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STATE OF ILLINOIS  
HEALTH FACILITIES AND SERVICES REVIEW BOARD  
525 West Jefferson Street, 2nd Floor  
Springfield, Illinois 62761  
217-782-3516

PUBLIC HEARING  
Re: Project # 12-089, Riverside Medical Center  
  
Public meeting held on January 10, 2013, at  
the Frankfort Park District, 140 Oak Street,  
Founders Community Room, Frankfort, Illinois.

1 PRESENT ON BEHALF OF HEALTH FACILITIES AND SERVICES

2 REVIEW BOARD:

3

4 MS. COURTNEY AVERY

Administrator

5

6 MS. ALEXIS KENDRICK

Hearing Officer

7

8 MR. DALE GALASSIE

Board Chairman

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11

12

13 Reported by:

14 Jennifer L. Wiesch

CRR, RPR, CSR-IL

15 Midwest Litigation Services

401 N. Michigan Avenue

16 Chicago, IL 60611

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1 START TIME: 10:20 a.m.

2

3 MS. KENDRICK: Good morning, everybody.

4 We're going to get started. Thank you for attending

5 the public hearing for Riverside Medical Center

6 North Campus in Frankfort. I'm Alexis Kendrick, the

7 Hearing Officer for the Illinois Health Facilities

8 and Services Review Board. Also present with me

9 today is Board Chairman Dale Galassie, as well as

10 Administrator Courtney Avery. As per the rules of

11 the Health Facilities and Services Review Board, I

12 would like to read the previously public legal

13 notice into the record.

14 In accordance with the requirements of

15 the Illinois Health Facilities Planning Act, notice

16 is given of receipt of an application to establish a

17 freestanding emergency center known as Project No.

18 12-089, Riverside Medical Center North Campus at

19 Frankfort, located in Frankfort, Illinois. The

20 applicant for this project is Riverside Medical

21 Center. The freestanding emergency center will

22 comprise of 10,768 gross square feet of space. The

23 facility will be located at 23100 South LaGrange

24 Road, Frankfort, Illinois. The proposed project

1 cost is \$10,301,278.

2 A public hearing will take place pursuant  
3 to Part 1130.910 of the Board's rules. The hearing  
4 is scheduled for today, Thursday, January 10, 2013,  
5 at 10:30 a.m. The hearing is taking place at the  
6 Frankfort Park District, Founders Community Room,  
7 140 Oak Street, Frankfort, Illinois, 60423. Sign-in  
8 for this hearing has already been conducted from  
9 10:00 to 10:30.

10 The public hearing will be conducted by  
11 staff of the Health Facilities and Services Review  
12 Board pursuant to the Illinois Health Facilities  
13 Planning Act. The hearing is open to the public and  
14 affords an opportunity for parties with interests in  
15 the project to present written and/or verbal comment  
16 relevant to the project. All allegations or  
17 assertions should be relevant to the need for the  
18 proposed project and be supported with two copies of  
19 documentation or materials that are printed or typed  
20 on paper, size eight-and-a-half by 11.

21 Consideration by the Board has been tentatively  
22 scheduled for the February 5, 2013, Board Meeting.

23 Please note that in order to ensure that  
24 the Health Facilities and Services Review Board's

1 public hearings protect the privacy and maintain the  
2 confidentiality of an individual's health  
3 information, covered entities, as defined by the  
4 Health Insurance Portability and Accountability Act  
5 of 1996, such as hospital providers, health plans  
6 and health care clearinghouses, submitting oral or  
7 written testimony that disclose protected health  
8 information of individuals shall have a valid  
9 written authorization from that individual. The  
10 authorization shall allow the covered entity to  
11 share the individual's protected health information  
12 at this hearing.

13           If you have not yet signed in and  
14 received a blue preprinted number card, please see  
15 Courtney now. Please note that there is also a form  
16 available for individuals wanting to register their  
17 attendance only and position of the project without  
18 providing oral or written testimony. Those of you  
19 who have come with prepared texts of your testimony  
20 may also choose to submit the written text without  
21 giving an oral presentation. The written testimony  
22 will be entered into today's record and made  
23 available for all board members prior to the  
24 February 5th Board Meeting.

1                   Due to the number of individuals  
2 registered today, please limit your oral testimony  
3 to two minutes. And we will try to stay to this  
4 two-minute time limit so that we can give everybody,  
5 you know, an opportunity to speak today. I will  
6 call participants in accordance to the distributed  
7 blue preprinted number cards. Prior to beginning  
8 your remarks, please clearly state your name, and  
9 spell it for the court reporter. After you have  
10 concluded your remarks, if you have copies, please  
11 provide them to me, as well as your blue preprinted  
12 number card.

13                   And today's proceedings will begin with  
14 number one.

15                   MS. AVERY: Sorry, two, number two.

16                   MS. KENDRICK: Sorry, two.

17                   MS. AVERY: I forgot to tell you.

18                   MR. KAMBIC: Thank you.

19                   MR. GALASSIE: Thank you. If I can just  
20 comment, because we do have a two-minute limit,  
21 you're welcome to read your comments if you choose,  
22 but I would encourage you to just tell us what you  
23 want us to hear and submit your written comments to  
24 be quite honest. I think it will be more productive

1 for all of you. Thank you. Pardon me.

2 MR. KAMBIC: Sure. Good morning. My  
3 name is Phil Kambic, and I'm President and CEO of  
4 Riverside Health Care. Riverside is a regional  
5 health care system based in Kankakee, Illinois.  
6 We've been nationally recognized for the quality of  
7 care we deliver. We are a teaching hospital, as  
8 well as a nursing magnet hospital. We've  
9 established health care facilities in four counties;  
10 Kankakee, Iroquois, Grundy and Will Counties. You  
11 can refer to the map over there to see our  
12 locations.

13 Riverside has a long history of providing  
14 outpatient, community-based health care services.  
15 In particular, we established our first  
16 community-based health center over 20 years ago in  
17 Will County. The map again shows how distributed we  
18 are. In 2004, Riverside purchased land at Route 45  
19 and Steger Road, almost ten years ago. Since that  
20 time, we worked hard to determine what services  
21 would best meet the needs of the community and the  
22 region.

23 In addition to working with the Village  
24 of Frankfort, we conducted extensive market research

1 and held focus groups to give us the most accurate  
2 picture of what services were most needed. Based on  
3 that input, the emergency care services and access  
4 to more physicians were identified as the most  
5 significant needs for the region. We have proposed  
6 an Emergency Care Center that will include medical  
7 offices and diagnostic services. We have no  
8 intention of building an inpatient hospital on this  
9 location. There is a significant trend away from  
10 inpatient services. Riverside has successfully  
11 developed many, many, many outpatient facilities and  
12 will use that knowledge to build this center.

13 With the passage of the Affordable Care  
14 Act, approximately one million more people in the  
15 State of Illinois will have insurance, but  
16 unfortunately they will have limited access to an  
17 already overburdened primary care system.

18 MS. KENDRICK: Thirty seconds.

19 MR. KAMBIC: This is predicted to  
20 increase demand for ED services throughout the  
21 region. Our center will be open 24/7 and be  
22 available to all people who need care. In addition  
23 to the Affordable Care Act, that research indicates  
24 an aging population and a rapidly growing population

1 in this region needs these services. In conclusion,  
2 on behalf of Riverside Medical Center, I  
3 respectfully request that the Health Facilities  
4 Planning Board approve Riverside's application for a  
5 freestanding ED. Thank you.

6 MR. GALASSIE: Thank you.

7 MS. KENDRICK: Number one.

8 MR. SENESAC: My name is Tom Senesac.

9 It's S-e-n-e-s-a-c. I'm here today to oppose  
10 Riverside's proposed establishment of a freestanding  
11 emergency room center in Frankfort. My name again  
12 is Thomas Senesac. I'm the Chief Financial Officer  
13 at Franciscan St. James Health. St. James operates  
14 two hospitals in the far southwestern suburbs,  
15 Chicago Heights and Olympia Fields. These two  
16 hospitals each operate emergency departments  
17 classified by IDPH as comprehensive, and both  
18 departments have excess capacity.

19 The far southwestern suburbs have been  
20 well served by the hospitals located in the  
21 surrounding communities for many years, and  
22 Riverside's attempt to develop a facility 25 miles  
23 from its main campus, in a community that it has  
24 never drawn a significant number of patients from,

1 simply does not make sense. We are operators of  
2 community hospitals must all be aware of  
3 uncertainties that lie ahead. And if we are going  
4 to continue our charitable missions, it is incumbent  
5 upon us to be aware of these changes in our market,  
6 and that -- and the proposed freestanding emergency  
7 room center result in a change that will have  
8 significant repercussions on St. James Health, and  
9 particularly the Olympia Fields hospital. This  
10 project is not needed by the community, and we urge  
11 the Health Facilities Review Board to disapprove  
12 this project.

13 MR. GALASSIE: Thank you.

14 MS. KENDRICK: Thank you. Number three.

15 MR. WALLACE: Good Morning.

16 MR. GALASSIE: Good Morning.

17 MR. WALLACE: My name is David Wallace.

18 I am the Village Administrator for the Village of  
19 Monee. I am providing this written statement and  
20 verbal statement on behalf of the Village of Monee  
21 in support of Riverside Medical Center as a  
22 professional provider of medical services, as well  
23 as having a proactive business model which is  
24 community friendly.

1                   In the late 1990s, Riverside Medical  
2   Clinic opened a facility providing much needed  
3   medical services to our community. As the health  
4   industry involved -- evolved rather, this caused a  
5   realignment of physicians, which in turn called for  
6   the closing of the Monee facility in early 2009.  
7   After the closing, the property was maintained so  
8   well one would not easily realize the facility was,  
9   in fact, closed.

10                  During this time, communications remained  
11   open to address any issues which may have presented  
12   themselves. And this is a testament to Riverside's  
13   commitment to being a good neighbor philosophy. In  
14   July of 2012, Riverside Medical Center reopened the  
15   Monee facility as an immediate care/occupational  
16   health center. Needless to say, the Village of  
17   Monee, its residents and surrounding businesses were  
18   very happy to have this occur.

19                  The Village of Monee is in support of the  
20   proposed Riverside Medical Center's Emergency Care  
21   facility to be located at Route 45 and Steger Road.  
22   With hospital emergency rooms not in close proximity  
23   and sometimes being overutilized, the Riverside  
24   facility would most certainly help to fill that

1 void. In closing, I would like to say that  
2 Riverside Medical Center has been an exemplary  
3 business and the best kind of neighbor to have  
4 within a municipality. Thank you for the  
5 opportunity to speak.

6 MR. GALASSIE: Thank you.

7 MS. KENDRICK: Number four.

8 MR. GALASSIE: Good morning.

9 MR. PACINI: Good morning. My name is  
10 Andrew Pacini, A-n-d-r-e-w P-a-c-i-n-i. I'm a  
11 Frankfort resident, and I strongly oppose  
12 Riverside's proposal due to lack of need.  
13 Furthermore, I'm going to demonstrate in oral and  
14 written testimony how Riverside's very own  
15 inconsistent and incomplete application proves that  
16 their proposal would duplicate existing services,  
17 create unnecessary patient transfers and decrease  
18 quality of care.

19 I would like to start by directing your  
20 attention to Riverside's purpose statement on page  
21 46 and 47 of their application. Riverside cites as  
22 part of their purpose statement Kankakee's high  
23 morbidity and mortality rates and implies that this  
24 proposal would positively impact these figures. The

1 deception with this statement is the only township  
2 in their proposed service area that is in Kankakee  
3 is Manteno Township. However, the residents of  
4 Manteno Township are closer to existing hospitals in  
5 Kankakee than Riverside's proposed location. This  
6 is just one of many examples of how Riverside's  
7 application is misleading and fails to prove a need.

8           Next I direct you to page 279, attachment  
9 38d. This states Riverside's proposed service area.  
10 It is proven by Mapquest GPS software that  
11 Riverside's proposal fails to prove proximity and  
12 drive time for 83 percent of its proposed service  
13 area. In fact, 76 percent of its proposed service  
14 area would suffer from increased transit time that  
15 would jeopardize lives in an emergency situation.

16           You do not have to look any further than  
17 these facts to determine that Riverside's proposed  
18 project has a lack of need and, in fact, will  
19 duplicate existing services and decrease the quality  
20 of care. I strongly urge this Board to reject  
21 Riverside's proposal due to lack of need. I will  
22 provide further written testimony as to why this  
23 proposal should be rejected. Thank you for your  
24 time.

1 MR. GALASSIE: Thank you.

2 MS. KENDRICK: Number five.

3 MR. GALASSIE: Good morning.

4 MR. MURPHY: Good morning. My is name is  
5 Pat Murphy, P-a-t M-u-r-p-h-y. I'm a board member  
6 of the Home Owners Association for Vistana of  
7 Frankfort, which is the subdivision directly to the  
8 north of this proposed facility. After reviewing  
9 Riverside's application, it's clear there's a lack  
10 of need for this proposed ED at this location.  
11 Riverside's proposed service area is already well  
12 covered by existing hospitals and would cause  
13 duplications of many existing services. It would  
14 also decrease the quality of care by subjecting a  
15 majority of their proposed service area to further  
16 proximity and longer distances to emergency care.  
17 Furthermore, since this proposed FEC cannot treat  
18 many acute situations, it would create unnecessary  
19 patient transfers delaying proper care that could  
20 have been made from the existing hospitals in the  
21 first place.

22 As a Frankfort resident, father of two,  
23 and a representative of the residents of my  
24 subdivision, I also have to mention the extremely

1 negative impact Riverside's proposal would have on  
2 the residential community. The land in their  
3 proposal is not currently zoned for such a facility,  
4 and many of us looked into that when we purchased  
5 our homes. Riverside's proposal would destroy the  
6 quality of life of hundreds of households that  
7 surround this location and have a negative impact of  
8 the necessary growth of these subdivisions.

9           The construction necessary would inflict  
10 unnecessary financial and logistical burdens on many  
11 of our homeowners. With an estimated 27 visits a  
12 day in the first year alone, families and our  
13 children, which we have over 60 in our subdivision,  
14 would be subject to greater traffic problems and an  
15 overall decrease in safety along with added siren  
16 noise and helicopter traffic. And I strongly urge  
17 you to reject Riverside's proposal. And thank you  
18 for the opportunity to speak.

19           MR. GALASSIE: Thank you.

20           MS. KENDRICK: Number six.

21           MR. GALASSIE: Good morning.

22           MS. BRADSHAW: Good morning. Hello, my  
23 name is Sloane Bradshaw. And I am in support of the  
24 Riverside project on Route 45. I have been a

1 Frankfort resident for 24 years.

2 MR. GALASSIE: Could you spell your last  
3 name, Ms. Bradshaw? I'm sorry.

4 MS. BRADSHAW: I'm sorry.

5 MR. GALASSIE: Could you spell your last  
6 name?

7 MS. BRADSHAW: B-r-a-d-s-h-a-w.

8 MR. GALASSIE: Thank you.

9 MS. BRADSHAW: I have been a Frankfort  
10 resident for 21 years, and I struggle to find  
11 reliable and close medical care. Over the years, I  
12 have had approximately five to eight doctors, all  
13 who have left the area or were associated with an  
14 affiliated health care system that went out of  
15 business. Currently, my family does not have a  
16 doctor, and we use the chain -- the store pharmacy's  
17 quick clinics because of the proximity and  
18 convenience. Although not the best choice, it does  
19 fit our busy schedules.

20 Raising two children in Frankfort, I  
21 often wondered and worried where we'd go if we had  
22 an emergency. Thankfully, my children have not  
23 experienced any emergencies, but I have. In 2011, I  
24 suffered a concussion as a result of an accident and

1 lost consciousness. An ambulance was called, and I  
2 was brought to Silver Cross Hospital in Joliet,  
3 suffering with nausea and restrained, it was a  
4 horrific 25 plus minute ride. Had emergency care  
5 been closer, I could have been examined, treated and  
6 released and back in the comfort of my own home more  
7 quickly than I was.

8 With more than two decades in the  
9 community, I have talked with many of my fellow  
10 community members about the need for quality  
11 emergency care close to home. Silver Cross is too  
12 far, and the nearest urgent care is north of  
13 Interstate 80. I am confident that Riverside's  
14 freestanding emergency care center with diagnostics  
15 would be a benefit to our community.

16 MR. GALASSIE: Thank you.

17 MS. KENDRICK: Number seven.

18 MR. GALASSIE: Good morning.

19 MS. KEBERT: Good morning. My name is  
20 Jessica Kebert, K-e-b-e-r-t. My daughter was born  
21 at Riverside Medical Center. And it was because of  
22 the excellent nursing staff and physicians at  
23 Riverside that she is a happy, healthy little girl  
24 today. My delivery was a scary day as she presented

1 with cord prolapse. In many cases, cord prolapse  
2 leads to brain damage or death of the baby because  
3 of a lack of oxygen and blood supply. I cannot say  
4 what my family's outcome would have been had I been  
5 at a different hospital. But what I do know is that  
6 the amazing staff at Riverside was able to give me  
7 the family that I have dreamed of for many years.

8 Now my daughter is two years old, and  
9 it's probably just a matter of time before we need  
10 emergency care for some reason. She's a pretty  
11 daring and adventurous girl, so stitches or a broken  
12 bone are a real possibility, as well as a late night  
13 fever or rash. If my child is sick or hurt, I want  
14 to be sure I'm taking her to the best possible place  
15 that I can reach quickly. Having emergency care in  
16 Frankfort would be much more convenient for me.

17 The roads from my house to Frankfort  
18 location are less busy, country roads, whereas  
19 traveling to the nearest ER right now means taking  
20 busy streets with many stoplights. All of this  
21 added congestion increases the possibility of  
22 further accidents and harm. And as a parent, I try  
23 to avoid as many dangerous situations as possible.  
24 I'm excited to hear that the great care that I know

1 Riverside provides is going to be so close to home.

2 MR. GALASSIE: Thank you.

3 MS. KENDRICK: Number eight.

4 MR. GALASSIE: Good morning.

5 MR. HACK: Good morning. My name is  
6 Kevin Hack, K-e-v-i-n H-a-c-k. I'm the Director of  
7 the Ambulance and EMS Services at Riverside Medical  
8 Center. I've spent my entire 30-year career in the  
9 area of emergency medicine. I have seen firsthand  
10 the life-saving benefits timely emergency services  
11 can provide an individual and their family.

12 I've seen the smiles and the tears and  
13 the joys on the face of a wife when medication and  
14 oxygen administration quickly had revived her  
15 husband and brought him back and out of danger.  
16 Sadly, I've also seen the anguish and tears of  
17 unspeakable pain on the faces of mothers whose  
18 children did not get medical attention quickly  
19 enough. There's no greater sorrow.

20 The presence of Riverside's freestanding  
21 emergency department solves many issues for  
22 emergency personnel and for the community. Having  
23 this emergency resource in Frankfort will allow EMS  
24 teams to make more efficient calls and avoid some of

1 the long transports to hospitals for situations that  
2 required an emergency physician.

3           While some are trying to make an issue  
4 over ambulance noise and disruption of area homes in  
5 the -- in a facility of this size, providing these  
6 services, such disruptions will be rare. Illinois  
7 administrative codes limits the amount of -- the  
8 types of emergencies that can be transported to this  
9 type of facility. And Lifestar, the local air  
10 ambulance transport, has only done one transport for  
11 a freestanding ED the entire year of 2012. But  
12 there will be those occasions when there may be some  
13 flashing lights or sirens, the benefits they  
14 represent of timely emergency medical treatment  
15 being provided to someone's father, husband, wife,  
16 mother, grandfather or child cannot be understood.  
17 Thank you. And I urge you to approve Riverside's  
18 proposal for a freestanding emergency center.

19           MR. GALASSIE: Thank you.

20           MS. KENDRICK: Number nine.

21           MR. GALASSIE: Good morning.

22           MS. VILT: Good morning. My name is  
23 Patricia Vilt, V-i-l-t. And I support the Riverside  
24 project. For the convenience of area residents,

1 Riverside has proposed a freestanding emergency  
2 center to be located on the northeast corner of the  
3 property. The current plans are to have a generous  
4 set back from the road with effective design and  
5 landscaping to minimize concerns of noise. The goal  
6 of the project is to improve access to emergency  
7 care for the region. The patient service area  
8 currently faces a shortage of emergency care  
9 providers. Riverside is familiar with small  
10 communicates and their needs and has been a provider  
11 to these residents for many years.

12           Development of this project is a  
13 continuation of Riverside meeting the needs of the  
14 residents and bringing care to the patients rather  
15 than having patients come to the care. Freestanding  
16 emergency care centers are a national trend that  
17 allows patients to receive care more timely and at a  
18 lower cost. Development of freestanding emergency  
19 care centers is a movement that will continue in  
20 order to accommodate patient needs. The trend is  
21 smaller and more local care so medicine can come to  
22 where the patients are located. Riverside wants to  
23 be a good business neighbor, as we have in other  
24 communities we serve, and we will continue the

1 tradition of being a supportive community partner.

2           The projected emergency care volumes are  
3 estimated at 25 patients per day, which is  
4 approximately one patient per hour, and any other  
5 traffic would be nonemergent. The location for this  
6 center is already on a well traveled route, and  
7 these services would have a minimal impact on  
8 traffic flow. LaGrange Road is a major thoroughfare  
9 with existing ambulance activity occurring on this  
10 access way. Support of this project will allow  
11 residents to receive high quality necessary health  
12 care services within easy access. Thank you.

13           MR. GALASSIE: Thank you.

14           MS. KENDRICK: Number ten.

15           MR. GALASSIE: Good morning.

16           MS. ONDREY: Good morning. My name is  
17 Margaret Ondrey, O-n-d-r-e-y. And I am here on  
18 behalf of Riverside Medical Center. My family and I  
19 are lifelong residents of Manteno. And through our  
20 own experiences, as well as those of extended family  
21 and friends, we have learned all too well that our  
22 nearest care for emergencies is often farther than  
23 we would like. For us to reach emergency care, we  
24 must drive at least 25 miles -- this is a

1 nonemergent situation -- south and over a half-hour  
2 to drive north to the nearest facility.

3 My children are very active. I have  
4 three teen children. They're very active in sports.  
5 And I have seen many sports-related injuries out in  
6 the field. And to get these children to an area  
7 where they can be taken care of, have expedited  
8 care, not have to sit in an overcrowded emergency  
9 room, a freestanding facility would allow that to  
10 occur.

11 Recently, a soccer player that my child  
12 plays with tore an ACL. They endured a 40-minute  
13 ride to the nearest emergency center. At that time,  
14 then had to wait because hospital related --  
15 hospital associated emergency rooms are filled with  
16 people who are critically ill and need emergency  
17 care. I believe that a freestanding facility like  
18 the one proposed by Riverside would allow to  
19 expedite this care and provide quality care as well.

20 MR. GALASSIE: Thank you.

21 MS. KENDRICK: Number 11.

22 MR. GALASSIE: Good morning.

23 DR. DECKER: Hi. Good morning. I'm  
24 Dr. Steven, with a V, Dr. D-, as in David,

1 -e-c-k-e-r. I'm a -- currently the chairman of  
2 emergency medicine and medical staff president of  
3 Riverside Medical Center. As communities grow so  
4 much, so must the infrastructure to support the  
5 community. And an important part of any community's  
6 infrastructure is access to health care. Access to  
7 health care is not only defined as the ability to  
8 see a physician, but the ability to see a physician  
9 quickly.

10           It is my belief with 16 years of  
11 experience in the Riverside area that the citizens  
12 that we intend to serve of this project are indeed  
13 underserved and do indeed have long commute times  
14 for emergency medicine. And, you know, and the  
15 important part of the community again is to be able  
16 to get access to health care for their citizens.  
17 Communities are evaluated as best places to live  
18 based on schools, public works, police and EMS  
19 services.

20           The development of a local health care  
21 facility will only help to support a community such  
22 as Frankfort that already has a tremendous  
23 reputation. Development for any community has  
24 trepidation. We all understand that. Our intended

1 project is to be unobtrusive, add to local  
2 aesthetics rather than detract from them; and most  
3 importantly, improve local health care.

4 The notion of helicopters flying is one  
5 that is simply not correct. EMS traffic is one that  
6 is very easy to manipulate. Sirens and lights can  
7 very easily be minimized. I've had many years of  
8 experience as an EMS medical director. I work  
9 closely with your local EMS directors. This can  
10 very easily be minimized. Our goal is to serve the  
11 community, improve the health care, improve access  
12 and to partner with the community. Frankfort's a  
13 very strong community. It's doing some wonderful  
14 things. We fully intend to add to this.

15 As health care becomes more and more a  
16 commodity, hospitals are going to close. We're  
17 seeing this already under federal regulatory burden,  
18 and this will continue. Frankfort's opportunity to  
19 partner with Riverside, which is a strong fiscal  
20 organization, I fully believe is an opportunity that  
21 should not be overlooked and will help to serve  
22 Frankfort community for years to come. Thank you.

23 MR. GALASSIE: Thank you.

24 MS. KENDRICK: Number 12.

1 MR. GALASSIE: Good morning.

2 MR. PUENT: Good morning. I'm Dave  
3 Puent, P-u-e-n-t. I'm a 36-year resident of  
4 Frankfort, Illinois, and I would like to state my  
5 enthusiastic support for the Riverside health care  
6 facility freestanding 24-hour emergency service care  
7 center. Ironically, it's been almost 36 years,  
8 almost to the date, that I moved into Frankfort. In  
9 these years, there's been many changes have taken  
10 place. For example, when I first came here, there  
11 was not even a grocery store here, a little small  
12 convenience store. Since then, we've gotten --  
13 we've grown and picked up three more supermarkets,  
14 we have a Dominick's, a Jewel, a Walt's grocery  
15 store, and now a Mariano's under construction.

16 But yet, during all that time, we have  
17 not added any more emergency health care. So I can  
18 assure you that after living here for almost 30 --  
19 or for 36 years, I can assure you I've traveled to  
20 each and every one of these emergency rooms  
21 throughout the south community. I know what it's  
22 like to travel 25 minutes during the middle of the  
23 night with a son that's got an asthma attack. I've  
24 been through all of them; for stitches and broken

1 bones and, like I said, asthma attacks. So to me,  
2 it's very important. 25 minutes could be a long  
3 time to travel to an emergency facility.

4 So as not only a long-term member of the  
5 Frankfort community, but also a 22-year employee of  
6 Riverside Medical Center, and I can assure you that  
7 bringing Riverside's quality of care to an area in  
8 need of emergency services would be a benefit to all  
9 of us. With that said, the introduction of  
10 Riverside's world class health care services and  
11 commitment to the communities that it serves, we  
12 would -- I would proudly support it, my friends and  
13 neighbors, with the -- with the -- with an emergency  
14 center added to the community. Thank you very much.

15 MR. GALASSIE: Thank you. Next.

16 MS. KENDRICK: Number 13.

17 MR. GALASSIE: Good morning.

18 MR. MARONICH: Good morning. My name is  
19 Carl Maronich, M-a-r-o-n-i-c-h. I'm the Director of  
20 Marketing and Public Relations at Riverside. As you  
21 might guess, I support the project. Riverside's  
22 proposal to locate an emergency center with medical  
23 offices and diagnostic services at Route 45 and  
24 Steger Road is one out of community need and the

1 desire for increased health care services in the  
2 region.

3 Riverside purchased the property in 2004,  
4 and since the acquisition has gone through a number  
5 of market studies, as well as focus groups, to come  
6 to the point of realization that emergency services  
7 are what the community is needing, asking for in  
8 some areas, as you can see from our market survey to  
9 the right -- or excuse me, or area to the right that  
10 we're going to be focusing on.

11 But there have been objections raised  
12 concerning an increase in traffic, noise from  
13 ambulances and various other perceived threats to  
14 the quality of life. Now, quality of life is an  
15 interesting phrase, considering the preservation of  
16 life is the primary focus of an emergency center and  
17 maintaining a healthy and active quality of life is  
18 the main objective in seeking health care. This  
19 facility will absolutely help those throughout the  
20 service area maintain an improved quality of life.

21 Let me mention that with regard to  
22 helicopter transports, in 2012, throughout the State  
23 of Illinois, there were five freestanding EDs. In  
24 all of 2012, there was one helicopter transport out

1 of those facilities. So that is indeed a rare  
2 occasion. As this project moves forward, we will  
3 seek direct feedback from area residents and work  
4 with our neighbors to minimize any disruption to the  
5 community.

6 Riverside is an award-winning health care  
7 provider. The people in this region deserve to  
8 benefit from our knowledge and expertise. This  
9 proposed facility is about responding to requests  
10 for more health care. It's about meeting a  
11 demonstrated need for that care and, above all, it  
12 truly is about improving the quality of life. Thank  
13 you. And I appreciate your support.

14 MR. GALASSIE: Thank you.

15 MS. KENDRICK: Number 14.

16 MR. GALASSIE: Good morning.

17 MR. MARTIN: Good morning. My name is  
18 Pat Martin, M-a-r-t-i-n. I'm President and Chief  
19 Administrative Officer for HomeStar Bank and  
20 Financial Services. We have offices in Will and  
21 Kankakee Counties and have been in business for 67  
22 years. I want to express my support for Riverside  
23 Medical Center and its proposed freestanding  
24 emergency care center in Frankfort. I also want to

1 convey my confidence in Riverside, as both an  
2 involved and trusted partner in the communities it  
3 serves, as well as a compassionate provider for the  
4 highest quality of health care.

5 Riverside Medical Center, with more than  
6 2,300 employees, is one of the largest employers in  
7 our area. Riverside's economic impact expands  
8 beyond its employees to include beneficial business  
9 relationships with area retailers, service  
10 providers, construction trades, vendors and more.  
11 Riverside continues to illustrate its commitment to  
12 meeting communities' needs through facility  
13 expansions and updates, advanced services and  
14 technologies and convenient access to quality care  
15 in areas' needs.

16 I serve on the Kankakee County Economic  
17 Alliance Board and serve as Trustee of Kankakee  
18 Community College. I also serve as Chairman of the  
19 Oakside Board of the Riverside Health System.  
20 Through my involvement in these boards, I have  
21 repeatedly experienced Riverside's passionate  
22 dedication to the development -- to development and  
23 delivery of world-class health care for our region.  
24 I am certain Riverside will bring in this same

1 allegiance to the Frankfort area.

2 I've had the privilege to be not only a  
3 witness to, but also involved in, all that Riverside  
4 does in my community. It is with this understanding  
5 and experience that I confidently support  
6 Riverside's freestanding emergency care center in  
7 Frankfort. Such a project is not only the best  
8 interest of the Village of Frankfort but also the  
9 area businesses and residents seeking high quality  
10 emergency care close to home. Thank you for the  
11 opportunity to support Riverside.

12 MR. GALASSIE: Thank you.

13 MS. KENDRICK: Number 15.

14 MR. GALASSIE: Good morning.

15 MS. GAGLIANO: Good morning. My name is  
16 Kathy Gagliano, K-a-t-h-y G-a-g-l-i-a-n-o. I'm  
17 happy to appear at this hearing this morning. I'll  
18 read just the highlights of a letter I've submitted  
19 to the Review Board. It's rather long.

20 MR. GALASSIE: Thank you.

21 MS. GAGLIANO: I've been a Frankfort  
22 resident for 13 years. I am here because I believe  
23 Frankfort needs a freestanding emergency center.  
24 Time is often so critical in an emergency situation,

1 and I've experienced firsthand a drive 20 minutes  
2 away to an emergency facility. I care about  
3 Frankfort, and I feel a freestanding emergency  
4 center is needed and will help provide better  
5 outcomes and save lives.

6 I'm also here because of Riverside  
7 Medical Center. I am Vice President of sales for  
8 Milner Broadcasting Company located in Bourbonnais.  
9 We own four radio stations in the Kankakee area, and  
10 I've worked with the executive staff, the marketing  
11 department and the medical staff of Riverside for  
12 over ten years. In this time I have come to realize  
13 that Riverside is no ordinary hospital. Riverside  
14 physicians often take the time to come into our  
15 radio stations to personally invite our listeners to  
16 free seminars and educational sessions or to provide  
17 health care information. To say I haven't been  
18 impressed is an understatement.

19 Riverside has grown in the years I've  
20 worked with them, and I've seen firsthand how their  
21 many projects have developed and flourished.  
22 Riverside opened their Watseka center in the spring  
23 of 2011, offering oncology and other specialty  
24 services. This winter, they had expanded those

1 services considerably. I was there for the grand  
2 opening and expansion of the Riverside Sleep  
3 Disorder Institute last winter. I was there for the  
4 opening of Riverside's FastCare Center located in  
5 our local Wal-Mart. And I was involved in the  
6 marketing and support for Riverside's largest  
7 expansion, their East Tower in the fall of 2011.

8           Every time Riverside Medical Center has  
9 grown, the result was an on-time project with  
10 advanced design, a commitment to excellence, a  
11 remarkable staff, followed by success and then  
12 further growth. From the first time I became aware  
13 that Riverside had property in Frankfort, I was  
14 thrilled. Riverside was eventually coming to my  
15 community. Many of my Frankfort friends and  
16 neighbors really didn't know the full scope of what  
17 Riverside Medical Center offers, and I have always  
18 been happy to enlighten them. In the future, for  
19 emergency care and additional medical services, I  
20 sincerely hope Frankfort residents can go to the  
21 corner of Route 45 and Steger Road. Thank you very  
22 much.

23           MR. GALASSIE: Thank you.

24           MS. KENDRICK: Number 16.

1 MS. McGRATH: Good morning.

2 MR. GALASSIE: Good morning.

3 MS. McGRATH: My name is Diane McGrath,  
4 D-i-a-n-e M-c-G-r-a-t-h. As a resident of the  
5 community for over 20 years, I've raised two  
6 children, and I believe that the area is long  
7 overdue for a freestanding emergency care center.  
8 Overall, my children's -- raising my children was  
9 uneventful; however, going to many sporting events,  
10 there were injuries that needed to be transported  
11 for x-rays and attendance. And these are pretty  
12 common occurrences.

13 The area has sports as well established  
14 part of the community. In addition, as a pediatric  
15 nurse of more than 30 years, emergencies such as  
16 croup or asthma, where parents are wondering should  
17 I or should I not take the time to go to a community  
18 hospital where there might be a wait, would take  
19 this away because life's emergencies can be a peace  
20 of mind for the families. Riverside Medical  
21 Center's freestanding emergency care center would  
22 provide that peace of mind for this area. Thank you  
23 very much.

24 MR. GALASSIE: Thank you.

1 MS. KENDRICK: Number 17.

2 MR. GALASSIE: Good morning.

3 DR. MEINERS: Good morning. My name is  
4 Dr. Ryan Meiners, R-y-a-n M-e-i-n-e-r-s. I'm here  
5 to support the Riverside proposal. I've been a  
6 Frankfort citizen for five years. And I can attest  
7 to the need for emergency care services as a husband  
8 and father of two children, who unfortunately are  
9 very accident prone, I've struggled with the  
10 barriers to care here basically geographically to  
11 get them treated. So there's clearly a need in this  
12 community. I've lived here five years. I love  
13 living here.

14 I love the quality of the civic minded  
15 vision in Frankfort, and that's why I can attest as  
16 a physician why Riverside is a perfect partnership  
17 for this program. I'm a radiology physician of a  
18 large group in Peoria, Illinois, so I have  
19 experience with multiple health care systems  
20 throughout the state. And the vision and quality of  
21 care from an administrative standpoint at Riverside  
22 goes above and beyond the other health care systems  
23 I'm affiliated with.

24 As a radiologist, I work directly with

1 the ER physicians at Riverside. And again, the  
2 quality of care and the level of expertise is  
3 excellent. Numerous physicians that work at the  
4 Riverside facility live in the Frankfort area of  
5 multiple specialties, so it really would be a  
6 seamless transition. And in speaking to many of  
7 these physicians, everyone is very excited about the  
8 possibility of -- as a physician being able to give  
9 back to our own community from a doctor's standpoint  
10 of where we live. Thanks.

11 MR. GALASSIE: Thank you.

12 MS. KENDRICK: Number 18.

13 MR. GALASSIE: Good morning.

14 MR. HEIM: Good morning, Chairman  
15 Galassie and Ms. Avery. My name is Rich Heim,  
16 H-e-i-m. I am the President of Advocate South  
17 Suburban Hospital in Hazel Crest and here today in  
18 opposition of this freestanding emergency center.  
19 You know, the health care situation that we're in  
20 today is requiring the states and the country to  
21 work with health care providers to lower costs and  
22 improve access to care, both primary care and to  
23 control the costs for the communities that we're  
24 serving today.

1                   According to a recent report commissioned  
2 by the National Quality Forum, about 50 percent of  
3 patients who visit the ED today are considered non-  
4 or semi-urgent. In these lower cost cases, patients  
5 actually should appropriately receive care either  
6 through their primary care or even through an urgent  
7 care center. In addition, based upon the Smart Act  
8 that the State of Illinois passed in the summer of  
9 2012, they're actually working through the State to  
10 decrease utilization and discourage ED utilization  
11 within the State.

12                   At this time, this particular area is  
13 well served with primary care needs of the patients.  
14 Independent research conducted through Truven Health  
15 Analytics shows that the current primary cares that  
16 are located in the Frankfort area identified  
17 actually will support the population today and even  
18 the growth of the population into the future. In  
19 the broader market, there's about 30 -- in addition  
20 to the primary care, about 30 urgent cares that are  
21 up and operational that take care of semi-urgent  
22 illnesses within the communities. A number of these  
23 already have expanded evening hours and weekend  
24 hours.

1                   For more than three years, Advocate's  
2    been working with -- and South Suburban have been  
3    working with Medicare and Blue Cross to reduce ED  
4    volume, reduce the visits coming through, especially  
5    on these non-emergent cases and better care for the  
6    health of the population in the southern suburbs.  
7    We're focused on -- focusing on delivering  
8    appropriate care, non-emergency treatment where it's  
9    needed and to decrease the health costs of the  
10   community. Thank you.

11                   MR. GALASSIE: Thank you.

12                   MS. KENDRICK: Number 19.

13                   MR. GALASSIE: Good morning.

14                   DR. LAWTON: Good morning. Hi, my name  
15    is Dr. Ronald Lawton, L-a-w-t-o-n. And I'm the  
16    Director of Emergency Services at Advocate South  
17    Suburban Hospital in Hazel Crest, Illinois. I'm  
18    here to offer my opinion on why a freestanding  
19    emergency department -- or center in Frankfort is  
20    not necessary at this time. Simply put, there is  
21    ample capacity for emergency visits in the market  
22    around the proposed freestanding emergency center.

23                   Applying the state utilization standard  
24    of 2,000 visits per treatment station annually,

1 hospitals in the area have excess capacity in their  
2 collective emergency departments. Area hospitals  
3 are currently treating approximately 1,500 patients  
4 per emergency department treatment station annually.  
5 The proposed location of the Riverside Medical  
6 Center freestanding emergency center would lower  
7 this utilization rate even further below the State's  
8 standard of 2,000.

9 We certainly understand the Frankfort  
10 area is pegged for substantial growth in the coming  
11 years. We need to plan to treat all of these new  
12 patients in the appropriate settings, which will not  
13 be done by increasing access to emergency services.  
14 Independent projections show that the number of  
15 primary care physicians in the market will be  
16 adequate to appropriately care for local patients.  
17 And the area around the proposed freestanding  
18 emergency center already has about 30 urgent care  
19 centers that also offer expert care.

20 Our area's emergency departments do an  
21 excellent job of delivering episodic care to  
22 moderately and severely sick or injured patients.  
23 But, like most things in medicine, the more you make  
24 something available, the more it will be used.

1 There is no need for additional emergency services  
2 in the area of the proposed freestanding emergency  
3 center. For seriously ill or injured patients,  
4 there are a number of full-service hospitals with  
5 emergency departments; Advocate South Suburban,  
6 Provena St. Joseph, Silver Cross, Palos Community  
7 and Franciscan St. James.

8 A freestanding emergency center will  
9 likely drawn patients who could be seen by their  
10 primary care physicians. And a freestanding  
11 emergency center is a higher cost and less  
12 coordinated care setting. Insurance plans and  
13 Medicare generally pay for the care in standalone  
14 emergency departments just as they do for  
15 hospital-based ERs.

16 MS. KENDRICK: Thirty seconds.

17 DR. LAWTON: And care in the ER, whether  
18 freestanding or attached to a hospital, costs the  
19 hospital and the insurance company substantially  
20 more than doctors' offices or urgent care centers.  
21 Based on what it could do to existing emergency  
22 department utilization rates, as well as how it  
23 might impact providing the right care in the right  
24 setting at the right time, I believe there's no need

1 for a freestanding emergency center in Frankfort at  
2 this time. Thank you.

3 MR. GALASSIE: Thank you.

4 MS. KENDRICK: Number 20.

5 MR. GALASSIE: Good morning.

6 MS. OTTEN: Good morning. My name is  
7 Sharon Otten. It's S-h-a-r-o-n O-t-t-e-n. I am the  
8 Vice President of Patient Care Services and Chief  
9 Nursing Executive at Advocate South Suburban  
10 Hospital. I'm also a member of the Advocate South  
11 Suburban Hospital Physicians Hospital Organization  
12 Board of Directors.

13 Advocate Health Care is the largest  
14 commercial Accountable Care Organization in the  
15 country, and we have a partnership with the Centers  
16 of Medicare, Medicaid, as well as Blue Cross and  
17 Blue Shield of Illinois. This partnership has  
18 proven that delivering care in the most appropriate  
19 setting is the best way to manage the health of our  
20 Southland population.

21 We believe that the State should be  
22 encouraging lower cost care and not encouraging more  
23 emergency department utilization. Freestanding  
24 emergency departments have emerged as an effective

1 way for -- to serve people in primarily rural,  
2 underserved areas. But as we're hearing today,  
3 there is adequate and growing supply of appropriate  
4 health care resources meeting the current and future  
5 needs of the Frankfort area. A freestanding  
6 emergency center in Frankfort will draw a large  
7 amount of patients with low acuity conditions that  
8 could and should be seen by their primary care  
9 physicians or urgent care centers, which are lower  
10 cost and better coordinated care.

11 Unnecessary emergency department use  
12 accounts for \$38 billion in wasteful U.S. health  
13 care spending each year. According to a study  
14 commissioned by the Agency for Healthcare Research  
15 and Quality, the average cost of an ED visit is \$600  
16 more than the cost of an office-based visit.  
17 Experts believe that for non-emergency patients, the  
18 emergency department simply cannot provide the  
19 continuity of care that primary care providers  
20 offer.

21 The episodic nature of emergency  
22 department care lacks the benefits associated with  
23 primary care, including increased, enhanced clinical  
24 diagnostic accuracy and treatment, disease

1 prevention and patient adherence to treatment  
2 regimens. Decreasing unnecessary emergency  
3 department visits and coordinating care through  
4 primary care physicians is truly our foundation.  
5 Thank you.

6 MR. GALASSIE: Thank you.

7 MS. KENDRICK: Number 21.

8 MR. GALASSIE: Good morning.

9 MS. JAMES: Good morning, Chairman,  
10 Ms. Avery, Ms. Kendrick. I'm Karen James,  
11 J-a-m-e-s. I'm a Planning Manager at Advocate  
12 Health Care. And I'm here today to address  
13 Riverside's proposal to build a freestanding  
14 emergency center in Frankfort, Illinois.

15 Third-party research indicates that there  
16 is no need for an FEC in the Frankfort area now or  
17 in the immediate future. This area is well  
18 positioned to meet the primary care needs of the  
19 less sick and injured patients that, as research  
20 indicates, often seek treatment in emergency  
21 departments. Truven Healthcare Analytics point out  
22 that there will be enough primary care physicians in  
23 the -- to care for the area's projected population  
24 with non- and semi-urgent conditions. And in

1 addition to the hospital-based emergency departments  
2 in the area, there are at least 30 community-based  
3 urgent care center locations.

4           Then there is the matter of unnecessary  
5 duplication of emergency services. Statistics tell  
6 us that hospitals in the area of the suggested FEC  
7 have excess capacity in their collective emergency  
8 departments, based on the State's standard of 2,000  
9 visits per treatment station annually. Establishing  
10 an FEC in an area that is already well-served by  
11 existing providers has the potential to draw patient  
12 volumes and vital nursing staff away from existing  
13 hospital providers.

14           A decrease in volume could weaken  
15 hospitals' ability to maintain, much less expand,  
16 access to community health benefit services, such as  
17 free health and wellness screenings, health  
18 education, childhood asthma programs and even school  
19 physicals. Advocate South Suburban Hospital's  
20 emergency department consistently has to manage a  
21 15 percent nurse vacancy shortage. An adequate  
22 supply of well-qualified, experienced emergency  
23 nurses is absolutely necessary to care for seriously  
24 sick and injured patients. Building an additional

1 FEC in the Frankfort area could add to this nursing  
2 shortage, thereby potentially compromising care at  
3 other area emergency facilities.

4 MS. KENDRICK: Thirty seconds.

5 MS. JAMES: There appears to be little  
6 evidence that the proposed FEC will improve access  
7 for underserved patients. To the contrary, it seems  
8 that it could impair existing providers' ability to  
9 provide quality care and vital community benefits to  
10 the area. Thank you for your time.

11 MR. GALASSIE: Thank you.

12 MS. KENDRICK: Number 22.

13 MR. GALASSIE: Good morning.

14 MR. DUDA: Good morning. My name is Dave  
15 Duda, D-u-d-a. I have no paper to read. I have a  
16 few stories to tell. One of the things Mr. Kambic  
17 mentioned was that Riverside is a magnet, accredited  
18 hospital. What that means is we have the highest  
19 nursing quality and outcomes in the country.  
20 There's only about 300 facilities that have this  
21 designation, and we are one of them.

22 The second story I'd like to tell you is  
23 everyone has talked about their children. I've had  
24 the honor of being with my folks. My folks moved

1 into my house. And I can tell you, I live in  
2 Rockville Township, not your fair city. And it is a  
3 frightening, frightening, frightening moment to wait  
4 for that ambulance. They get their fairly quickly  
5 out of Manteno, but then for them to have to go  
6 through all of the towns and things they do into  
7 Kankakee is quite scary.

8 The other thing -- story I will tell you  
9 is that I had a friend who actually had a stroke  
10 right in my home all of six months ago. Again,  
11 traffic, things like that, and I know sirens and  
12 things can get people on the side. But how many  
13 times have each of you been on a road where people  
14 ignore those, even though it's against the law? And  
15 so time is very, very important. I strongly support  
16 the Riverside endeavor and hope that the Board will  
17 too. Thank you.

18 MR. GALASSIE: Thank you.

19 MS. KENDRICK: Number 23.

20 MR. GALASSIE: Good morning.

21 MR. VAN MILL: Good morning. My name is  
22 Mike Van Mill. Last name is spelled V-, as in  
23 Victor, -a-n capital M-i-l-l. I am the President  
24 and CEO of the Economic Alliance of Kankakee County.

1 And on behalf of the Economic Alliance, we wish to  
2 pledge our written support for the project. We can  
3 testify to Riverside's reputation of award-winning  
4 care and excellent quality service, as well as its  
5 commitment and close involvement in the communities  
6 in which it is located. Thank you.

7 MR. GALASSIE: Thank you very much.

8 MS. KENDRICK: Number 24.

9 MR. GALASSIE: Good morning.

10 MS. LAGGER: Good morning. My name is  
11 Lisa Lager. Lisa, L-i-s-a, Lager, L-a-g-g-e-r.  
12 I'm the Chief Relations Officer at Presence Saint  
13 Joseph Medical Center in Joliet. And I'm here today  
14 to document Presence Saint Joseph's opposition to  
15 the Riverside Medical Center's proposal for a  
16 freestanding emergency center here in Frankfort.

17 This project is not needed. Access to  
18 emergency services to the residents of the far  
19 southwestern suburbs is not unreasonable, with at  
20 least three hospitals currently serving the area,  
21 along with numerous immediate care centers.  
22 Riverside Medical Center's located 24.8 miles to the  
23 south of the Frankfort site.

24 We believe this project to be a little

1 more than an attempt by Riverside to expand its  
2 service area at the expense of the other providers  
3 that have historically and currently serve the  
4 residents of this community. I want to thank you  
5 for the opportunity to state our opposition to the  
6 project this morning.

7 MR. GALASSIE: Thank you.

8 MS. KENDRICK: Number 25.

9 MR. GALASSIE: Good morning.

10 MS. COLBY: Good morning. My name is  
11 Ruth Colby, C-o-l-b-y. And I am the Chief Strategy  
12 Officer for Silver Cross Hospital. I'm here today  
13 to voice our opposition for the proposed FEC by  
14 Riverside in the Frankfort community. This project  
15 will negatively impact other providers, and  
16 Riverside Medical Center has enough capacity on its  
17 Kankakee campus to accommodate additional ED visits  
18 without expanding.

19 Silver Cross supports the notion of a  
20 freestanding emergency center in Frankfort; however,  
21 we do not believe that Riverside is the right  
22 choice. On Riverside's application, on page 280,  
23 they list their emergency volume from the Frankfort  
24 community. Only 38 people from Frankfort chose to

1 use Riverside services. But 76 percent, or 3,042  
2 people, used from Manteno, Illinois, and Kankakee  
3 County chose Riverside. So the target market is  
4 focused on Kankakee County. Manteno is only 10.9  
5 miles from the Riverside Center, but it's 17.5 miles  
6 from their proposed site in Frankfort. So the  
7 majority of patients in this market would actually  
8 have to travel further for emergency services.

9 Riverside acknowledged that their  
10 proposed project could have negative impact on other  
11 providers, on page 271 of their application. As  
12 already mentioned, there are other providers that  
13 can certainly accommodate the care in this market  
14 and do so. 70 percent of the market uses other  
15 providers today. In addition, Riverside does have  
16 existing capacity on their campus. In their most  
17 recent State data, they reported 39,625 emergency  
18 visits, 1,650 per room, which is well below the  
19 State standard.

20 I also want to make a comment on the  
21 community needs assessment for Will County that was  
22 included in the application. Silver Cross and  
23 others in this room are founding members of the MAPP  
24 process in Will County. I personally serve on the

1 Executive Committee of that organization, and we're  
2 well aware of the recommendations made for Will  
3 County. But the MAPP report did not suggest a Will  
4 County access point for residents of Kankakee.

5 MS. KENDRICK: Thirty seconds.

6 MS. COLBY: Hundreds, if not thousands,  
7 of hours were put into this collaboration. And  
8 Riverside did not participate in our MAPP process.  
9 So in conclusion, the Riverside's proposed center is  
10 not needed. On page 254 of their application, they  
11 reject the alternative do nothing, yet the data  
12 suggests that that is the best alternative. Thank  
13 you.

14 MR. GALASSIE: Thank you.

15 MS. KENDRICK: Number 26.

16 MR. GALASSIE: Good morning.

17 MS. PRETTO: Good morning. My name is  
18 Judy Pretto, P-r-e-t-t-o. And I've been requested  
19 to read a statement letter from former  
20 representative Lisa Dugan of the 79th District.

21 "To the Illinois Health Planning Board:

22 I support and look forward to Riverside's  
23 plan to open a freestanding emergency  
24 department, diagnostic medical services and

1 physician offices in the Frankfort area.

2 The definition of emergency is different  
3 for everyone, but whatever your definition,  
4 access to quality care is a must.

5 Emergencies happen every day and for many,  
6 getting to emergency care means traveling a  
7 distance on congested roads to areas far  
8 outside their own community.

9 This community currently has a 25-minute  
10 commute to any of the existing emergency care  
11 centers. Riverside's location will bring  
12 that care and peace of mind closer to home.

13 Riverside's reputation of award-winning  
14 care and excellent quality service is  
15 well-known. I am pleased to see that the  
16 area will have an opportunity to experience  
17 the commitment and compassion that Riverside  
18 will bring to its relationship with this  
19 community.

20 Sincerely, Lisa M. Dugan, Retired State  
21 Representative, 79th District."

22 MR. GALASSIE: Thank you.

23 MS. PRETTO: Thank you.

24 MS. KENDRICK: 27.

1 MR. GALASSIE: Good morning.

2 MS. FROGGE: Good morning. My name is  
3 Maggie Frogge. I'm Senior Vice President of  
4 Riverside Medical Center. Riverside's proposing to  
5 build a comprehensive set of health care services to  
6 better serve the residents of the targeted area that  
7 is in front of you -- this area and south  
8 (indicating) -- with physicians, radiology services,  
9 laboratory services and an emergency department.

10 There are about 750 square miles in the  
11 targeted service area we have detailed here. Of  
12 that proposed service area, about 60 percent of it  
13 could be considered rural. The targeted service  
14 area residents that we have spoken with told us that  
15 they would -- they need better access to emergency  
16 services. If you live, for example, in Andres, you  
17 have a tough decision to make, and you have a tough  
18 drive to emergency health care. I see heads nodding  
19 in the audience.

20 If you live in the rural area north of  
21 Manteno, you have a hike to get to the nearest  
22 hospital. The residents of these areas south of  
23 here have asked us to consider this project. For  
24 almost ten years, we've owned the property where we

1 plan to build the project, and we have been talking  
2 with the Village administrators and officials.  
3 They've given us some great ideas about how to shape  
4 the scope of the services that we offer. We  
5 certainly appreciate the concern of the neighbors  
6 about the noise, yet you've heard multiple people  
7 address how they would mitigate that. And there are  
8 actual physical ways that could be mitigated also  
9 with landscaping, berms. All sorts of approaches  
10 could be used.

11           The services that we propose are services  
12 that we have heard from this market that they need.  
13 Riverside commits to first-class facilities,  
14 services and staff. We also commit to being a good  
15 neighbor. We ask you to recognize that someone may  
16 have activated a campaign to disturb our neighbors  
17 and possibly to block this project. Riverside is  
18 here committed to advancing the distribution of  
19 health care in a manner that improves lives,  
20 improves outcomes and decreases the cost of  
21 providing health care. We are not proposing a new  
22 hospital, and we do not intend to build a hospital  
23 on this property. We propose to answer a request  
24 and improve access to health care. Thank you.

1 MR. GALASSIE: Thank you.

2 MS. KENDRICK: Number 28.

3 MR. GALASSIE: Good morning.

4 MS. GUERTIN: Good morning. My name is  
5 Sherri Guertin, S-h-e-r-r-i G-u-e-r-t-i-n. I'm the  
6 mother of three sons, ranging from 22 years old to  
7 14 years old. All three of those boys have been  
8 very involved in sports over the years, and from  
9 time to time we've had to frequent Riverside's  
10 emergency department for care. We have found that  
11 it has been exceptional care with fantastic outcomes  
12 for each of the boys for each of the situations.

13 Although a resident of Bourbonnais, I am  
14 very involved with Frankfort, because my youngest  
15 son Tyler plays for the Frankfort Forest baseball  
16 team. We came to this community for that reason,  
17 because of the highly competitive sports nature of  
18 this community. I have seen firsthand injuries  
19 happen during games. Most recently, this past  
20 summer, an 11-year-old boy had a severe head injury  
21 in the middle of a game, and an ambulance was  
22 called. And I remember thinking, that's a long way  
23 for them to have to go for emergency care. And any  
24 type of a head injury, we all know time is of the

1 essence.

2 And although there was a good outcome for  
3 that young boy, I would like to see Riverside get a  
4 freestanding emergency care facility here in  
5 Frankfort to serve the residents of this community.  
6 And I hope that one of those is not my son this  
7 summer as he's playing for your community, but I do  
8 believe that it is greatly needed in this community,  
9 because 25 miles is unacceptable to go for emergency  
10 care. Thank you.

11 MR. GALASSIE: Thank you.

12 MS. KENDRICK: Can we have number 29?  
13 There's no 29.

14 Does Nicole Roldan want to speak?

15 UNIDENTIFIED MALE: She had to go.

16 MR. GALASSIE: Okay.

17 MS. KENDRICK: She had to go?

18 UNIDENTIFIED MALE: She submitted written  
19 testimony.

20 MS. KENDRICK: Okay.

21 MR. GALASSIE: Thank you.

22 MS. KENDRICK: Is there anybody else who  
23 would wish to testify today? Do you want to come  
24 forward?

1 MS. AVERY: Did you sign in?

2 MR. GALASSIE: Did you sign in?

3 DR. DESAI: I did sign in.

4 MR. GALASSIE: Great.

5 MS. AVERY: What's your name?

6 DR. DESAI: The last name is Desai,  
7 D-e-s-a-i, first name is C-h-i-r-a-g. I, too, am a  
8 physician staffed at Silver Cross. And I think what  
9 I propose to say is that the emergency room facility  
10 that's looking to be put up here will not address  
11 those issues of someone who has a heart attack or  
12 something of that nature. Those patients still need  
13 to go to an emergency room. So for those of you who  
14 think that that's going to improve or cut down, you  
15 know, the distance for which a patient has to travel  
16 by going to this, they're not going to go to that  
17 facility. And so it's not going to help them in any  
18 way, shape or form. They still will go to the  
19 hospitals that traditionally they're going to right  
20 now.

21 So the fact of the matter is, how does it  
22 help to improve care? Someone had mentioned that  
23 it's going to improve comprehensive care. Emergency  
24 rooms don't provide comprehensive care. They

1 provide care that's conveniently needed. And in  
2 this case, this is not urgent care that's going to  
3 save someone's life. And we're talking about a  
4 broken arm, broken leg, something that can be  
5 transported to another hospital, and where time is  
6 not of the essence. So the question really becomes:  
7 Does it really serve any purpose to our community?  
8 And the answer is no.

9           And for all the people who have said,  
10 well, we support it, we want it, as a person who  
11 lives in a subdivision close to it, I would ask:  
12 What happens to the rights of those of us who  
13 purchased our homes that took into account that this  
14 was not zoned for this kind of facility, and now  
15 we're being told that there's a facility like this  
16 going to go up? You know, where does it end? The  
17 people who are supporting this don't live in this  
18 community. They're coming out from Bourbonnais,  
19 Kankakee and saying we want this facility, but  
20 they're not going to be served by it.

21           They're only people that they have --  
22 here is a financial interest to be -- to improve  
23 their profits and make more money for themselves,  
24 but they're not really actually caring for

1 communities that they're looking to build a facility  
2 in. So I would say I oppose this facility  
3 100 percent.

4 I've also heard that Silver Cross has a  
5 bid to build a facility that would provide a similar  
6 service in a more commercial area that would be  
7 better suited for this. And so for those of you who  
8 have a concern, support Silver Cross, you know.  
9 They provide exemplary care in the past.

10 MR. GALASSIE: Thank you, Doctor.

11 MS. KENDRICK: Is there anybody else who  
12 would like to testify today? Have you signed in,  
13 ma'am?

14 MS. NEUHAUS: I have --

15 MS. AVERY: Oh, what's her name?

16 MS. NEUHAUS: -- signed in.

17 MS. AVERY: What's your --

18 MS. NEUHAUS: Neuhaus, N-e-u-h-a-u-s.

19 MS. AVERY: Did you sign on this yellow  
20 sheet?

21 MS. NEUHAUS: I did.

22 MR. GALASSIE: Just introduce yourself,  
23 and spell your name, please.

24 MS. NEUHAUS: My name is Maria Neuhaus,

1 N-e-u-h-a-u-s. And I'd just like to add on what the  
2 doctor that lives in my subdivision has added. This  
3 is a completely private residential area that  
4 Riverside is proposing building on. I'd be  
5 interested to know if it was your backyard that this  
6 facility is going to go to, if you'd be happy with  
7 that.

8           The other thing I'd like to mention is  
9 that a lot of you have talked about Kankakee  
10 supports this, Manteno supports this, we -- this is  
11 Frankfort, this is Will County, Frankfort, Illinois,  
12 and if you ask a majority of people that live in  
13 Frankfort, Illinois, we do not support it. So I've  
14 heard a lot of representatives of Riverside talking  
15 about there will be minimal disruption to the area,  
16 but yet proposing construction on LaGrange Road and  
17 Wolf Road.

18           My house is on the corner of Wolf, and I  
19 have three small kids. I don't want any  
20 construction there. I don't want ambulances going  
21 up and down that street. We moved into that area  
22 because of the fact that it is a quiet, private,  
23 residential area. It is -- doesn't make no sense  
24 for something that's not zoned to be in that area to

1 be built in that area, which is why I completely  
2 oppose having that built there. Thank you.

3 MR. GALASSIE: Thank you.

4 MS. AVERY: Ma'am, we don't have a form  
5 for you.

6 MS. NEUHAUS: The yellow form I signed,  
7 Maria Neuhaus.

8 MS. AVERY: You signed the wrong form.

9 MS. NEUHAUS: Oh, sorry.

10 MR. GALASSIE: Thank you.

11 MS. KENDRICK: Okay, everybody. Please  
12 note that this project is tentatively scheduled for  
13 consideration by the State Board at the February 5th  
14 meeting in Bolingbrook, Illinois, at the Bolingbrook  
15 Golf Club. Please refer to the Board's website at  
16 [www.hfsrb.illinois.gov](http://www.hfsrb.illinois.gov) for more details regarding  
17 the meeting location.

18 The public has until 9:00 a.m. Wednesday,  
19 January 16th to submit signed written comments  
20 pertaining to this project. Comments should be sent  
21 to the attention of Courtney Avery, Administrator,  
22 Illinois Health Facilities and Services Review  
23 Board, 525 West Jefferson Street, Second Floor,  
24 Springfield, Illinois, 62761-0001. You may also fax

1 your comments to 217-785-4111.

2 The State Agency Report will be made  
3 available also on the Board's website on Tuesday,  
4 January 22nd. Written responses to the content of  
5 the report findings will be accepted until 9:00 a.m.  
6 on Monday, January 28th. Responses should also be  
7 sent to the attention of Courtney Avery.

8 Are there any questions? Hearing that  
9 there are no additional questions or comments, I  
10 deem this public hearing adjourned. Thank you for  
11 your participation.

12

13 END TIME: 11:28 a.m.

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1 STATE OF ILLINOIS )

2 ) SS:

3 COUNTY OF W I L L )

4

5 I, JENNIFER L. WIESCH, a Certified  
6 Shorthand Reporter of the State of Illinois, do  
7 hereby certify that I reported in shorthand the  
8 proceedings had at the meeting aforesaid, and that  
9 the foregoing is a true, complete and correct  
10 transcript of the proceedings of said meeting as  
11 appears from my stenographic notes so taken and  
12 transcribed under my personal direction.

13 IN WITNESS WHEREOF, I do hereunto set my  
14 hand at Chicago, Illinois, this 23rd day of  
15 January, 2013.

16

*Jennifer L. Wiesch*

17

18

Certified Shorthand Reporter

19

20 C.S.R. Certificate No. 84-4528.

21

22

23

24

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