



9223 West St. Francis Road
 Frankfort, IL 60423
 (815) 806-2300
www.provena.org/homecare

2009 KEY STATISTICS

Patients Served: 27,687
 Persons Served Through Community
 Benefit Programs: 5,675

Compassion



Provena Home Care consists of three major divisions serving communities throughout Illinois and southeastern Wisconsin. Provena Home Health provides in-home quality care for all ages including skilled nursing; physical, occupational and speech therapy; medical social work; and home health aides. Our compassionate Provena Hospice team cares for those facing a life-limiting illness, as well as their families. Provena Private Duty offers high quality fee-for-service home care including skilled nursing, home health aides, therapy and medical social work.

2009 KEY MINISTRY ACCOMPLISHMENTS

- Provena Health was named one of the top 50 U.S. health systems based on hospital clinical quality and efficiency, according to a study released by Thomson Reuters.
- In July, Provena Home Care and Provena Senior Services began aligning closer together for continued success in the future. The corporation, governance and corporate office structures were revised.
- Expanded our hospice services into the Joliet/Frankfort area to further serve those in the southern suburbs.
- For the fourth year in a row, recognized among the Elite of Home Care by OCS Benchmarking.
- For the third year in a row, our Home Care ministries were recognized by Total Benchmark Solutions, which named our ministries in Gurnee, Elgin, Champaign and Joliet as recipients of their "Best Home Health Award" and ranked our Bourbonnais ministry among the top 25 percent of home care agencies nation-wide.

- Achieved continued excellence in employee satisfaction, with our annual employee opinion survey ranking among the 98th percentile nationally.
- High patient satisfaction continued, with our scores ranking among the 94th percentile nation-wide.
- Provena Hospice in Champaign hosted several "Memory Teddy Bear" events at which participants make teddy bears from the clothing of a loved one who has died. These bears are a keepsake of that special person and can help the bereaved in the grieving and healing process.
- Provena Home Care in Joliet partnered with sister ministries, Provena Saint Joseph Medical Center and Provena Villa Franciscan, as well as the American Lung Association in Illinois, Catholic Charities Diocese of Joliet, Franciscan Communities, Senior Services Center of Will County and the Will County Health Department to form the Will County Senior Health Collaborative. Members have identified improving lung health as a significant opportunity for Will County seniors and will work to increase awareness and access to resources.
- Provena Home Care in Elgin teamed with Provena Mercy Medical Center, Provena Saint Joseph Hospital, Provena McAuley Manor, Provena Fox Knoll, Provena Geneva Care Center and Provena Pine View Care Center to address chronic disease in Kane County through improving nutrition. Members of the collaborative have partnered with Bountiful Blessings Ministries, which operates a self-select food pantry in Aurora, to create an innovative program that organizes "healthy food drives" and educates area pantry employees, volunteers and donors about the importance of healthier food selections.

CLINICAL EXCELLENCE

- Our experienced, compassionate professionals include registered nurses who provide quality skilled nursing services.
- Disease management services are focused on clinical excellence, education for both the patient and family members, and personalized care, all in the comfort of home.
- Our TeleHeart Program combines the best components of Provena Health's continuum of care for cardiac patients with long term support, tools and education.

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Sheila Sorrentino

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Audrey Manley

Connie S. March

Dennis Sonnenberg (Chair)

- The Transitions Program in the Central Illinois region offers assistance, encouragement, and support during the course of a serious progressive illness.
- A team of social workers coordinate community resources to help patients and families with non-medical concerns.
- Our palliative care teams aim to relieve suffering and improve quality of life for patients with chronic illness.
- Anodyne Therapy treatments reduce pain and improve balance by using infrared photo energy to increase circulation and temporarily reduce pain in the area it is applied.
- Infusion Therapy offered in the comfort of a patient's home.
- Highly-trained physical and occupational therapists provide therapy and develop an individualized home exercise program to return each patient to the highest level of function and independence.
- Our clinical staff uses computer technology to document point of care in the home, which enhances patient care and quality of clinical documentation.
- The Lifeline® Personal Response System can alert medical professionals and loved ones when an accident occurs in the home.
- MD.2 Personal Medication System assists patients by announcing when medications are due, how to take them, and dispensing the correct amount.

HOME CARE MINISTRIES

**Provena Home Care
Provena Private Duty
Provena Hospice**
1325 North Highland Ave.
Aurora, IL 60506
(630) 801-5606

**Provena Home Care
Provena Private Duty**
175 East Bethel Drive
Bourbonnais, IL 60914
(815) 937-2475

**Provena Home Care
Provena Private Duty
Provena Hospice**
1501 Interstate Drivet
Champaign, IL 61822
Home Care/Private Duty: (217) 355-4120
Hospice: (217) 353-3400

**Provena Home Care
Provena Private Duty**
799 S. McLean Blvd
Elgin, IL 60123
(847) 931-5553

Provena Hospice
799 S. McLean Blvd.
Elgin, IL 60123
(847) 622-3467

**Provena Home Care
Provena Hospice**
9223 West St. Francis Road
Frankfort, IL 60423
Home Care: (815) 806-2300
Hospice: (815) 806-2325

Provena Home Care
720 S. Crescent
Gilman, IL 60938
(815) 265-4621

**Provena Home Care
Provena Private Duty**
222 South Greenleaf Avenue, Suite 103
Gurnee, IL 60031
(847) 360-7660

Provena Home Care
1060 Essington Road
Joliet, IL 60435
(815) 741-7371

Provena Private Duty
1100 Essington Road, Ste. 3&4
Joliet, IL 60435
(815) 773-7491



- Provena Home Care touched nearly 28,000 lives in 2009 through services provided by our home care, private duty and hospice teams across at our 10 locations.
- Provena Home Care employees participated in community events throughout 2009, including community blood drives, participating in the Relay for Life of Kankakee County, and raising over \$60,000 for Provena Hospice. In addition, we offered community blood pressure checks, as well as community education.