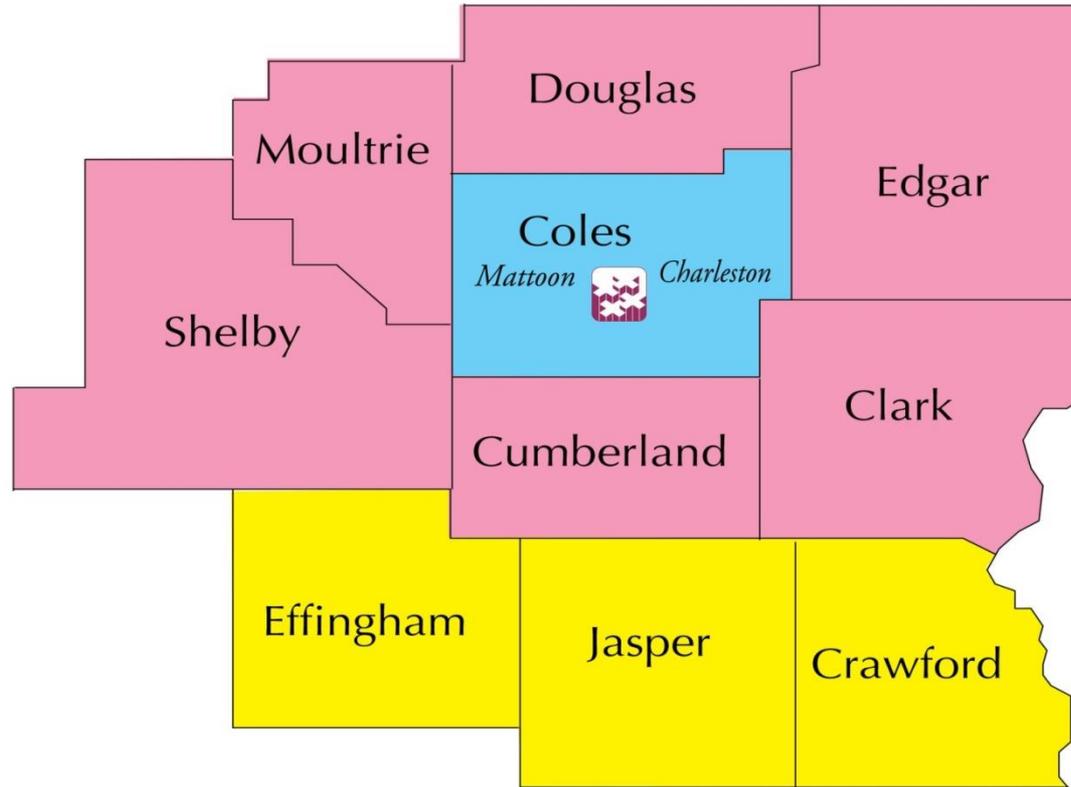




Sarah Bush Lincoln Health Center
1000 Health Center Drive
Mattoon, Illinois 61938
(217)258-2525 or (217) 348-2525

**Sarah Bush Lincoln
Health System
Mattoon, IL**

SBL Geographic Service Areas



mission

To provide exceptional health care for all
and create healthy communities.

vision

To be the leading community health system
in the nation.

service

quality

people

growth

**healthy
communities**

finance

our culture is defined by the following

values

Integrity • Respect • Compassion • Excellence • Leadership • Stewardship • Innovation • Partnership



2011
GOLD AWARD WINNER



ILPEX
Illinois Performance Excellence



**SARAH BUSH
LINCOLN**
HEALTH SYSTEM

Sarah Bush Lincoln (SBL) earned the highest performance honors from Illinois Performance Excellence, the 2011 Gold Award for Achievement of Excellence.

This holistic evaluation looks at how an organization:

- 1) leads
- 2) plans
- 3) listen to its customers
- 4) uses data and measures to drive performance
- 5) engages its workforce
- 6) improves its processes
- 7) delivers results



-
- Scripting and Standards
 - Leadership Development
 - 7 Employee Led Teams
 - Rounding-both Employee and Patient
 - Cascade Learning
 - Customer Service Recovery HEART
 - Communication Boards
 - Daily Charge
 - Rewards and Recognition

Is there anything else we can do for you? We have the time.



Daily Charge 8:30/4pm Daily



Communication Board



Town Hall Meetings



Biggest Small Hospital You Have Ever Seen!

- **128 bed not-for-profit acute care, general hospital**
- **The Joint Commission Accredited**
- **Licensed by the Illinois Department of Public Health**
- **Medical staff – 145 providers, 28 specialties**
- **1,950 employees**

Biggest Small Hospital You Have Ever Seen!

- Physician Practices - 23 Clinics
 - Over 190,000 annual visits
- Emergency Care
 - Over 35,000 annual visits
- Three Main Adult Care Units
- Regional Cancer Center
- Outpatient Surgery Center
- Women & Children's Services
- Level II Perinatal Unit
- Behavioral Health Services
- Sleep Disorders Center
- Radiology and Imaging Services
- Mobile Health Services
 - Mammography, Dental
- Cardiac Catheterization and Rehabilitation
- Laboratory
- Community Health Programs
- Outreach services
 - Durable medical company (In Home Medical)
 - Reference Laboratory
 - Lincolnland Home Health and Hospice
- Wound Center

Recent Changes in Service

- Hospitalist Program
- Walk-In Clinics in Mattoon and Charleston
- Prairie Pavilions I & II
- Wound Clinic
- HMR Program
- Peace Meals
- Center For Healthy Living

Center for Healthy Living



- Through the 120-day Healthy Living Medical Exercise program, participants receive a custom-designed exercise and lifestyle program to help them achieve their goals and manage chronic illness.
- The exercise program is tailored to their limitations and goals, with options and tools to make meaningful, positive changes. The overarching goal is to instill lifelong healthy behaviors that foster independence and encourage participants to transition to a long-term community-based exercise program.



PRAIRIE PAVILION I

- SBL Pediatric Clinic
- SBL Prairie Family Practice
- SBL Psychiatry & Counseling
- Employee Assistance Program
- Occupational & Employee Health Walk-in Clinic
- IBCCP
- Healthy Communities
- Sleep Disorders Center
- System Practices
- Patient Financial Services
- Corporate Compliance
- Public Relations & Planning



PRAIRIE PAVILION II

- SBL Orthopedics & Sports Medicine
- SBL Physical Medicine & Rehabilitation
- Lincolnland Home Care & Hospice
- Sarah's Homemakers
- Human Resources
- Employee Organizational Development
- Training Classrooms
- Health Occupations Classroom
- Center For Healthy Living

SBLHS Library

- Provides over 13 online databases
- Evidenced based books and journals
- UpToDate- disease specific information for physicians
 - Over 10,000 searches by doctors last fiscal year 2010
- Continuing Education Materials
- Rittenhouse Book Service
 - Allows physicians and other hospital employees to purchase medical and nursing books at a 10% discount through the Library
- Provides CareNotes handouts to patients
 - Over 23,000 handouts were distributed last fiscal year 2010



This year, 1,900 hospitals, or 30 percent of all hospitals in the nation, participated in the survey.

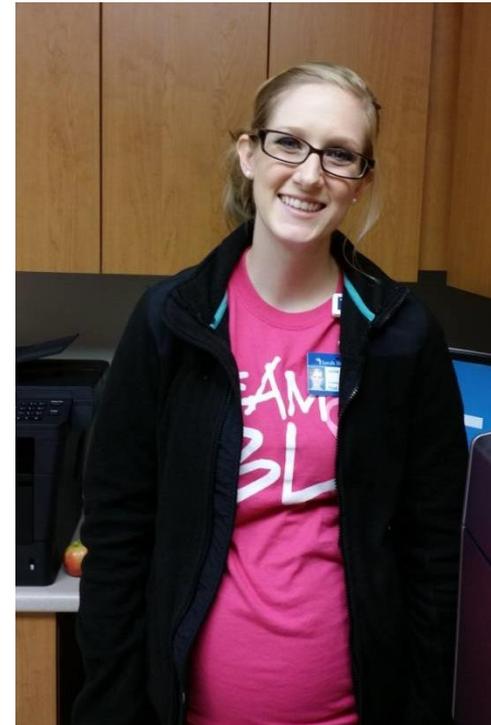
- “Technology has played a leading role in our ability to deliver first-class patient care day in and day out,” Maggie Ratliff, Sarah Bush Lincoln Vice President of Information Systems, said. “We are honored to be recognized by the American Hospital Association for the seventh time as a Most Wired hospital. Sarah Bush Lincoln remains committed to using the latest technology to provide high-quality patient care.” Ratliff said investment into digitizing medical records and information have improved services for patients. Patients now receive results from medical tests quicker and have access to their physicians at all hours of the day.

Meditech Charting

- Meditech member for 12 years
- Chart on pts using a Nutrition Care Process
- Nutrition Dx example:
 - Inadequate oral food/beverage intake related to current condition as evidenced by low BMI and poor appetite.

34 Years of Graduate Students

- Original Site
- Since 1980
- 108 Graduate Students
- Also host
undergraduate
students



Food and Nutrition Services



- 56 Employees
- 44 FTEs



Clinical Staff

- 4 Clinical Dietitians



Call Center

- Call Center Associates
 - 2 Full Time
 - 2 Part Time



Food Service Supervisors



David



Marilyn



Peggy

Providing Quality Patient Care

- Inpatient
- Outpatient
- Community

Inpatient MNT

- Computerized nutrition risk evaluation
- Comprehensive nutritional assessments
- Nutrition diagnosis charting
- Care plan meetings
- Patient education
- Multidisciplinary rounds

Outpatient MNT



Outpatient MNT

- Patient education and follow-up
 - Diabetes
 - Cardiovascular
 - Renal
 - Weight management
 - Failure to thrive

Opportunities during Clinical Rotations

- Swallow evaluation
- Colonoscopy
- Surgery
- TPN or PICC insertion
- Cardiac Cath
- Tour of Lab
- Cancer Center Treatments-chemo, radiation Tx

Quarterly Community Presentations

- Simply Made-Gifts From The Kitchen
- Meals On A Budget
- Celiac Presentation
- Heart Healthy Eating
- EIU Healthy Kids
- Jump with Jill
- Interactive Healthfair
- Kickstart





Healthy Communities

- Sarah Bush Lincoln is committed to creating healthy communities. It is part of its Mission and an important part of its strategic plan. That's because our country, and our community, are facing an obesity epidemic.
- Our Healthy Communities department has deployed several programs to help reduce the rate of obesity.
 - Fast Reads
 - Healthy Kids Educator
 - JumpStart
 - Fit Girls
 - Kickstart
 - Project Fit America
 - Body Electric
 - Kidsfest

KickStart!



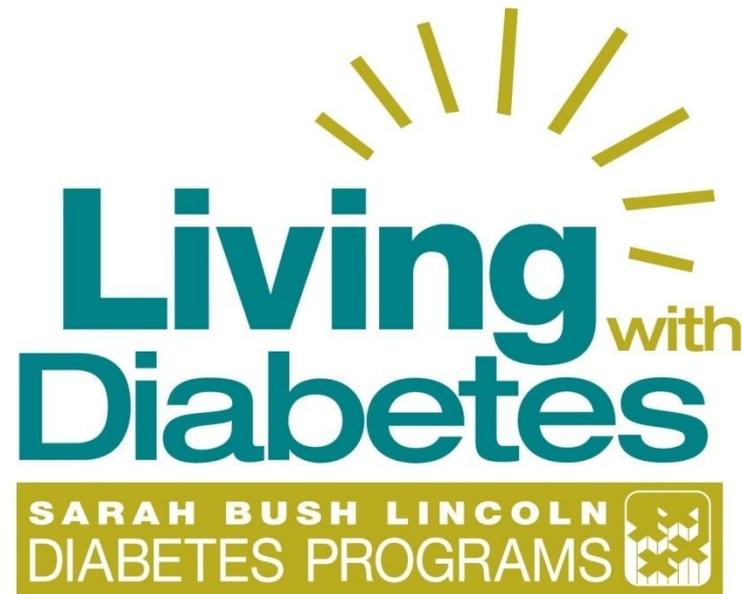
Special Olympics



Healthy Directions

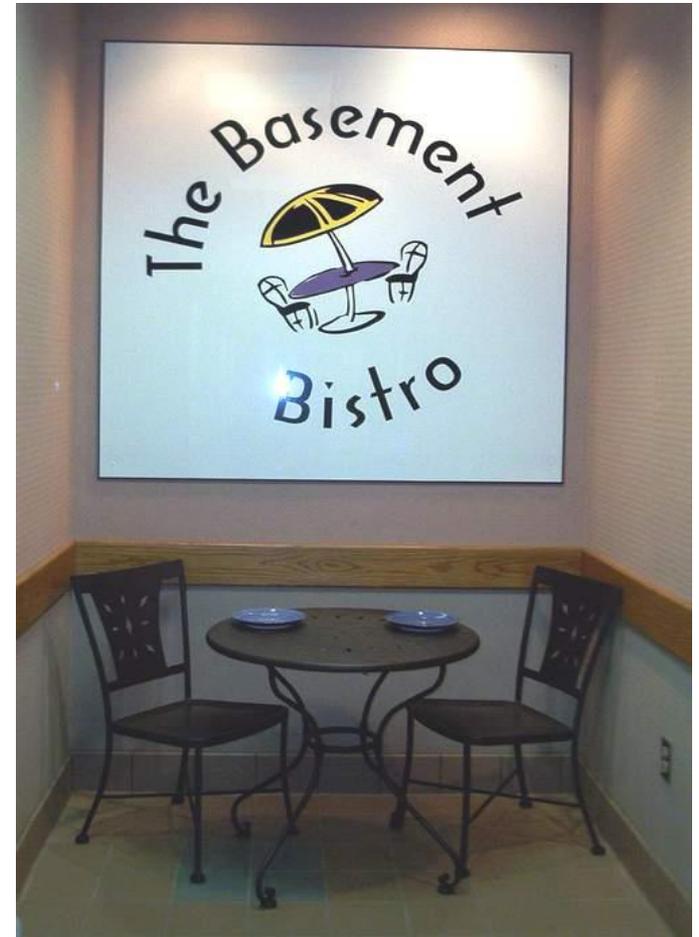


Living With Diabetes

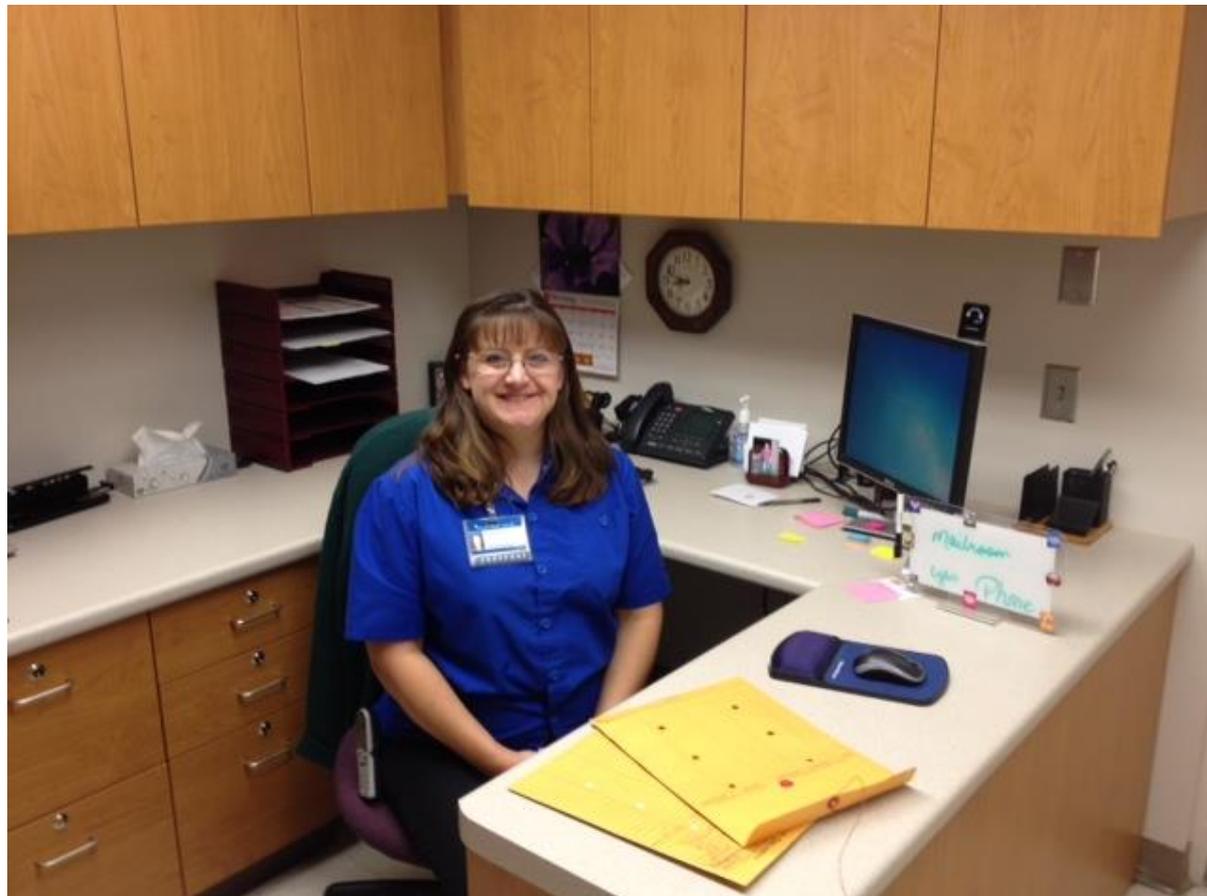


Foodservice

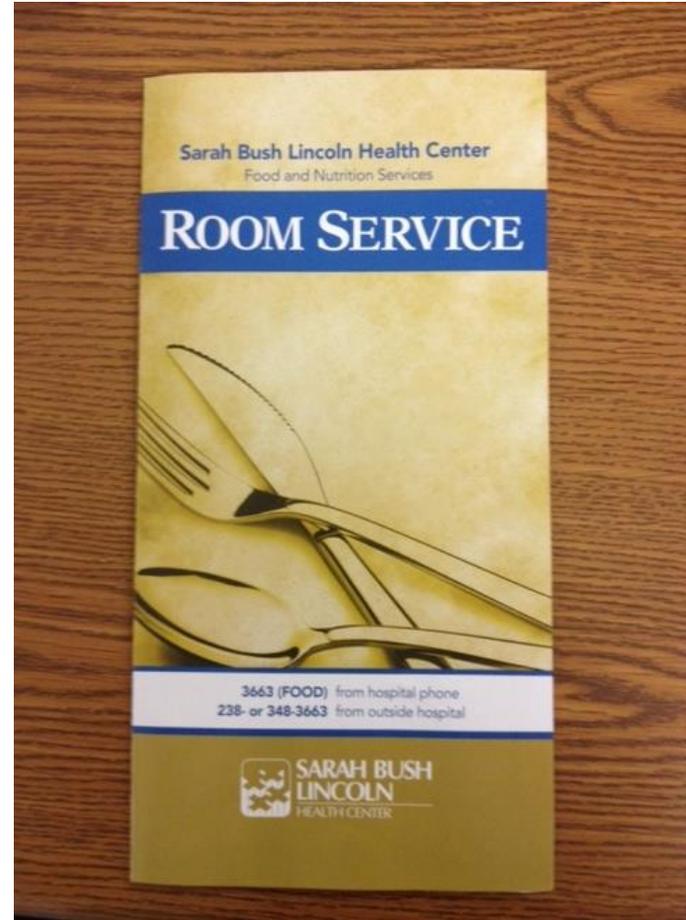
- Patient Meals -18%
- Catering – 33%
- Basement Bistro -49%



FNS Office



Room Service Carts and Menu



Food Production/Dishroom Area



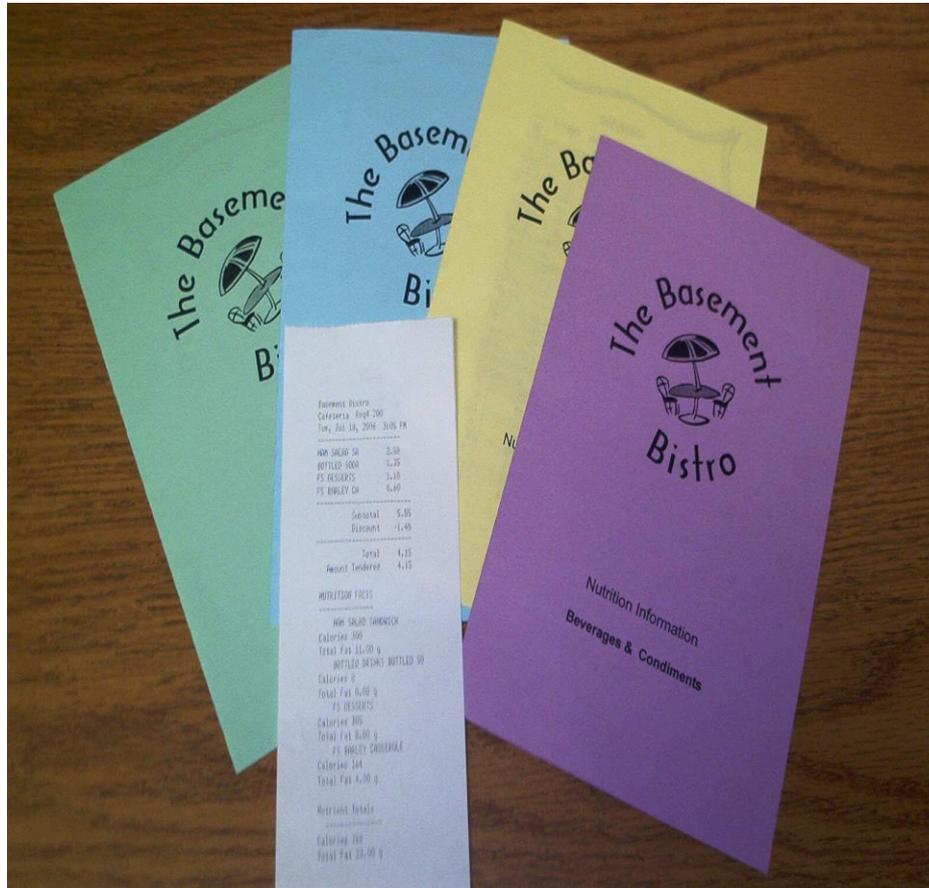
Basement Bistro



Fresh Start Food Discount

Do Qualify	Don't Qualify
Skim Milk	2% and Whole Milk
Baked Potato Chips	Regular Potato Chips
100 Cal Oreo Cookies	Oreo Cookies
Plain Vegetables	Buttered Vegetables
Egg Substitute	Regular Eggs
Regular Chicken Breast	Marinated Chicken Breast
Mashed Potatoes	Mashed Potatoes/Gravy
Fresh/Canned Fruits	Pies
Juices	All Soda, Coffee, Tea

Nutritional Information



Catering



The Future...



Main Lobby



Emergency Department Lobby



Private Rooms



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