

# Our Journey Forward

October 16, 2025

Across Illinois, our teams continue to demonstrate what makes Prime Healthcare exceptional: compassion, collaboration, and commitment to quality. From advancing patient care to strengthening community partnerships, every milestone reflects the dedication of our physicians, nurses, and staff. Together, we're building a future defined by excellence, innovation, and pride in the meaningful work we do each day.

## National Recognitions for Prime Illinois Hospitals

**Congratulations Saint Francis on Magnet Recognition with Distinction and 13 Exemplars!**



**Saint Francis Hospital - Evanston** has achieved Magnet® Recognition with Distinction, the highest honor for nursing excellence awarded by the American Nurses Credentialing Center (ANCC). This elite recognition is reserved for hospitals that exceed national benchmarks in nursing engagement, patient experience, and quality outcomes. **Saint Francis is one of only 48 hospitals worldwide and seven in Illinois** to earn this top-tier designation, underscoring its commitment to evidence-based practice, clinical excellence, and compassionate care.

Chief Nursing Officer **Rosenda "Rosey" Barrera** credited the achievement to the dedication of the entire Saint Francis team:

*"Our amazing nurses raised the bar for excellence, supported by every associate and physician who shares in our commitment to patient-centered care. This recognition reflects the heart of our mission—to serve our community with compassion, collaboration, and innovation."*



Congratulations to **Anmarie McDonagh**, Magnet Program Director, and the entire nursing leadership team for guiding Saint Francis to this extraordinary accomplishment.

## Resurrection Medical Center Earns Praise in Joint Commission Survey

**Resurrection Medical Center - Chicago** successfully completed its triennial Joint Commission (TJC) survey on October 2, 2025. Surveyors commended the hospital's ability to achieve excellent results following recent transitions.



Key outcomes:

- » **No CMS deficiencies** were identified
- » Resurrection Medical Center ranked in the **top 20% nationwide** for survey performance.
- » Opportunities for improvement are being addressed with action plans and team collaboration.

Congratulations to the entire Resurrection Medical Center team for this remarkable achievement and for their unwavering dedication to patient care.



## Prime Healthcare

Saving hospitals. Saving jobs. Saving lives.

## Excellence in Geriatric Emergency Care

**Mercy Medical Center - Aurora** and **St. Mary's Hospital - Kankakee** have each earned Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians (ACEP), a prestigious national recognition of excellence in emergency care for older adults. This accreditation reflects both hospitals' dedication to creating safer, more supportive environments for seniors through tailored protocols, staff training, and age-sensitive care practices. Mercy and St. Mary's are **the only hospitals** in their respective areas to receive this distinction, reinforcing their shared leadership in advancing compassionate, high-quality care for every generation.



## Successful EMR Cutover

After months of planning, preparation, collaboration and dedication, we are thrilled to announce Epic is officially **LIVE at SFIL, HFIL, OP BHU at MMIL, OP BHU at SFIL**, marking the final phase of the major EMR cutovers as part of the Illinois acquisitions.

This achievement is the result of incredible teamwork – from our IT experts and clinical champions to front-line staff and leadership partners. Their collective commitment made this milestone possible. Thank you for all your cooperation and support during the transition process.

## Recognizing Our Associates

A young patient was diverted to the **Saint Joseph Medical Center - Joliet** Emergency Department with right-sided weakness. Without hesitation, our team jumped into action with assessments, imaging, and coordination with EMS and Radiology. Imaging revealed a serious brain occlusion, and the patient was immediately flown to Lurie Children's Hospital in Chicago, where a successful thrombectomy was performed.

The best part: this young patient has made a full recovery with no deficits, all because of the fast, expert response of every team member involved. Special thanks to Colleen Grandowski, our Stroke Coordinator and APN, for following up on this amazing outcome.

Way to go, Saint Joseph Medical Center team, this is lifesaving care in action!



We're excited to celebrate this year's 2025 SWELL Award recipients at **Saint Joseph Hospital - Elgin: Rachael Aguilera, Julia Bono, and Sejal Patel!** The SWELL Award honors Rehabilitation Services associates who go above and beyond in **Support of the team, Work ethic, Excellent patient care, Leadership skills, and Learning opportunities.** Named after Sharon Wells, one of the original physical therapists when Saint Joseph Hospital launched its inpatient rehabilitation program. The award continues her legacy of excellence.



Congratulations to Rachael, Julia, and Sejal, your work makes a difference every day!

Our Facilities Team at **Saint Francis Hospital - Evanston** was honored with the Team Daisy Award for their collaboration and dedication in ensuring we maintain the safest environment of care for both our patients and staff. Their work behind the scenes plays a vital role in supporting compassionate care.



**Saint Mary of Nazareth - Chicago ICU** Achieves 1,500 Days CAUTI-Free: The ICU at Saint Mary of Nazareth Hospital in Chicago has reached an extraordinary milestone, **1,500 days without** a Catheter-Associated Urinary Tract Infection (CAUTI). This achievement reflects a decade of dedication by the hospital's CAUTI Squad, which recently celebrated its 10th anniversary. Through teamwork, education, and a sustained focus on reducing unnecessary Foley catheter use, the team has transformed the unit's culture and set a new standard for patient safety and quality care.



# Open Enrollment is Coming!

## Benefits & Open Enrollment Information

Thank you for being part of the Prime Healthcare family. We're proud to serve you and support your health every step of the way.

### Open Enrollment Starting Soon: October 20 – November 8, 2025

Open enrollment is coming soon, be sure to review your options and make any benefit updates for the upcoming year. This year, there are some important changes to be aware of:

1. Despite the rising healthcare costs, Prime has chosen to NOT increase any employee contributions for 2026 plan year
2. No out of maximum increases for Tier 1
3. Increased contribution limits for FSA and dependent FSA
4. Increased GI amounts on Trustmark Universal Life with LTC

\*Refer to your Benefit Guide for detailed information

### What to expect during the enrollment process:

During open enrollment, you can review your coverage, make plan changes, add or remove dependents, and update your personal information.

If you are enrolling into any medical benefits, it is important to fill out the COB form: <https://ehp.primehealthcare.com/forms>.

### When you must meet with a benefits counselor:

- » If you are adding a new dependent. Please contact [corp-oeillinoisupport@primehealthcare.com](mailto:corp-oeillinoisupport@primehealthcare.com) to add the dependent prior to your appointment.
- » If you are interested in enrollment in voluntary coverages through Trustmark (Accident, Hospital Stay Pay, Critical Illness, Universal Life).

### Remember, if you do not make any changes to your coverage during open enrollment, your current coverage will automatically be renewed for the coming year with the exception of the following:

- » Waive medical forms must be submitted to HR
- » Flexible Spending Account (FSA) Medical and Dependent Daycare

You must re-elect these coverages by meeting with a benefits counselor or via Lawson Self Service.

### Three ways to schedule an appointment:

**Call:** 866-998-2915

**Online:** [www.myenrollmentschedule.com/prime](http://www.myenrollmentschedule.com/prime)



**Scan the QR code:**

The 2026 Open Enrollment materials can be found at <https://ehp.primehealthcare.com/> or scan the QR code:



Navigate to: **I Am a Member > Benefit Guide & Plan Information > For the benefit guide and all other plan information.**

Once you click "**Please Click Here,**" you'll be directed to the Plan-Specific Information page. From there, select your facility from the location drop-down menu (Password: Illinois).

**Also available on the website:**

**For authorization process and overview:** <https://ehp.primehealthcare.com/authorizations-claims-and-eligibility/authorization/>

**For Eligibility, ID Cards, Claims and Appeals:** <https://ehp.primehealthcare.com/claims-and-eligibility/>

**Medical Plan Overview:** <https://ehp.primehealthcare.com/wp-content/uploads/Medical-Plan-Overview.pdf>  
**Our Network Is Growing:**

We've **added over 60 new providers** in Illinois, and we're still expanding bringing the total to **2881 providers**. If you'd like to see your trusted provider join our network, simply fill out the nomination form available on our website at <https://ehp.primehealthcare.com/forms/>.





### Mercy Medical Center

**– Aurora** was proud to sponsor the 20th Annual Here for Life Walk, a meaningful community event dedicated to raising awareness for suicide prevention. Associates and their family members joined the three-mile walk alongside hundreds of participants to promote hope, learn ways to support those in need, and honor the loved ones of others in attendance. The Mercy team looks forward to continuing this important tradition in the years ahead. Thank you to all associates who walked with the Administrative team and represented Mercy with compassion and unity.



### St. Mary's Hospital –

**Kankakee** was proud to participate in the Bourbonnais Township Park District's annual Fall Art Stroll & Scarecrow Festival, and honored to be selected as the event's charitable beneficiary. All proceeds from this year's festival were donated to the St. Mary's Hospital Breast Cancer Foundation, supporting local patients and families. Hosted in partnership with the Community Arts Council of Kankakee County, the event drew thousands of attendees who enjoyed fine and folk art exhibits and more than 100 creative scarecrow displays crafted by community groups across the county.

**Resurrection Medical Center's** Stroke and Neurointerventional Surgery team partnered with the Emergency and Trauma team to share stroke education with seniors and other community members on September 26. The teams visited the Norwood Park Senior Center to discuss the B.E.F.A.S.T. signs and symptoms of stroke, and later participated in the Niles Fire Department Open House and Fundraiser. Participants received vital information about what to do at the first sign of stroke, tested their knowledge through interactive activities, asked questions, and entered a raffle. The team's ongoing goal in connecting with the community is to raise awareness, ensuring that prompt recognition and response can lead to better outcomes.



During National Rehabilitation Awareness Week in September, **Saint Joseph Medical Center - Joliet's** Director of Rehabilitation Services, **Stephanie Lewickas**, spoke at the Joliet Rotary Club's weekly luncheon. She provided education about rehabilitation services, and the group was highly engaged, asking thoughtful questions and sharing interest in the topic. It was a productive afternoon that celebrated our strong community partnership.



### Catch Up Anytime

Past issues of Our Journey Forward are available online at [www.primehealthcare.com/welcome-to-the-prime-family/](http://www.primehealthcare.com/welcome-to-the-prime-family/)