

March 19, 2021

Courtney Avery
Board Administrator
Illinois Health Facilities and Services Review Board
252 West Jefferson St, 2nd Floor
Springfield, Illinois 62761

Re: Letter of Support: Mercy Hospital & Medical Center, Exemption #003-21

Dear Ms. Avery,

For over 14 years, I have worked in various healthcare facilities within the Chicagoland area. None of them are quite like Mercy Hospital & Medical Center. For two years, I have worked at Mercy Hospital and I have never experienced the amount of love, compassion, and reverence of which Mercy Hospital offers to its patients and employees. The employees at Mercy Hospital are not there for a paycheck, but come to work in order to serve a community that's suffering and need us.

At Mercy Hospital, many individuals are scared for the future of the hospital. Not because Mercy Hospital could be changing owners, but because for over a year we have been, living in a gray area of not knowing what may come for the community. For the last year, it seems as though we're living an emotional rollercoaster. One day we're merging, to closing, to bankruptcy, to being sold off. If Mercy Hospital were to close, it would be catastrophic to the community and may even result in death. As healthcare providers, we are trained to do everything in our power to save a life. Now, we are here struggling to save the life of Mercy Hospital.

Insight Chicago maybe new to the Chicagoland area, but they're not new to communities and facilities in distress. In late 2018, Insight took over a facility, located in Warren, Michigan, that was near shutting its doors to an underserved community. Shortly after Insight took over, the facility was financially stable and making a profit. Now, Insight wants to help give new life to Mercy Hospital.

After reading the Certificate of Exemption, supporting letters from community leaders in Michigan, and supporting letters from previous patients, I am confident that Insight can provide the assistance needed to turn Mercy Hospital around into one of the top hospitals it use to be. Insight's core values are love, energy, loyalty, innovation, adaptability, integrity and teamwork- all of which align with Mercy.

This very Board has denied Trinity from closing the hospital doors. I urge the board to allow Insight to take over Mercy Hospital and save the community, which is already underserved, from catastrophe.

A handwritten signature in black ink, appearing to read "David Schusteric". The signature is stylized with a large, sweeping initial "D" and a long, horizontal stroke extending to the right.

David Schusteric, MBA