunity to work with members of QMG's board of
23 directors and leadership team as the proposed QMG
24 Hospital was carefully planned and developed.

1 This hospital will allow QMG to provide its
2 community with a fully integrated,
3 patient-centered healthcare system that directs
4 care to the lowest appropriate setting, enhances
5 access to more affordable, high-quality local
6 healthcare, and reduces the overall cost of
7 healthcare in the area.

8 While the physician-led hospital will have
9 a board of directors with a majority of
10 physicians, two leaders will serve on the board by
11 the time the hospital is operational. I am
12 honored to be one of those leaders, and I feel
13 confident that QMG physicians, with the support of
14 the hospital's management team, have the ability
15 and competency to run an effective, high-quality,
16 small-format hospital.

17 QMG's Hospital addition of an emergency
18 department will be beneficial to the community and
19 function much like our ED. It will be in addition
20 to and will not replace the emergency department
21 and Level II trauma center in Quincy, which will
22 continue to serve the community and do what no
23 other ED in the region can do, treat the most
24 serious and life-threatening conditions and serve

1 as the emergency medical services resource for all
2 surrounding counties.

3 QMG Hospital's ED will allow for patients
4 to be seen quicker, as another facility will be
5 available to see patients with non-trauma related
6 emergent conditions, allowing Blessing Hospital to
7 focus on those patients with a more
8 life-threatening condition.

9 In light of our ongoing partnership with
10 QMG and strong support of the hospital project,
11 and subject to approval by the Health Facilities
12 and Services Review Board, Memorial Hospital has
13 committed to redeploy up to eight of our
14 medical-surgical beds to QMG Hospital where we
15 believe they will be utilized efficiently. We
16 believe this redeployment is in the best interest
17 of our residents.

18 We are so pleased to continue to work with
19 QMG to transform the delivery of healthcare in our
20 communities. I would urge the Health Facilities
21 and Services Review Board to approve this hospital
22 project.

23 Thank you.

24 HEARING OFFICER AVERY: Thank you.

1 MS. KLEIN: Courtney, this is Tracey Klein
2 representing QMG. In the interest of the CON
3 Board's time, we were going to truncate speakers
4 and go with those that are external. Did you get
5 the list, or should I tell you who those are going
6 to be? How would you like to proceed?

7 HEARING OFFICER AVERY: The next one I
8 have is Tonya Mero, M-e-r-o, Mero.

9 MS. KLEIN: Yeah. No, I sent you a text.
10 We're only going to do the outside speakers, so we
11 would go with Mr. Rubottom.

12 HEARING OFFICER AVERY: Yeah. Tell me who
13 it is, please.

14 MS. KLEIN: Okay. It's Jim Rubottom, Sean
15 Garrett.

16 HEARING OFFICER AVERY: Okay. Hold on one
17 second.

18 MS. KLEIN: Debi Moore.

19 HEARING OFFICER AVERY: Tracey, can you
20 text or email those names to me?

21 MS. KLEIN: I thought I did.

22 HEARING OFFICER AVERY: You did? Hold on
23 one second.

24 MS. KLEIN: It's Jim Rubottom.

1 HEARING OFFICER AVERY: One second. Let
2 me check. Oh, okay. I did not see this one. I
3 was busy getting my computer together.

4 MS. KLEIN: Okay. I'll let you do it.

5 HEARING OFFICER AVERY: Jim. Okay. I
6 have it. I apologize for that. I didn't realize
7 you text. My phone is on silent.

8 MS. KLEIN: Just trying to be respectful
9 of your time. Thank you.

10 HEARING OFFICER AVERY: We're here.

11 MR. RUBOTTOM: Okay.

12 HEARING OFFICER AVERY: Okay. Jim, please
13 proceed. Spell your last name for the court
14 reporter also. Thank you.

15 MR. RUBOTTOM: Yes, ma'am.

16 My name is Jim Rubottom. It's
17 R-u-b-o-t-t-o-m. I'm vice president of human
18 resources for Knapheide, and Knapheide is spelled
19 K-n-a-p-h-e-i-d-e.

20 So I'm vice president of human resources
21 for Knapheide Manufacturing Company. I am here in
22 support of Quincy Medical Group Hospital because
23 the addition of a small-format hospital will allow
24 for competitive services resulting in lower costs

1 and improved quality. When patients have a
2 choice, price, quality, and experience improve.

3 I have been vice president of human
4 resources for the Knapheide Manufacturing Company
5 for 31 years. In 1991, I was a founding member of
6 the first employer healthcare coalition in Quincy,
7 Illinois. The employer coalition has positively
8 impacted cost and quality of care. However, in
9 the past 30 years, the lack of options for
10 hospital care has caused out-migration, amongst
11 other things, and made the goals of lowering cost
12 difficult for us.

13 Healthcare is a significant cost to
14 patients and employers. Knapheide operates in
15 over 15 locations across the country; and when it
16 comes to hospital costs, Quincy is our highest
17 cost center.

18 About two years ago, QMG announced that
19 they were building a surgery center. Opposition
20 for that project came from the only surgery center
21 in our community at the time. The opposition said
22 that two surgery centers weren't needed. However,
23 the announcement of QMG's project caused the
24 current surgery center to commit to lowering

1 prices by 30 percent before the QMG surgery center
2 was even approved. This commitment proves that
3 competition helps lower prices, and I'm anxious to
4 see if those prices are ultimately lowered.

5 Knapheide has approximately 1300 employees
6 in Quincy. In 2014, we started our own
7 physician-led primary care clinic, the first of
8 this type in Quincy, and that clinic is at no cost
9 to employees and families.

10 When we opened, both local primary care
11 providers felt challenged and felt we would impact
12 their volumes. But both providers began offering
13 employer clinics modeled after our concept. The
14 result, healthcare costs went down for other
15 employers, and the way primary care services were
16 offered has improved.

17 I view what QMG has proposed as much like
18 our Knapheide clinic. Large enough to offer
19 choice of care, but not so large that it
20 jeopardizes other providers. In fact, I believe,
21 it will encourage patients to stay in Quincy. I
22 have no doubt costs of healthcare will go down,
23 just as was committed when the second surgical
24 center was proposed, and just like our primary

1 care clinic did six years ago.

2 I strongly support QMG's Hospital
3 proposal. It is exciting to have a more
4 personalized approach that I know works. I also
5 know that opening a second hospital will not harm
6 other providers.

7 The only hospital currently in our
8 community is thriving. They have expanded by
9 acquisitions, had several new construction and
10 expansion projects, developed new employer clinics
11 and, most recently, started construction on a
12 brand new surgery center. These and many other
13 expenditures are reflective of their strong
14 financial standing.

15 Balance and competition is needed for our
16 community members and employers who pay for
17 healthcare services. Knapheide is a dominant
18 leader in the truck equipment industry. Every day
19 we face new competition that makes us review our
20 pricing, quality, on time delivery, ease of doing
21 business, and many other customer requirements.

22 Our customers determine if we're
23 successful because they have a choice. Healthcare
24 providers are no different. Patients should have

1 the same opportunity our customers do, choice. I
2 have no doubt that the healthcare marketplace in
3 our community will reward the healthcare provider
4 that improves quality of care and lowers overall
5 healthcare costs for patients.

6 I ask that you approve QMG's proposed
7 hospital. Thank you.

8 HEARING OFFICER AVERY: Thank you.

9 Next we have Sean Garrett.

10 MR. GARRETT: Hello. I am Sean Garrett.
11 Can you hear me?

12 HEARING OFFICER AVERY: Yes, we can.

13 MR. GARRETT: Great. I am Sean Garrett,
14 S-e-a-n G-a-r-r-e-t-t. I am the president of
15 acquisitions and director of community relations
16 for Cullinan Properties. I am speaking today in
17 support of Quincy Medical Group Hospital.

18 Since 2005, Cullinan Properties has owned
19 and managed the Quincy Mall. For more than
20 30 years, Cullinan has developed, owned, and
21 managed properties in Illinois, including the
22 levee district in East Peoria, Grand Prairie
23 Developments in Peoria, as well as the Streets of
24 St. Charles development in St. Charles, Missouri.

1 Cullinan partners with the medical
2 community to develop state-of-the-art facilities
3 and offices and has significant experience
4 developing and renovating properties for medical
5 use, including properties like the
6 275,000-square-foot veterans affairs clinic in
7 Austin, Texas; the East Court Shopping Center in
8 Pekin; the OSF Kumpf Street orthopaedics building
9 in Peoria; the Glen Avenue corporate and medical
10 park in Peoria; the Greater Peoria Specialty
11 Hospital; the OSF College Avenue medical building
12 in Normal, Illinois; and the McLean County VA
13 community-based outpatient clinic in Bloomington,
14 Illinois.

15 Like QMG, Cullinan Properties is also
16 committed to transformation. Cullinan recognizes
17 that our role in the Quincy community is vital to
18 its economic development. We have focused on
19 finding businesses at Quincy Mall that will
20 reenergize the local tax base while increasing
21 pedestrian traffic.

22 QMG has been thoughtful in their approach;
23 focused on building facilities that will benefit
24 this community well into the future. Their

1 commitment and long-term investment in the Quincy
2 community will have lasting benefits.

3 Quincy Mall is a very important property
4 to Quincy and the surrounding communities. QMG's
5 prudent location selections for its cancer
6 institute and surgery center filled a major
7 vacancy in Quincy Mall that resulted from the
8 departure of the Bergner's department store. The
9 successful completion of those projects further
10 supports the decision to locate QMG Hospital at
11 the mall. These facilities will provide a
12 tremendous new healthcare option for patients and
13 the community and significantly revitalize the
14 Quincy Mall area.

15 The QMG Hospital project will provide jobs
16 for more than 250 people during construction and
17 create more than 140 permanent jobs when it opens.
18 QMG's positive influence is already bringing other
19 new investments to the area. Our partnership in
20 developing these facilities will continue to bring
21 more people, growth, and revenue to the community.

22 Property development projects like the
23 surgery center, cancer institute, and now the
24 hospital increase property values for residents.

1 The hospital really is an ideal next step for QMG,
2 the Quincy Mall, the residents who live in the
3 mall neighborhood, and for the community as a
4 whole.

5 Cullinan is committed to the Quincy
6 community and value our partnership with QMG. We
7 have been working with the city of Quincy to find
8 ways to make sure this property continues to
9 develop, making it attractive for future business
10 owners from a variety of industries.

11 The continued redevelopment of Quincy
12 Mall, and particularly the addition of QMG
13 Hospital, will significantly enhance economic
14 development for the entire Quincy community.
15 Cullinan Properties is excited for the opportunity
16 to continue to partner with QMG.

17 Thank you.

18 HEARING OFFICER AVERY: Thank you for your
19 remarks.

20 Next, we have Debi Moore.

21 MS. MOORE: Can you hear me?

22 HEARING OFFICER AVERY: Yes.

23 MS. MOORE: Hi, I'm Debi Moore. And
24 that's D-e-b-i M-o-o-r-e. I'm an old Quincy

1 resident, and I own and operate an insurance
2 brokerage business here in Quincy.

3 I want you to know that I support the
4 approval of Quincy Medical Group Hospital. I
5 believe the hospital will be a fantastic
6 development for the mall neighborhood and for our
7 community. Well-planned hospitals, like Quincy
8 Medical Group, a small-format hospital, are truly
9 opportunity hubs because they're going to support
10 increased property values, attract a stable,
11 gainfully employed workforce, and they're going to
12 improve the economics of a community by increasing
13 the demand for the nearby property.

14 Quincy Medical Group has already had a
15 successful, revitalizing property at the mall and
16 has demonstrated their desire to be a good
17 neighbor, for example, when the Quincy Medical
18 Group employees volunteered to pick up trash on
19 National Community Cleanup Day.

20 I hand-delivered invitations for a pizza
21 party that Quincy Medical Group provided as a
22 thank you to all the neighbors for welcoming them
23 to the neighborhood, and I had the opportunity to
24 hear just how happy the residents around the mall

1 are about Quincy Medical Group's commitment here.

2 Quincy Medical Group has revitalized an
3 incredible piece of real estate in our community.
4 It's working in close partnership with the mall
5 owners, Cullinan Properties, and I was able to
6 experience this partnership firsthand recently
7 when I approached Quincy Medical Group about
8 supporting a project that I was working on with
9 all the local Kiwanis groups to sew 17,000 masks
10 for all the students and staff at all of the
11 private and public schools in our area.

12 Quincy Medical Group Foundation donated
13 \$3500 to our project. And then they connected us
14 with Cullinan Properties at the mall, who matched
15 Quincy Medical Group's donation and provided our
16 volunteers with a safe space to sew masks.

17 I also had an opportunity to visit the
18 Quincy Medical Group Cancer Institute recently.
19 The once vacant space is just beautiful. While
20 touring, I ran into Dr. Smith who lovingly cared
21 for my late husband during his battle with cancer.
22 He remembered us, and I'll truly never forget him.

23 Upon a diagnosis of cancer, we called a
24 number of different people that we knew to find

1 out who could be the best oncologist for my late
2 husband. And some dear friends from New York said
3 there was a doctor, and he gave us his name, and
4 we called to make an appointment only to find out
5 that Dr. Smith had just made a decision to
6 relocate; and when I asked where could he possibly
7 be relocating to, I'll travel. They said he'll be
8 to coming to Quincy, Illinois, and that's where we
9 lived. We didn't have to leave town for this
10 care, and we were getting care that was highly
11 recommended by the very best oncologist.

12 I know that my experiences with Quincy
13 Medical Group aren't unique. There is many people
14 who have been positively impacted by the care that
15 has been provided, their support to the community,
16 and well, the economic development they're leading
17 and revitalization. They're investing in the
18 heart of our community.

19 The new Quincy Medical Group Hospital is
20 good. It's good for the residents in this mall
21 and mall neighborhood. It's good for patients,
22 and it will offer patients like me a choice in
23 hospital care.

24 So I urge you to approve the Quincy

1 Medical Group Hospital. Thank you.

2 HEARING OFFICER AVERY: Thank you for your
3 time.

4 Next is Mike Jenkins.

5 MR. JENKINS: Hi, can you hear me?

6 HEARING OFFICER AVERY: Yes, we can.

7 MR. JENKINS: All right. My name is Mike
8 Jenkins, M-i-k-e J-e-n-k-i-n-s. I'm the property
9 manager for Cullinan Properties at Quincy Mall.
10 Having worked here for Cullinan since 2013 and
11 having owned MJBurton Gifts & Engraving in the
12 mall for almost 20 years prior to that, I have a
13 longstanding history with this property. I
14 wholeheartedly support the Quincy Medical Group
15 Hospital.

16 I have the unique perspective of both
17 working in and living near Quincy Mall. As such,
18 I have the regular opportunity to talk to our mall
19 business owners, our guests and shoppers, and
20 residents in the surrounding neighborhoods.

21 Store owners and retail managers tell me
22 they're excited to see further QMG developments on
23 the Quincy Mall campus. It's encouraging, the
24 increased frequency with which we're receiving

1 inquiry calls on backfilling mall vacancies since
2 Quincy Medical Group's initial investment on the
3 property.

4 Quincy is a very community-centered town,
5 and we're proud to regularly lend a hand with
6 specific community needs. Quincy Medical Group
7 has already stepped up with us on a number of such
8 events. Most recently we teamed up together to
9 provide \$7,000 and space to the local Kiwanis
10 clubs to support a major mask-up project that is
11 providing 15,000 masks to local students and
12 schoolteachers.

13 Last year QMG graciously became a platinum
14 sponsor, donating \$2500 to our local Bids for Kids
15 Auction, benefitting local agencies advancing
16 children's causes in Adams County. I'm sure this
17 is just the start of how Cullinan Properties,
18 Quincy Mall, and QMG organizations will continue
19 to partner in supporting our community.

20 The residents living near Quincy Mall, of
21 which I am one, are proud of our neighborhoods and
22 our homes. As a resident of the mall
23 neighborhood, I expect that the presence of the
24 Quincy Mall hospital -- or the Quincy Medical

1 Group Hospital will not only increase our access
2 to healthcare, but the development will drive up
3 our property values and make the neighborhoods an
4 even more attractive place to live.

5 Last fall, volunteers from Quincy Medical
6 Group came to the mall and to our surrounding
7 homes on National Community Cleanup Day to help
8 beautify our businesses and neighborhoods. They
9 also treated mall area residents to a free pizza
10 party as their way of saying thank you for
11 welcoming them to the neighborhood. QMG also
12 provided pizza to all of the mall business owners
13 and the construction professionals who have been
14 working tirelessly on the new cancer institute and
15 surgery center.

16 I am confident QMG will continue to foster
17 these relationships because that's what I've come
18 to know about them. The QMG Hospital is good for
19 the area's economic development, the continued
20 development of the mall, and for the business
21 owners who have been hit especially hard this year
22 due to the impact of COVID-19.

23 Thank you.

24 HEARING OFFICER AVERY: Thank you for your

1 comments.

2 MR. KENT: Can you hear me?

3 HEARING OFFICER AVERY: Tracey -- oh, I'm
4 sorry. Who is speaking?

5 MR. KENT: Jim Kent.

6 HEARING OFFICER AVERY: Please proceed.

7 MR. KENT: My name is Jim Kent. That's
8 J-i-m K-e-n-t, and I am the owner of Pappos Pizza.

9 We opened our location in the Quincy Mall
10 in September of 2020. Pappos is located at the
11 front entrance of the Quincy Mall. We chose this
12 location because of Quincy Medical Group's
13 investment in revitalizing the large vacant
14 department store that is located just adjacent
15 from Pappos.

16 As you can imagine, the decision to open a
17 new restaurant takes a lot of planning. Like
18 every other business, we were certainly impacted
19 by COVID-19. There were a lot of things to
20 consider, but one of them was the fact that we
21 were opening next door to a healthcare facility
22 that continues to expand, bringing with it
23 patients and families. Visitors to the QMG cancer
24 institute benefit from picking up a pizza on their

1 way home instead of cooking.

2 At this time, cancer patients can't always
3 be accompanied by a loved one during their visits,
4 and the mall gives caregivers a place to go to
5 make the time go faster and warm comfort food
6 helps too. To some, the concept of medical
7 facilities inside former department stores may
8 seem unusual. This is actually a trend throughout
9 our nation as retail transforms and trends change.
10 QMG is doing the same thing for local healthcare.
11 It's transforming.

12 I know that others will see the continued
13 investment QMG is making with the QMG Hospital as
14 a very attractive reason to bring their business
15 in to the Quincy Mall campus. There are many
16 complimentary restaurants and shops that would
17 benefit people who are visiting someone at the
18 hospital or waiting for someone who is having
19 surgery. Imagine not only a gift shop but an
20 entire campus at your ready. It really is an
21 innovative way to stimulate the Quincy economy.

22 I proudly support QMG Hospital, and I look
23 forward to being their neighbor at the Quincy
24 Mall.

1 Thank you.

2 HEARING OFFICER AVERY: Thank you.

3 Okay. That concludes the number of
4 speakers that QMG has requested, but if there's
5 anyone else that would like to provide additional
6 testimony, please raise your hand in the chat box,
7 and I will unmute you.

8 Are you wanting to speak, or are you just
9 managing the Quincy Medical Group Hospital?

10 Okay. Heidi, thanks for the message. I
11 realize that, but we do have a court reporter
12 that's capturing everything also as backup.

13 I do not see any hands raised for this
14 additional testimony, so we will go with Tracey
15 Klein.

16 MS. KLEIN: Thank you, Courtney. We just
17 wanted to quickly say on behalf of QMG -- my name
18 is Tracy Klein, K-l-e-i-n, and I represent QMG.

19 I just wanted to say thank you to you,
20 Courtney, and to all of your other CON Board
21 staff. We appreciate the time this afternoon. As
22 I think you can see from some of the testimony,
23 QMG really did its homework, and we look very
24 forward to meeting with you as the process

1 continues in making sure all questions are
2 answered and working with you to that end.

3 So thank you again for this time this
4 afternoon.

5 HEARING OFFICER AVERY: Thank you.

6 There are a number of callers. So I will
7 unmute the callers to give an opportunity to speak
8 if they would like. I apologize for that
9 oversight.

10 Are there any callers that would like to
11 provide testimony? Okay. Great. One second.
12 Let me make sure.

13 Thank you everyone for your time.

14 Please note that this process is
15 tentatively scheduled for consideration by the
16 State Board at its May 4th meeting. Details
17 pertaining to the meeting will be posted at a
18 later date. Please refer to the HFSRB website at
19 hfsrb.illinois.gov for more details and possible
20 agenda changes.

21 I ask that you take notice of the
22 following dates and times regarding Project
23 No. 20-044. Written comments on this project must
24 be received by 9:00 a.m. on Tuesday, April 20th.

1 The State Board staff report will be posted online
2 at the website on Tuesday, April 20th. Written
3 responses to the State Board staff report must be
4 submitted by 9:00 a.m. on Monday, April 26th.

5 Are there any questions?

6 Okay. Hearing none, this public hearing
7 is adjourned. Thank you for your time.

8 (Off the record at 2:44 p.m.)
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CERTIFICATE OF SHORTHAND REPORTER

I, Joanne E. Ely, Certified Shorthand Reporter No. 84-4169, CSR, RPR, and a Notary Public in and for the County of Kane, State of Illinois, the officer before whom the foregoing proceedings were taken, do certify that the foregoing transcript is a true and correct record of the proceedings, that said proceedings were taken by me stenographically and thereafter reduced to typewriting under my supervision, and that I am neither counsel for, related to, nor employed by any of the parties to this case and have no interest, financial or otherwise, in its outcome.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my notarial seal this 21st day of January, 2021.

My commission expires: May 16, 2024

Joanne E. Ely

Notary Public in and for the
State of Illinois

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