



A COMMUNITY OF CARING

Springfield Clinic Main Campus
1025 South 6th Street • P.O. Box 19248
Springfield, IL 62794-9248
217.528.7541 • 800.444.7541
www.SpringfieldClinic.com

Accredited by the Accreditation Association for Ambulatory Healthcare (AAAHC)

Deborah Savage, Chair
Illinois Health Facilities and Service Review Board
525 West Jefferson St. 2nd floor
Springfield, Illinois 62761

Dear Chairwoman Savage:

I am a family of practice physician working in Springfield, Ill. I have been in practice here for 30 years and am writing in support for the clinic's application for a Certificate of Need to establish cardiac catheterization services at our surgical center in Springfield.

Over the years, I've watched the vast majority of my patients grow to prefer our ASC at the Springfield Clinic main campus as compared to a hospital setting for their outpatient surgical procedures. There are a multitude of reasons for this, all of which fall under the category of patient experience.

At our outpatient surgical center, the patient's drop off point is just feet away from the entrance and wheelchair availability. Friendly greeters are present to assist the patient into the wheelchairs, if needed, and help their loved ones on the way to the procedure floor. At one local hospital, the distance from the parking lot was so problematic for patients that implemented valet parking to make their facility more accessible, but unfortunately the valet service was recently discontinued for financial reasons. Cardiac patients are now being asked to walk long distances to access their needed procedure.

Additionally, while making hospital rounds and talking to Springfield Clinic cardiologists, it was made known to me that preference is given to non-Springfield Clinic cardiologist for Cath lab time slots. Our cardiologist taking care of my patients had to take whatever available time slots leading to significant delays in care for those who need these vital services. These delays directly contribute to poorer outcomes for our patients. There simply isn't enough access in our community to accommodate the growing demand for cardiac cath services.

In conclusion, my patients deserve high quality care for whatever needs they have. A great patient experience lead to positive patient outcomes. Springfield Clinic is focused on creating that experience in the cardiac catheterization space to provide easier access and better outcomes for our community. The Springfield Clinic Cath lab will provide superior access that is not currently available. Thank you in advance for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Western MD", with a stylized flourish at the end.

Randy Western MD