

# Our Journey Forward

Your Path to Prime Healthcare

March 15, 2025

It was wonderful to meet many of you at recent Town Hall events held this past week at all eight of our new hospitals in Illinois. As Prime President Dr. Sunny Bhatia noted, the tremendous turnout was yet another indication of how much you care about the hospital and community you serve. We enter Week 3 secure in the knowledge that we have wonderful, compassionate partners committed to the work ahead. Thank you for showing up - for us, for your hospitals, and for the patients we serve.

## Recognizing You!

We extend our heartfelt congratulations to **St. Mary's Hospital – Kankakee** for being honored with the **2025 Patient Safety Excellence Award™**.

This esteemed recognition places the hospital in the top 10 percent of all hospitals nationwide, as evaluated by Healthgrades, a trusted source for information on hospital quality and patient outcomes. Additionally, we would like to acknowledge all hospitals that have received numerous accolades for 2025 Clinical Excellence from Healthgrades. These commendations include America's 50 Best by Specialty, America's 100 Best by Specialty, Specialty Excellence Awards, and Five-Star Awards, which were announced at the end of 2024. Your commitment to delivering exceptional care is truly commendable.

Prime Healthcare thanks Governor JB Pritzker for recognizing **Saint Mary of Nazareth Hospital**, for their **Magnet status**. Achieving Magnet status shows that the hospital provides high-quality nursing and focuses on good patient outcomes, professional development, and healthcare innovation.

## HR Update

We have received questions regarding how Ascension has processed paid time off balances that were accrued during employment with Ascension. **Prime Healthcare has been working diligently to address these concerns and correct any errors made by Ascension.** In the following pages is an attachment to share regarding paid time off balances which will hopefully be helpful as we work to support you through this transition. Please refer to page 3 for more details.



This week, **Prime Healthcare has been recognized by Healthgrades again as one of the nation's leading health systems for patient safety.** 16 Prime Healthcare hospitals received the Patient Safety Excellence Award, with 13 performing among the top 5% and three in the top 10% of all hospitals nationally. In addition, Prime Healthcare hospitals earned more than 150 distinctions for clinical excellence across various specialties during the 2025 awards season.

*"Prime Healthcare hospitals put the well-being of their patients and staff at the forefront, setting a high standard for patient safety nationwide,"* said Debra Gradick, MD, FACEP, senior physician consultant at Healthgrades. *"We commend these hospitals for providing consistently exceptional care while preventing serious injuries, giving patients their best chance of a seamless recovery."*

**We are looking forward to seeing your hospital's name on these lists soon!**



# Prime Healthcare

Saving hospitals. Saving jobs. Saving lives.

## Physician Receptions and Town Hall Meetings

We sincerely thank all Prime Illinois hospitals for their generous hospitality towards Prime Healthcare leaders over the last two weeks. Employee Town Halls and Physician Receptions provided a fantastic opportunity for us to come together in our shared mission of providing compassionate and outstanding care to everyone we serve.

## REMINDERS

### Payroll Department

#### Payroll Team:

Exciting update! There will be a payroll team established at every hospital starting next week.

#### First Payroll Check:

Prime Illinois will be processing a one-time, semi-monthly payroll for hours worked between **March 1, 2025**, and **March 15, 2025**. The only semi-monthly pay date will be **March 21, 2025**. Starting with hours worked on **March 16, 2025**, Prime Illinois will be processing a bi-weekly payroll. The first bi-weekly pay date will be **April 4, 2025**.

### HR Department Email Directory



Facility HR .....	Department Email
Holy Family Medical Center .....	<a href="mailto:HFIL-HR@primehealthcare.com">HFIL-HR@primehealthcare.com</a>
Home Care and Hospice, Senior Living .....	Contact the HR Dept. closest to you
Mercy Medical Center .....	<a href="mailto:MMIL-HR@primehealthcare.com">MMIL-HR@primehealthcare.com</a>
Prime Healthcare Illinois Medical Group.....	<a href="mailto:PHILMG-HR@primehealthcare.com">PHILMG-HR@primehealthcare.com</a>
Resurrection Medical Center .....	<a href="mailto:RMIL-HR@primehealthcare.com">RMIL-HR@primehealthcare.com</a>
Saint Francis Hospital .....	<a href="mailto:SFIL-HR@primehealthcare.com">SFIL-HR@primehealthcare.com</a>
Saint Joseph Hospital - Elgin .....	<a href="mailto:SJEIL-HR@primehealthcare.com">SJEIL-HR@primehealthcare.com</a>
Saint Joseph Medical Center - Joliet.....	<a href="mailto:SJJIL-HR@primehealthcare.com">SJJIL-HR@primehealthcare.com</a>
Saint Mary of Nazareth Hospital .....	<a href="mailto:SMNIL-HR@primehealthcare.com">SMNIL-HR@primehealthcare.com</a>
St. Mary's Hospital - Kankakee.....	<a href="mailto:SMKIL-HR@primehealthcare.com">SMKIL-HR@primehealthcare.com</a>

### Questions regarding IT, HR, Benefits, or Employee Health

#### IT Issues Support Options:

- » Submit at ticket at <https://servicenow.primehealthcare.com>
- » Call the Helpdesk:
  - If you are in the hospitals, dial 8323
  - If you are calling from outside the hospital, dial 1-800-418-1828
- » You can also scan QR code with your cell phone



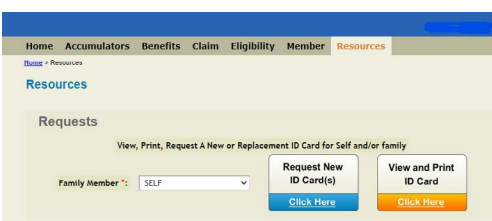
#### Resurrection Medical Center Associates Requiring EPIC Support:

If you are calling from an outside phone, please dial 1-800-418-1828 or RMIL extension #3. Press #1 for EPIC support (available 24/7) or you can send an email: [help@primehealthcare.com](mailto:help@primehealthcare.com).

**Prime Benefits Related Questions:** [EHPbenefits.primehealthcare.com](https://EHPbenefits.primehealthcare.com)

**Pre-employment Health Screening Process Questions:** [IllinoisEH@primehealthcare.com](mailto:IllinoisEH@primehealthcare.com)

## BENEFIT, ELIGIBILITY & CLAIMS



Welcome to Keenan's online 24/7 resources for Benefit, Eligibility & Claims Status - **MESA!** Register now to access the following at any time: [www.keenan.com/benefits](http://www.keenan.com/benefits)

- Claims status
- Benefit summary
- Eligibility status
- Request a new ID card
- Printable explanation of Benefits (EOBs)

To obtain a temporary ID card and/or request a new ID card: Select "Resources" from the menu at the top of the page. From the drop-down menu, select "request new ID card" or "view and print ID card".



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March 14, 2025

## Update Regarding Paid Time Off, Chicago Paid Leave, Chicago Paid Sick Leave, and Cook County Paid Sick Leave Balances Accrued under Ascension

*We have received questions regarding how Ascension has processed paid time off balances that were accrued during employment with Ascension. Prime Healthcare has been working diligently to address these concerns and correct any errors made by Ascension. Below is an update regarding paid time off balances which will hopefully be helpful as we work to support you through this transition.*

### **Accrued but Unused Paid Time Off Balances**

For Prime Healthcare employees with paid time off balances (“PTO”) accrued during your employment with Ascension that have not yet been paid by Ascension, Prime Healthcare has agreed to credit the remaining balance to your PTO bank with Prime Healthcare.

### **Chicago Paid Leave and Chicago Paid Sick Leave Balances**

For Prime Healthcare employees who did not accrue PTO during your employment with Ascension (Non-Benefit Eligible Associates) but had Chicago Paid Leave and Chicago Paid Sick Leave balances accrued during your employment with Ascension that have not been paid out by Ascension, Prime Healthcare has agreed to credit remaining balances to your Chicago Paid Leave and Chicago Paid Sick Leave banks with Prime Healthcare.

### **Cook County Paid Sick Leave Balances**

For Prime Healthcare employees with Cook County Paid Sick Leave balances (Sick Reserved bank) accrued during your employment with Ascension, Prime Healthcare has agreed to credit the remaining Sick Reserved balance to your Paid Sick Leave bank with Prime Healthcare.

We hope this reassures you that your paid time off balances have been accounted for and are available for your use during your new employment with Prime Healthcare. If you have questions, please reach out to your facility’s Human Resources team.

