

Our Journey Forward

September 23, 2025

This month's newsletter highlights the many ways our hospitals, physicians, nurses, and staff continue to make a meaningful impact on the lives of our patients and communities. From national recognition for outstanding heart and stroke care, to exceptional survey results, to inspiring stories of teamwork and community service, these achievements reflect our shared commitment to quality, compassion, and innovation. **Together, we continue to advance healthcare across Illinois and beyond.**

National Recognitions for Prime Illinois Hospitals

Congratulations to our **five Illinois hospitals** recognized with American Heart Association Get With The Guidelines® achievement awards. This honor reflects their commitment to the latest research-based care for heart disease and stroke — proven to save lives, speed recovery, and reduce hospital readmissions.

Illinois Award-Winning Hospitals:

- [Resurrection Medical Center](#) - Chicago – CAD Award (formerly Mission: Lifeline) Bronze Receiving; Stroke Award Gold Plus; Target: Stroke Elite Honor Roll; Target: Type 2 Diabetes Honor Roll
- [Saint Francis Hospital](#) - Evanston – Stroke Award Bronze
- [Saint Joseph Hospital](#) - Elgin – Stroke Award Gold Plus; Target: Stroke Honor Roll; Target: Type 2 Diabetes Honor Roll
- [Saint Joseph Medical Center](#) - Joliet – Stroke Award Gold Plus; Target: Stroke Elite Honor Roll; Target: Type 2 Diabetes Honor Roll
- [Saint Mary of Nazareth Hospital](#) - Chicago – Stroke Award Gold Plus; Target: Stroke Honor Roll; Target: Type 2 Diabetes Honor Roll

These five Illinois hospitals join 38 Prime Healthcare hospitals across the country honored through the American Heart Association's Get With The Guidelines® program. This recognition reflects a shared commitment to putting patients first and following the best, evidence-based practices that lead to stronger recoveries and healthier lives. Our Illinois teams have achieved an important milestone, and we look forward to celebrating even more Prime hospitals as they join this outstanding group.



Saint Joseph Medical Center - Joliet has

been recognized by the American College of Emergency Physicians (ACEP) with a Geriatric Emergency Department Accreditation (GEDA), affirming the hospital's commitment to providing specialized, compassionate care for older adults in the community. With this recognition, Saint Joseph becomes the only hospital in the region to achieve this national accreditation, underscoring its leadership in advancing care for older adults. This recognition would not be possible without the physicians, nurses, and staff whose commitment to excellence made this possible.



Joint Commission Survey Success

Congratulations to the **Saint Francis Hospital – Evanston** team on a successful Joint Commission survey with no red or orange findings. The Skokie and Evanston Infusion Centers also completed their lab inspection with no red findings. These achievements reflect our team's dedication to safety, quality, and compassionate care.



Catch Up Anytime

Past issues of Our Journey Forward are available online at www.primehealthcare.com/welcome-to-the-prime-family/

Recognizing Our Associates

We are proud to honor **Allison Matache, BSN, RN**, with the DAISY Award for Extraordinary Nurses. Allison's dedication shone brightest during a patient's challenging postpartum journey. After a difficult delivery marked by complications and an emergency C-section, Allison was a constant source of comfort and care. Allison patiently answered every question, explained each medication and procedure, and offered emotional support that made a world of difference. On discharge day, her encouragement helped the patient leave the hospital feeling empowered and appreciated. The patient summed it up best: "Allison was sweet, attentive, informative and efficient. She made me very comfortable & I trusted her. Me, my partner and baby appreciate her so much!"



Congratulations to **Samantha Mendez, Saint Francis Hospital - Evanston**

CCU night nurse, who was recognized as our Good Catch Award winner for her vigilance in identifying a respiratory event before a chest tube was needed. Her quick action prevented complications and demonstrated the highest standard of patient safety.



Partnering with Emergency Services

Prime Healthcare is proud to celebrate **Leslie Livett** of **Saint Joseph Medical Center - Joliet** for the positive impact she makes every day. The Joliet Fire Department recently praised her "passion for education, commitment to patient advocacy, and ability to connect with and support EMS." Leslie's energy uplifts both the hospital and EMS community, and we are grateful for her remarkable contributions and our strong partnership with Joliet Fire Department.



Dr. Jenna Mailhes, emergency department physician at **Saint Joseph Medical Center - Joliet**, was recently recognized for outstanding service and collaboration with our valued EMS partners. Dr. Mailhes was commended for her teamwork, support, and always taking time to answer questions - all while providing outstanding care. Dr. Mailhes' dedication to our patients and community reflects our hospital's mission to serve with excellence and compassion.



The **Chicago Fire Department** was recognized by the **Saint Francis Hospital - Evanston** Emergency Department with the EMS Award for their ongoing partnership and commitment to delivering lifesaving emergency response services to our community. Our prehospital partners are essential members of all healthcare teams, ensuring that patients receive timely, skilled, and coordinated care from the very first point of contact through their arrival at the hospital.



Understanding Your Benefits

At Prime Healthcare, we believe in caring for you like family—and that means making sure your benefits are clear and easy to use. Prime's Employee Health Plan (EHP) is one of the most comprehensive and cost-effective in the nation, reflecting our commitment to supporting you as part of the Prime family.

Our network is growing every day—now totaling more than **2,800 providers in Illinois**, with over 200 added this year. Want to nominate your provider? Submit the [form online](#) or email EHPprovidercontracts@primehealthcare.com.

Open Enrollment: October 20 – November 8

During this time, you can enroll in a plan, make changes, add or remove dependents, switch plans, or update your information. Benefit Counselors will be available onsite and by phone to guide you. Stay tuned for more details from your HR department!

Need Help?

- Keenan TPA: 888-773-7218, M-F, 8AM-6PM CT
- Prime Customer Service:
 - » 877-234-5227, M-F, 11 AM-10PM CT
 - » Email: EHP@primehealthcare.com
 - » Web: ehp.primehealthcare.com

St. Mary's Hospital - Kankakee hosted a Business After Hours event for the Chamber of Commerce for an evening of connection and community. Guests and stakeholders enjoyed tours of the hospital and had the chance to learn about the latest equipment upgrades, key initiatives, and investments that have already occurred at the hospital.



Resurrection Medical Center's Cancer Services participated in the Leyden Township Relay for Life Walk on September 12th in Norridge/Harwood Heights to celebrate cancer survivors, remember loved ones lost, and fight back against every cancer.

On September 11, Maria Suvacarov, Chief Nursing Officer, and Beth Welke, Performance Improvement Manager, from **Saint Joseph Hospital - Elgin** were invited to appear on "Out to Lunch" hosted by Matt McNeil on WRMN 1410 Elgin Radio, to talk about the stroke program at Saint Joseph. Maria and Beth were able to share with listeners the importance of

early identification, best practice techniques, and rehabilitation options all available at the Saint Joseph Campus. The hospital serves as a Primary Stroke Center accredited by the Joint Commission.



[Link to YouTube video.](#)

Saint Joseph Medical Center - Joliet started providing free monthly A1c diabetes screenings for their employees and visitors. An A1C screening is crucial for proactive diabetes management and early detection, offering valuable insights into long-term blood sugar control.

Saint Francis Hospital - Evanston participated in the Evanston's Family Strong Back to School event on August 9th at the Robert Crown Community Center, providing school supplies to over 150 families. On August 24th,



in partnership with The Chicago Center, Saint Francis participated in their 2025 Summer Health & Safety Fair and provided over 750 families with CPR training, Stroke Awareness education, and Rethink Your Drink education.

Saint Mary of Nazareth Hospital - Chicago provided CommunityHealth, a free clinic dedicated to serving the uninsured and underserved in Chicago and surrounding communities, with 1,000 influenza vaccinations for the upcoming flu season.

At **St. Mary's Hospital - Kankakee**, the Faith Community Nurses held a pet food drive to fill their micro food pantry with pet food and also donated to a local animal shelter, River Valley Animal Rescue in Momence.



Mercy Medical Center - Aurora and **Saint Joseph Hospital - Elgin** have partnered with the Northern Illinois Food Bank for the 2025–2026 School Backpack Program. Through this initiative, 28 local schools will be supported with weekly food distributions, serving more than 330 children in our community.



Saint Joseph Hospital - Elgin conducted their "Pack the Pantry" departmental food drive competition and the response was overwhelming! **Kevin Rodriguez**, Clinical Dietitian, organized this food drive for the purpose of boosting the inventory for the pantry in time for the start of the school year. The Micro Pantry operates by the theme, "Take what you need. Leave what you can," and was the first of its kind in the Elgin area.

