

## **Frequently Asked Questions**

### **Q. What steps is OSF Saint Anthony's Health Center taking?**

A. OSF Saint Anthony's Health Center is continuing its journey to transform health care delivery to more effectively meet the needs of residents in the Riverbend region. We are progressing to a new model where we can build services around what patients need and want. This progression puts patients at the center of our care, by adapting facilities, processes and schedules to give Riverbend area residents convenient and high-quality care close to home.

### **Q. What factors are driving this transformation?**

A. The changing health care landscape at both the federal and state levels has contributed to the challenges to access to health care in the Riverbend area. Currently, access to care is not adequate to meet people's needs and the cost of health care continues to increase. OSF Saint Anthony's sees this as an opportunity to make health care better and more accessible for our community now and in the future.

### **Q. What will it mean when OSF Saint Anthony's take a more "patient-centered" approach?**

A. OSF Saint Anthony's Health Center plans to bring Riverbend area residents the health care they need at the right place, right time and the right locations. We will create a more coordinated network of care that is more convenient and efficient for patients. This includes moving programs and services that work together in closer proximity to one another and offering more outpatient programs at locations throughout the region. We want to offer care closer to where patients, live, work and play.

### **Q. How does this plan fit with the OSF HealthCare Vision?**

A. It is the OSF HealthCare Vision that is guides us in these steps to transform health care in the Riverbend area. Our Vision is: "Embracing God's great gift of life, we are one OSF ministry transforming health care to improve the lives of those we serve."

### **Q. How is OSF Saint Anthony's going to invest in cancer care?**

A. We plan to build a new comprehensive cancer center on the Saint Anthony's campus with the most advanced technology. That technology will enhance the ability of our highly compassionate and highly coordinated oncology team to offer improved access to care in a state-of-the-art facility that is convenient to patients.

**Q. What will OSF Saint Anthony's do to enhance primary care services in the Riverbend area?**

A. We will develop a larger patient-centered network of primary care services that adopts a team-based care model and re-structures health care delivery processes. This will help us meet each patient's needs and help patients to more proactively manage their health and well-being.

**Q. Will you be opening new locations?**

A. Yes. OSF Saint Anthony's Health Center will open new primary care centers off campus to offer physician offices at multiple locations in the community where people work, live and play throughout the Riverbend area.

**Q. Will you bring more doctors to the Riverbend region?**

A. Yes. Our plans are to recruit more primary care physicians and providers working as a team. We look forward to adding more physicians and care team members to the talented and high quality doctors who are already here. This will strengthen access to care in the Riverbend area.

**Q. Will you be making renovations at Saint Anthony's Health Center?**

A. Yes. We are going to renovate and bring new technology to the Emergency Department (ED) at the Saint Anthony's campus facility. This will help us accommodate the growing number of patients coming to our ED. These improvements will enhance our growing ED, which is a designated primary stroke center, offers tele-neurology for access to neurologists and is state-accredited for pediatric emergency care.

**Q. Are you making operational improvements?**

A. Yes. We will improve operations, processes and schedules that reflect and address patients' preferences and result in an excellent patient experience. This is another important component of patient-centered health care.

**Q. What are your plans to create a unified health center campus?**

A. Our plan for transformation requires careful stewardship of resources. During the course of this year, we will strive toward a unified health center campus that will result in better access for patients. To do this, we plan to move selected clinical services that are now at the Saint Clare's campus to the Saint Anthony's campus, as well as to locations throughout the Riverbend area.

**Q. What are the benefits of moving to a unified campus?**

A. A unified campus allows our services to be more conveniently located for patients, while also affording greater coordination by operating one hospital campus. The Saint Clare's campus and the Saint Anthony's campus are 1.5 miles apart. Saint Anthony's Health Center also will offer additional outpatient services at other Riverbend locations that are readily accessible to patients.

**Q. What services will move from Saint Clare's to other locations?**

A. To continue to provide high quality care in convenient locations for patients, the following services will move:

- Psychological Services will move to a more convenient location in the community. Our Community Health Needs Assessment (CHNA) report identified psychological health services as one of the top priorities for the Riverbend region.
- Outpatient Therapies, such as physical, occupational and speech therapy will relocate to another site where they will be easily accessible and convenient.
- Sleep Lab will move to a different location.
- Home Care and Hospice Care will move off campus into the community.
- Pharmacy and Lab Services will be integrated into OSF Saint Anthony's main campus.

**Q. Will any programs at Saint Clare's be discontinued?**

A. Several other programs that today are at Saint Clare's will be discontinued, likely by the end of 2017. We will work with other providers in the community to make sure that the needs for these services will continue to be met. These programs are: inpatient rehabilitation services, inpatient skilled nursing, adult day services and outpatient wound care.

**Q. What is the plan for Saint Clare's Villa?**

A. Through this transformation, Saint Clare's Villa, a supportive living facility for seniors housed within OSF Saint Clare's Hospital, will be affected as we unify the Saint Anthony's and Saint Clare's campuses over the course of this year. OSF Saint Anthony's Health Center will continue to operate Saint Clare's Villa and maintain our obligation to residents and regulatory bodies until an opportunity to transition the Villa arises. Residents may proactively elect to transition to new residences, if they so choose. OSF Saint Anthony's Health Center will pursue and discuss with other organizations the prospect of owning and operating the Villa.

**Q. How will these changes affect the Mission Partners who work at Saint Anthony's and Saint Clare's?**

A. As we transition to a unified campus over the next nine months or so, there will be a gradual reduction of some jobs in some departments. We are committed to helping the persons in those positions to find new placements – either within OSF HealthCare or with other organizations. OSF HealthCare is known for taking great care in helping its Mission Partners with job transitions and we will exercise the same compassion and support as we work to unify our two campuses.

**Q. How will you determine the future plans for the Saint Clare's campus?**

A. We plan to work with the Riverbend's local civic, business and community leaders on the continued re-vitalization of our region and economy, so we will seek input from and collaborate with the community to determine the best future use of the Saint Clare's campus.

**Q. How will the community be involved in planning the future of the Saint Clare's campus?**

A. We know that many Riverbend area residents have personal connections and fond memories of the Saint Clare's campus going back to the days when it was Saint Joseph's Hospital. We honor and respect that heritage and hope that will increase local residents' interest in finding a positive new purpose for the campus.

**Q. Why is OSF Saint Anthony's Health Center committed to working closely with the community to share these transformational plans?**

A. OSF HealthCare's dedication to transformative health care sometimes requires change that is difficult or unsettling. We know that people will have questions and we look forward to discussing these plans with the community. To be able to invest significant resources in the transformation and improvement of health care in the Riverbend region, we need to remain fiscally responsible. The changes that are part of these transformational plans will make it possible to carry out the innovations and expansions that will benefit the community in the future.

**Q. How do OSF Saint Anthony's Health Center's plans align with your mission?**

A. We believe that these plans to improve access to health care in the Riverbend area represent the next phase of fulfilling our mission: "In the spirit of Christ and the example of Francis of Assisi, to serve persons with the greatest care and love in a community that celebrates the Gift of Life.