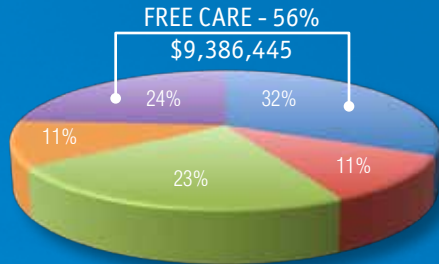


1325 N. Highland Avenue
Aurora, IL 60506
(630) 859-2222
www.provena.org/mercy

2009 KEY STATISTICS

Inpatient Admissions: 10,397
Births: 1,110
Outpatient Visits: 196,631
Emergency Department Visits: 44,371
Total Surgeries: 5,662
Persons Served Through Community Benefit Programs: 75,267

Powerful Impact



Charity Care (at cost):	\$5,367,773	32%
Medicaid Shortfall (at cost):	\$1,818,372	11%
Community Benefit Services:	\$3,882,837	23%
Total Community Benefit	\$11,068,982	
Medicare Shortfall (at cost):	\$1,797,922	11%
Bad Debt (at cost):	\$4,018,672	24%

Total 2009 Charitable Impact to Our Communities (at cost)*

\$16,885,576

2009 calculations based on the Internal Revenue Services 990 Schedule H
* Estimated 2009 Figure



Provena Mercy Medical Center (PMMC) is a 315-bed hospital based in the western Chicago suburb of Aurora, offering the area's first Heart and Vascular Institute for the prevention, diagnosis, treatment and rehabilitation of heart disease; the area's first Center for Diabetic Wellness; and a state-of-the-art outpatient and Surgery Center.

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.
- James D. Witt, RN, FACHE, President and CEO of Provena Mercy Medical Center was joined by members of the Provena Member Body, system and ministry board members, system and ministry leaders, medical staff members and employees at the celebration of his Commissioning Ritual.
- PMMC was ranked among the top 5% of all hospitals in the nation for cardiac surgery for the second year in a row by HealthGrades®, the leading independent healthcare ratings organization. HealthGrades® also found that PMMC is among the top three hospitals in Illinois for cardiac surgery for two years in a row, making it the highest ranked hospital in the western suburbs. As a result, PMMC received the HealthGrades® 2010 Cardiac Surgery Excellence Award - for the second year in a row. The medical center also achieved the following clinical achievements:

- Five-Star Rated for Cardiac Surgery - 2 years in a row (2009 & 2010)

- Five-Star Rated for Coronary Bypass Surgery - 4 years in a row (2007 - 2010)
- Five-Star Rated for Valve Replacement Surgery - 1 year (2010)
- Five-Star Rated for Treatment of Heart Failure - 2 years in a row (2010)



- Received reaccreditation as a Chest Pain Center by the Society of Chest Pain Centers. Twenty-three hospitals in Illinois are certified as Chest Pain Centers, and PMMC was one of the first in Illinois and the first in Kane County to achieve this distinction.
- Following an intense survey conducted by the American College of Surgeons, PMMC's cancer services received a three-year approval from the Commission on Cancer.
- Earned Quality Respiratory Care Recognition (QRCR) under a national program aimed at helping patients and families make informed decisions about the quality of the respiratory care services available in hospitals.
- Unveiled a three-year Nursing Strategic Plan, as well as a new Nursing Mission and Vision, to PMMC nurses. This is the first time that nursing at Provena Mercy has a developed and detailed plan for the future.
- Compañeros en Salud/Partners in Health awarded PMMC its "Partner of the Decade" award. Founded in 1999, Compañeros en Salud/Partners in Health's mission is to provide the Hispanic community and other diverse groups with the means to access resources and services for their health and well-being.

PRESIDENT & CEO

James D. Witt, RN, FACHE

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- Our Stroke Center earned the Gold Seal of Approval™ from The Joint Commission for Primary Stroke Centers, meaning the medical center has been distinguished as an expert provider for emergent stroke care.

- More than \$1.2 million was invested for the safety of patients by implementing “smart pump” technologies, which provide improved patient safety when administering intravenous (IV) medications.
- PMMC was a primary sponsor of the Kane County American Cancer Society’s Relay for Life, which is the society’s signature fundraiser and offers the community an opportunity to participate in the fight against cancer.
- Our diabetes education programs earned American Diabetes Association Recognition, assuring that our educational programs meet the national standards for diabetes self-management education programs.
- Partnered with the American Heart Association (AHA) to educate parents on infant CPR. AHA has been awarded a grant from the Community Foundation of the Fox River Valley in order to bring life-saving CPR training to parents and caregivers of newborns in Aurora. The grant from the Foundation will allow PMMC to educate nearly 4,000 individuals in infant CPR.

AURORA AREA MINISTRIES

Provena Mercy Medical Center

1325 North Highland Avenue

Aurora, IL 60506

(630) 859-2222

Provena Home Care

Provena Private Duty

Provena Hospice

1325 North Highland Avenue

Aurora, IL 60506

(630) 801-5606

Provena Fox Knoll

Retirement Community

421 North Lake Street

Aurora, IL 60506

(630) 844-0380

Provena McAuley Manor

400 West Sullivan Road

Aurora, IL 60506

(630) 859-3700

Provena Mercy Medical Center

Center for Diabetic Wellness

1325 N. Highland Avenue

Aurora, IL 60506

(630) 897-4000

Provena Mercy Medical Center

Yorkville Medical Office Building

1500 Sycamore Road

Yorkville, IL 60560

(630) 553-4470