

Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 West Jefferson, Second Floor
Springfield, IL 62761

Re: Quincy Medical Group Hospital, Project #20-044

Dear Ms. Avery,

Below is a brief story that shares a personal experience about why I believe in the Quincy Medical Group Hospital Project. Thank you in advance for your time and attention.

"I think they are transferring me to the oncology floor," my mother said.

My stomach somersaulted. Hot tears immediately welled up in my eyes. Her voice was soft and tight. She sounded a million miles away.

"What do you mean, you 'think' they are?," I asked. "Let me talk to the nurse!" I demanded, as I sat that morning in front of my computer at my office job located one hour east of Quincy.

"They are not telling me anything," she whispered back through the phone to me.

"Mom, please. Is there a nurse there? Is there anyone there who can tell you anything?"

"I have asked. I keep asking," she said. "There is no one around who will give me an answer."

My mother was no shrinking violet. Yet I know she was frightened. I heard it her voice that day. It was May 23, 2013.

She was taken to the oncology floor that day. She was already admitted at the existing hospital in Quincy for what we thought was a GI problem. But not one nurse or clinical professional told her (or us) anything detailed about what turned out to be her terminal cancer diagnosis until her GI doctor, that evening, came in to see us. (By that time, I had left work and was there with her.)

I remember that particular May 23, after that phone conversation with my mother, pretty clearly. For years, I replayed it over and over in my mind frequently and even dreamed about it. She was alone that morning, with no answers. I was with her, in the hospital room, in the early, mid-, and late afternoon, and we still had no definitive answers.

What's more, we really had no choice in regard to hospital care in the immediate region. My mother's physicians were all located in Quincy. From the time she was diagnosed in May, until her death September 1, 2013, she was in and out of the hospital several times due to her weakened state.

This is why I am writing this letter in support of the Quincy Medical Group Hospital project.

The experience I related above was among the several I had at the existing hospital in Quincy during that time (May to September 2013) that left me more than dissatisfied with the care she received there. Many times I was furious with the healthcare practices, to be totally frank. I am not saying every single experience there was

horrible. But my mother was dying, and I felt inextricably stuck. It was the closest hospital to home that could keep her overnight if she needed it.

BUT if another viable choice was available in Quincy at that time, I would NOT have chosen the existing hospital.

I realize that people are human and mistakes happen. But if there was another hospital choice in Quincy, perhaps it would help the existing hospital's administration and clinical staff contemplate the areas in which their healthcare practices fall short.

Competition in most markets is a good thing.

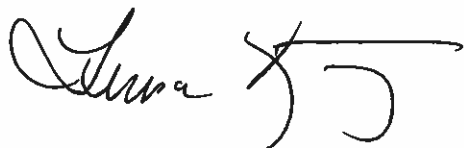
Full disclosure: I am an employee of Quincy Medical Group now; however, at the time of my mother's diagnosis, I was not, and I was not a patient of Quincy Medical Group at the time either. Since working for QMG, I have come to know how caring the physicians are and how much their patients' care means to them.

Since QMG has proposed this project, I often think about what my mother's last few months would have been like had she been able to stay at the QMG Hospital during the days and nights she needed hospital care. I suspect it would have been a much different experience.

In closing, I believe QMG Hospital will help improve outcomes and ensure patients in our region will have affordable access to the choice and care we need. I encourage you to approve Quincy Medical Group Hospital, Project #20-044.

Sincerely,

Teresa Koltzenburg

A handwritten signature in black ink, appearing to read "Teresa Koltzenburg", with a stylized flourish at the end.