



Provena Home Care consists of three major divisions serving communities throughout Illinois. 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. Hospice is compassionate team care for people facing a life-limiting illness. Private Duty offers high quality fee-for-service home care including skilled nursing, home health aides, therapy and medical social work.

2006 KEY MINISTRY ACCOMPLISHMENTS

- Recipient of the Total Benchmark Solution (TBS) Top 25 Health System Quality Award, in recognition for our performance on quality measures provided by U.S. healthcare organizations to the Centers for Medicare and Medicaid Services (CMS).
- In June, all five Provena Home Care agencies achieved Top 25-percent recognition as part of the "Best Home Health Award" from Total Benchmark Solutions (TBS). The awards were based on quality measure data provided by U.S. home health agencies to the Centers for Medicare and Medicaid Services (CMS). Our Gurnee, Elgin and Champaign ministries were noted as three of the Top 100 agencies nation-wide.
- In November, all five Provena Home Care's agencies were named to the HomeCare Elite list of Outcome Concept Systems, Inc. (OCS). The HomeCare Elite list honors agencies that rank in the top 25-percent in their region based on quality of care, quality improvement and financial performance. In addition to this honor, our Gurnee ministry was listed as a Top 100 agency and the Joliet ministry was listed as a Top 500 agency, both nation-wide.



CLINICAL EXCELLENCE

- 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.
- Provena Home Care patient satisfaction for 2006 was at the 96th percentile.
- The TeleHeart Program combines the best components of Provena Health's continuum of care for cardiac patients with long term support, tools, and education.
- 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 and help the patient and family with non-medical concerns.



Provena Home Care
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Clinical Excellence (cont'd...)

- Palliative Care aims to relieve suffering and improve quality of life for patients with chronic illnesses.
- 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.
- The Continuous Positive Airway Pressure (CPAP) program offers a full line of CPAP/BiPAP services for patients diagnosed with obstructive sleep apnea.
- 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.
- Provena Home Care employee satisfaction in 2006 was at the 98th percentile with 99% of all employees participating.

TECHNOLOGICAL EXCELLENCE

- The Clinical staff uses computer technology to document point of care in the home, which enhances patient care and quality of clinical documentation.
- The Health Watch Personal Response System can alert medical professionals and loved 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.

COMMUNITY COMMITMENT

- Provena Home Care touched 22,597 lives in 2006 through services provided by our three ministries at our 10 locations.
- In 2006, 5,868 people were provided with one of the following: traditional charity care, unpaid costs of Medicaid, community health improvement services and subsidized health services.
- Provena Home Care employees participated in community events throughout 2006, including Relay for Life, Jump Rope for Heart, Jingle Bell Run, and the Fill the Boat Program in Elgin. In addition, we offered community blood pressure checks, diabetic education and grief support groups, and gave food baskets and monetary gifts to families in need.

HOME CARE MINISTRIES

**Provena Home Care
Provena Private Duty**
Provena Hospice
1325 North Highland Avenue
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**
2018 Glenn Park Drive
Champaign, IL 61821
(217) 355-4120

Provena Home Care
77 North Airlite Street, Suite 120
Elgin, IL 60123
(847) 931-5553

Provena Hospice
77 North Airlite Street, Suite 260
Elgin, IL 60123
(847) 622-3467

Provena Private Duty
77 North Airlite Street, Suite 260
Elgin, IL 60123
(847) 695-3200 ext. 3368

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

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

Provena Hospice
1400 West Park Street
Urbana, IL 61801
(217) 337-2433