McDonough District Hospital
Board of Directors Meeting
July 20, 2026

The Board of Directors of McDonough District Hospital (MDH) met on Monday, July 20, 2026, at 5:30 p.m. in the Third-Floor Board Room. The meeting was called to order by Dan O'Neill, Chairman, MDH Board of Directors. Roll call was taken, and Board members present were Dan O'Neill, Dr. Curt Farr, Dave Garner, Jere Greuel, Kathy Neumann, JoEllen Pensinger, and Ryan Riggins.
Excused: Seth Minter

Also present were: Wanda Foster, Interim President/CEO
Sherri Hitchcock, VP/Chief Financial Officer
Melissa Onion, Interim Chief Nursing Officer
Bill Corbin, VP/Chief Human Resources Officer
Gloria Bamforth, VP/MDH Medical Group
Patrick Osterman, VP/Business Strategy
Emily Alden, Patient Advocate
Brittany Doll, Director of Laboratory
Kim Thorman, Executive Assistant

Guests attending included Shane Miller from MDH Community Pharmacy and Lynne Campbell, of Community News Brief.

Public Comment
No public comments were presented.

Presentation of a Service Excellence Model: Emily Alden

- Emily Alden presented the HEARTS Service Excellence Model, a model developed internally to provide a simple, memorable, and actionable framework for strengthening patient experience and service culture across MDH.
- HEARTS represents High Reliability, Empowerment, Accountability, Respect, Teamwork, and Stewardship.
- The model is intended to provide common language for employees and leaders and reinforce that every team member contributes to the patient experience.
- Emily noted that HEARTS will support future education, leadership development, and recognition efforts.
- The model will be shared with department directors, and a work group will be formed to support implementation.
- Emily took questions and distributed her business cards to the group.

Emily left the meeting at 5:40 p.m.

Organizational Updates – Wanda Foster

- Wanda Foster provided an update on transition activities and current CEO priorities, including staff rounding and meetings with operational and medical staff leaders.
- She reviewed the development of collaborative initiatives, including formation of a steering committee for Revenue Cycle improvements.
- Wanda introduced Brittany Doll, Director of the Laboratory, who updated the Board on the initial work of the Revenue Cycle Steering Committee.
- Brittany noted that the committee created a draft flow diagram of the revenue cycle process and is completing a deeper internal review of current processes, strengths, and opportunities.
    - The committee is working on a comprehensive data dashboard to establish baseline measures and guide future improvement efforts.

    - Findings from the review and dashboard will help guide a future request for proposal (RFP) for potential support with the revenue cycle, in part or whole.
    - The estimated timeline for issuing the RFP is approximately 30–60 days, following establishment of baseline data and dashboard measures.
- Brittany concluded by answering questions from the Board Members regarding the process for collecting charges and steps for processing claims.

<u>Medical Staff Office Report: Dr. Mary Kathleen Lockard</u>

- Dr. Mary Kathleen Lockard provided information regarding the Physician Hospital Organization (PHO), which has existed for more than 30 years as a collaboration between the hospital and physicians.
- She noted the PHO's primary purpose has been insurance contracting and credentialing with payers.
- The PHO was historically funded by Health Alliance, which is no longer in existence, and remaining funds continue to be used to support PHO operations.
- Gary McCright continues to coordinate insurance contracts and assist with related payer issues and charge master rate information.
- Dr. Lockard advised that the Board will need to vote at the next Board meeting on a replacement for Bill Murdock's seat on the PHO Board.
    - The PHO recommended Alexis Vonholt as the appropriate replacement.
    - The Board offered no additional names for potential replacements.
    - The item will be added to the August meeting agenda, unless a special meeting is scheduled sooner.

<u>Consent Agenda:</u> The group reviewed the consent agenda. The items for approval were as follows:

- June 15, 2026, Board Meeting Open and Closed Session Minutes
- June 30, 2026, Special Board Meeting Open and Closed Session Minutes
- July 8, 2026, Special Board Meeting Open and Closed Session Minutes
- July 13, 2026, Special Board Meeting Open and Closed Session Minutes
- July 15, 2026, Finance Committee Open and Closed Session Minutes
- Medical Staff Office Report - Applications for Initial Appointments

A motion was made by Dr. Curt Farr and seconded by Dave Garner to approve the consent agenda as presented. Motion carried.

<u>Administrative Standing Verbal Reports:</u>

- **Sherri Hitchcock, VP/CFO, shared the following updates:**
    - The initiative to decentralize registration began that day with minimal issues.
        - Sherri thanked everyone involved in supporting a smooth transition.
        - The change is intended to improve patient experience by allowing patients to report directly to the area where they will receive services.
    - Representatives from Oracle/Cerner, MDH's Electronic Medical Records platform, are scheduled to be on-site the following week.
        - Employees will serve as test pilots for the new patient portal.
        - Oracle selected MDH as a pilot hospital to test new tools the company will be implementing.
        - Three MDH staff members will attend the Oracle convention to learn more about upcoming tools, including AI-related tools connected to revenue cycle work.

- **Melissa Onion, Interim CNO, shared the following updates:**
    - Home Health/Hospice recently completed a new accreditation survey with Community Health Accreditation Partner (CHAP), a CMS-approved accreditation group specific to Home Health and Hospice agencies.

    - The team performed very well during the survey, and the accreditation certificate should be received soon.
  - The Infusion Clinic on Acute Care received a perfect 100% score on their patient satisfaction surveys related to *likelihood to recommend* the clinic for April, May, and June.
  - Melissa reviewed the Rural Health Transformation Program funding application for MDH, noting a regional approach that includes Carthage and Rushville.
  - She noted the recent OB/GYN collaboration with a Memorial Hospital physician.
  - She highlighted MDH's Laerdal simulation partnership, rural obstetric emergency training pilot work, outreach opportunities with the Amish midwife community, and anticipated growth in deliveries with the addition of the OB/GYN physician.
  - Dr. Lockard noted the significance of the OB quality work and commended the department for these important opportunities.

- **Bill Corbin, VP/Human Resources, shared the following updates:**
  - Department directors are completing employee performance evaluations.
  - Upcoming benefit review work with Gallagher is underway, and benefit fair sessions are being planned.
    - Current staffing counts include 597 employees and 460 FTEs.
  - Employee recognition events include the PROs Summer Block Party, a planned movie in the park, and the Years of Service celebration.
  - Plant Engineering project updates included the HSB2 Surgery renovation, cardiology area improvements, and exterior door work.
  - EVS is transitioning to in-house linen services as a cost-savings initiative.

- **Gloria Bamforth, VP/MDH Medical Group, shared the following updates:**
  - Gloria reviewed practice volume and service line updates, noting increases in GI, orthopedic/ophthalmology visits, surgical volumes, and community pharmacy activity.
  - Specifically noted regarding the MDH Pharmacy was a potential opportunity with a long-term care facility for compliance packaging. As well as the following additional updates:
    - Intentionally promoting the MDH pharmacy services.
    - Positive community feedback regarding pharmacy and compounding services.
    - The transition to a drug vendor within the GPO to help reduce drug expenses for the MDH Pharmacy.
  - Ryan Riggins asked about the MDH Pharmacy's break-even script volume, which was discussed as approximately 150 scripts per day. It was noted that the number may fluctuate as it is based on drug pricing and insurance reimbursements.

- **Patrick Osterman, VP/Business Strategy, shared the following updates:**
  - Patrick provided community outreach, social media, and other marketing updates.
  - He reviewed upcoming MDH participation in upcoming local and surrounding community events.
    - Parades in Bushnell, Monmouth, and WIU Homecoming Parade in Macomb.
    - A table at the annual Macomb Police National Night Out.
    - A Health Fair in Stronghurst, put on by Eagle View Community Health.
    - A Veteran and Senior fair, co-sponsored by Rep Dan Swanson and MDH, to be held at Spoon River College on September 17th.
  - Patrick discussed quality-of-life promotional work occurring with the City of Macomb.
  - He provided updates on school sports physicals, market share reporting, and MDH Today Magazine content.

- He also noted that a team from MDH Sport's Medicine and Rehab are completing an 8-week agreement with 2 area schools for providing a conditioning/weightlifting program for the school's athletes.
- Dr. Lockard asked about access to Comp Data and requested to have this information shared with the medical staff.

Committee Reports:

- **Administrative Committee: Dan O'Neill -** The committee has not met, so no report was shared.
- **Employee Relations Committee: Kathy Neumann -** The committee has been meeting regularly. Due to Wanda Foster's appointment as Interim CEO, the group discussed replacing her as the Board representative on the committee. Dave Garner offered to fill this role, and no opposition was noted.
- **Finance Committee: Ryan Riggins -** Revenue cycle improvement remains a significant priority for the Board and organization. Ryan noted his involvement in the Revenue Cycle Steering Committee and stated that the work underway will help clarify needs and next steps.
- **Search Committee: JoEllen Pensinger & Seth Minter -** JoEllen reported that the search firm contract is ready to be signed. She noted the only changes since Board approval were language that was either clarified or removed, and a reduction in fees. She also noted the firm's location in Kansas City, Missouri, and will schedule times to visit and hold meetings with internal and external stakeholders.

No discussions held on Old or New Business.

<u>Executive Session</u>

At 6:46 p.m., a motion was made by Ryan Riggins and seconded by Dave Garner to move to executive session for the purpose of Open Meetings Act Exceptions, 5 ILCS 120/2 §2 *(C)(1), for matters relating to the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body; and §2 (C)(2) for collective negotiating matters between the public body and its employees or their representatives, or deliberations concerning the salary schedules for one or more classes of employees; and §2 (c)(21) For the semi-annual review of the minutes as mandated by section 2.06.*

	Yea	Nay	Abstain
Farr	x		
Garner	x		
Greuel	x		
Neumann	x		
O'Neill	x		
Pensinger	x		
Riggins	x		

<u>Reconvening from Executive Session</u>

At 7:11 p.m., a motion was made by Ryan Riggins and seconded by JoEllen Pensinger to reconvene to Open Session. A Roll call vote was taken and the motion carried.

	Yea	Nay	Abstain
Farr	x		
Garner	x		
Greuel	x		
Neumann	x		
O'Neill	x		
Pensinger	x		

Riggins	**x**

Kim Thorman and Wanda Foster remained present when the meeting was reconvened to open session. Patrick Osterman and Lynne Campbell joined the meeting for open session.

Actions following Executive Session:

A motion was made by Dr. Curt Farr and seconded by Dan O'Neill that following the semi-annual review of Executive Session minutes, the MDH Board of Directors determine and report that the need for confidentiality continues to exist for the Executive Session minutes dated October 16, 2025, through May 28, 2026, and that those minutes shall remain confidential and not be released for public inspection at this time. Motion carried.

A motion was made by Dr. Curt Farr and seconded by JoEllen Pensinger to approve the destruction of the particular digital recordings of Executive Session meetings of the MDH Board of Directors and Committees of the Board held from April 15, 2024, through December 16, 2024, because no less than 18 months have passed since the approval of the minutes of each meeting recorded, and the Board has all approved written minutes for those closed sessions, on file, which meets the requirements of 5 ILCS 120/2.06. Motion carried.

Roundtable Discussion:

The group agreed to move next month's meeting to August 24^{th} at 5:30 p.m. due to a scheduling conflict with Administration. The Finance committee meeting will remain as scheduled.

Adjournment:

At 7:16 p.m., with no further business to discuss, a motion was made by Ryan Riggins and seconded by Dave Garner to adjourn. Motion carried.

Ryan Riggins
Secretary/Treasurer MDH Board of Directors