

Our Journey Forward

November 25, 2025

A Season of Gratitude

As we enter this season of gratitude, we pause to reflect on the incredible dedication and compassion that define our Prime Healthcare family. Every day across our Illinois hospitals, associates go above and beyond to care for patients, support colleagues, and strengthen our communities. Your commitment, kindness, and teamwork are what make our mission possible. And for that, we are deeply thankful.

National Recognitions for Prime Illinois Hospitals

Healthgrades: Among the Nation's Best in Clinical Specialties

This rating season, Prime Healthcare's hospitals received more than 150 awards from Healthgrades, including America's 100 Best by Specialty, Specialty Excellence Awards, and Five-Star Awards.

Congratulations to all leadership, physicians, and staff for delivering excellent, safe, compassionate, equitable, and patient-centered care. We also extend our sincere gratitude to every team member for their continued dedication to our mission and patients.

We are proud to celebrate the following **Prime Illinois hospitals** recognized by Healthgrades for clinical excellence and quality care:

- Mercy Medical Center
- Resurrection Medical Center
- Saint Francis Hospital
- Saint Joseph Medical Center
- Saint Mary of Nazareth Hospital
- St. Mary's Hospital



Illinois Prime Hospitals Earn "A" Grades for Patient Safety from The Leapfrog Group

Resurrection Medical Center in Chicago, Saint Joseph Hospital in Elgin, and St. Mary's Hospital in Kankakee



each earned an "A" Hospital Safety Grade from The Leapfrog Group for Fall 2025. The recognition reflects Prime Healthcare's continued focus on excellence in patient safety and quality across its national network. In total, 24 Prime hospitals in 11 states received top marks, recognizing the dedication of physicians, nurses, and caregivers who put patient safety first every day.

Saint Francis Hospital earns Geriatric Emergency Department Accreditation



Saint Francis Hospital, a member of the non-profit Prime Healthcare Foundation family, is now 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 Francis joins four other Prime hospitals in the region to earn this accreditation, placing them among only a handful of hospitals in the Chicago area recognized for leadership in advancing care for older adults.

2026 Epic Rollout Schedule

We're pleased to announce the Epic rollout schedule for 2026. Four Illinois hospitals currently on Meditech — **Saint Joseph Medical Center in Joliet, St. Mary's Hospital in Kankakee, Saint Joseph Hospital in Elgin, and Mercy Medical Center in Aurora** — will transition to Epic as part of this initiative.

Rollout Dates:

March 1, 2026

- Saint Joseph Medical Center

November 1, 2026

- Mercy Medical Center
- Saint Joseph Hospital
- St. Mary's Hospital

Recognizing our Associates

This year, **Angela Parker** from **Saint Joseph Medical Center in Joliet (SJJIL)** was chosen as the recipient of the annual Officer of the Year award. Angela has been with the organization for a little less than a year, coming to SJJIL with 25 years of experience with the Department of Corrections where she retired as a Lieutenant. During her time at SJJIL, Angela has had a significant impact on the department. She has an incredibly positive attitude that has been infectious to anyone she interacts with and has taken on many additional responsibilities to assist the department. She also became a DCI (de-escalation) and Taser trainer for the department. Congratulations, Angela!



We proudly celebrate **Joanne Mahoney**, Director of Nursing, who was awarded the Leadership Daisy Award at **Saint Francis Hospital in Evanston**. Her leadership, vision, and commitment to nurturing teams that deliver extraordinary patient care embody the spirit of this recognition.



At a recent **Saint Joseph Hospital in Elgin** leadership meeting, Cardiac Cath Lab nurses **Anna Reji Mulakunnam** and **Nattacha Vandenberg** were honored with the Good Catch Award for their quick thinking and patient advocacy.



While preparing a patient for a procedure, they noticed neurological symptoms and escalated them, helping identify and address a critical issue. Thank you, Anna and Natty, for going above and beyond!

At **Saint Joseph Hospital in Elgin**, a patient's daughter shared how Certified Phlebotomy Technician **Heidi Marsh**

showed incredible compassion during her mother's final days. Heidi gave the patient a tiny Jesus figurine, which became a cherished symbol of love and comfort. After the patient's passing, Heidi ensured the family received more. At the funeral, attendees took the figurines home as a reminder of the deep connections our caregivers make every day.



Honoring our Colleague and Friend

Recently, we lost one of our own at **Resurrection Medical Center in Chicago (RMIL)**.

David Dilan was part of the RMIL family for 33 years. His wife, Maggie, is also a 30-year RMIL associate. David's unexpected passing has impacted not only his department, Radiation Oncology, but the hospital at large. To honor him and his years of commitment to caring for some of our most vulnerable patients, a memorial service was held in the RMIL Chapel. Please join us in remembering David and offering support to his family, colleagues, and loved ones.



Community Corner

Saint Joseph Hospital in Elgin (SJEIL), in partnership with the Kane County Sheriff's Office and Kane County Health Department, conducted an American Heart Association (AHA) Heartsaver CPR Awareness Class for community members to prepare for emergencies. SJEIL also sponsored the 2025 Making Kane County Fit for Kids Walk, Bike, and Roll to School to promote healthy habits, active lifestyles, and reduce childhood obesity.

The Stroke Team at **Resurrection Medical Center in Chicago (RMIL)** shared stroke awareness materials at the Norwood Park Senior Center Resource Fair and the Niles Fire Department Open House. RMIL also hosted community flu clinics, while the Faith Community Nurses led a Walking with Jesus program and food drive, collecting over 1,000 donated items.



St. Mary's Hospital in Kankakee (SMKIL) Cancer Center launched a new Cancer Support Group to offer strength and hope to patients and families. SMKIL also sponsored community events including the Out of the Darkness Walk, Play for Purpose dodgeball tournament, and the Kankakee Rotary Club's Halloween Downtown. At the Momence Harvest Festival, associates shared giveaways and ED FastTrackCare information at the hospital's sponsored booth.



Mercy Medical Center in Aurora (MMIL) welcomed its new interventional cardiologist, **Athar Saeed, MD**, at a get-together for area fire chiefs and EMS leaders. Born at MMIL and raised in Aurora, Dr. Saeed now leads the hospital's STEMI/heart attack program, and couldn't wait to return, saying, "When can I start?!"



In the News

- Healthgrades names **Saint Joseph Medical Center in Joliet** a [2026 leader in specialty care](#): Cardiac, Orthopedics, Pulmonary, and Vascular
- Saint Mary of Nazareth Hospital in Chicago** lands [clinical trials](#)
- Healthgrades names **Saint Mary of Nazareth Hospital in Chicago** a [2026 leader in specialty care](#): Cardiac, Pulmonary, Gastrointestinal, and Critical Care
- Saint Francis Hospital in Evanston** earns national recognition for [excellence in geriatric emergency care](#)
- Healthgrades names **Saint Francis Hospital in Evanston** a [2026 leader in specialty care](#): Orthopedics and Critical Care
- Saint Francis Hospital in Evanston** achieved [Magnet® with Distinction Recognition](#) by the American Nurses Credentialing Center

Catch Up Anytime

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

Our Journey Forward
Your Path to Prime Healthcare
Week of March 31, 2025

Thank you for your continued support and commitment as we conclude another productive week. This week serves as an important reminder regarding your Health Plan Benefits, as well as SharePoint, and updates related to IT.

National Doctors' Day:
As we excitedly celebrated National Doctors' Day on March 30, we are happy to recirculate the warm message from Prime Healthcare's Founder, Chairman & CEO, Dr. Prem Reddy:
On Doctors' Day, we celebrate not only the dedication and expertise of physicians but also the profound impact you have on the lives of those you serve.
This year, we are especially honored to welcome more than 3,000 Illinois physicians into the Prime Healthcare family—an extraordinary community of physician leaders committed to delivering compassionate, high-quality care.
At Prime Healthcare, our mission is rooted in a deep respect for physicians and the vital role you play in revitalizing community hospitals and expanding access to life-saving care. As a physician-founded and physician-led organization, we understand the challenges you face and are dedicated to providing the support and innovation needed to make your work possible.
Your expertise and commitment are at the heart of the transformative efforts we are leading in hospitals across the country, including the eight Illinois hospitals that have joined our family this month. Together, we are saving hospitals, preserving access to essential healthcare and changing the lives of countless patients for the better.
On this special day, we extend our deepest gratitude for your service, compassion, and unwavering dedication to healing.
Thank you for being part of this journey with us.

With appreciation,
Prem Reddy, MD, FACC, FCCP
Founder, Chairman & CEO

Reminders - Health Plan Benefits:

Physicians Joining Our Network
Leaders or associates are welcome to share this link with providers interested in joining: <https://ehp.primehealthcare.com/prime-care-network/>. Alternatively, all are welcome to send an email referring a physician to the EHP team at EHP/providercontracts@primehealthcare.com.

Members Requesting Authorization

- Physicians (PCPs and Specialists) must submit requests at <https://ehp.primehealthcare.com>
- To download a Prior Authorization Request Form visit <https://ehp.primehealthcare.com/requesting-authorization/>

Members Provider Directory

- Option #1: Visit <https://ehp.primehealthcare.com/provider-directory-files-tier-1/> and select the corresponding state to find directories of physicians in our network
- Option #2: Lookup tool visit <https://ehp.primehealthcare.com/find-a-provider/> provides a simple search option by entering a name, specialty, and zip code

To search if a physician is enrolled within the Tier 2 (BCBS) network of providers:

- Visit <https://provider.bcbs.com/>
- Follow the easy steps to find the type of physician you want by selecting the "Location" and Enter the plan prefix "JPH", then click "Continue"

Additional information can be found at <https://ehp.primehealthcare.com>.

For any Prime Benefits related questions not answered in this section reach out to EHPbenefits@primehealthcare.com to connect with a dedicated team member.

Prime Healthcare
Saving hospitals. Saving jobs. Saving lives.