

## **OSF HealthCare to Open Redesigned Emergency Department in Monmouth (*Interview Transcripts*)**

**Lisa DeKezel, President, OSF Holy Family Medical Center and OSF St. Mary Medical Center**

“The ED really is the access point for care for many. It’s where we go when we’re the most vulnerable and certainly when we need to place our trust in those locally to care for us, going where you know the community members who are providing that care. Seeing the opportunity for innovation and transformative care right here in our local community I think is just such an incredible opportunity. OSF really continues to show its commitment to long-term, high-quality rural care.” (:29)

**Roxanna Crosser, CEO, Western Region, OSF HealthCare**

“They really have a demonstration of compassionate care, having the capabilities that they are able to work with in this new facility both on the ED and also on the inpatient side and how this all works together as a team. Our physicians, our nurses, our techs, the pharmacy – all of these individuals have been so keenly involved in this project.” (:22)

**Roxanna Crosser, CEO, Western Region, OSF HealthCare**

“It really solidifies the stability of the market in Monmouth and really having care local – both for ED and inpatient observation, and also our surgical patients.” (:14)

**Linda Murray, Donor, OSF HealthCare**

“My mom worked here and it was such a part of our lives. I think it’s important for the community – especially a rural community – to have a good health center. My mother just passed away two years ago, so my husband and I have been thinking about how we can honor her so it just happened to all fall together.” (:17)

**Michelle Reyburn, Donor, OSF HealthCare**

“Our family is very proud to be able to donate to the new emergency department. We feel like it’s a great asset to the community and we know personally what good care people can receive here at Holy Family – and the new ED is going to do nothing but improve and expand that.” (:19)

**Lisa DeKezel, President, OSF Holy Family Medical Center and OSF St. Mary Medical Center**

“I really believe firmly that we need to give back to those who give so willingly every single day in caring for their communities and investing in their communities. OSF and our local Warren and Henderson Community Health Foundation, our incredible donors, and the community’s support really just shows what it takes when rural communities come together to ensure this level of services for just truly wonderful people.” (:29)