



Prime Healthcare

Saving hospitals. Saving jobs. Saving lives.

Welcome to our Prime Healthcare Family!

More than 22 years ago, Prime Healthcare was founded with a mission to save and transform hospitals, improve community healthcare, and provide the very best care to patients. To date, this extraordinary mission has preserved quality healthcare in more than 40 hospitals, 300 outpatient facilities and 600 communities across the nation. We are honored to be selected to continue the legacy of your 9 historic hospitals and 4 care sites into the future.

We have also created a special [Welcome Page](#) for you with additional information.

Following are questions we anticipate you may have, and we will continue to update this FAQ as we journey forward together. *New! Please note we have added new questions and answers at the end of each section that came directly from Ascension associates.*

General FAQs

1. Why is Ascension Illinois selling some of its facilities to Prime Healthcare?

- In selecting an organization to purchase some of the Ascension Illinois hospitals and care facilities, Ascension Illinois leadership had many priorities, which included seeking the best buyer to ensure the facilities survive into the future while honoring obligations to lenders, vendors, associates, physicians, and others. After thorough due diligence, a values compatibility assessment and an ethics discernment process, Ascension selected Prime Healthcare as the best steward of their facilities for the future. Prime Healthcare met or exceeded all of the criteria set by Ascension's Sponsor and Board of Directors. Prime Healthcare agreed to continue charity care, hire all associates subject to standard hiring policies, provide employee benefit plans, invest hundreds of millions into the facilities, and ensure that the Chicago communities have access to high-quality healthcare for years to come.
- Consistently, Prime Healthcare saves and improves hospitals that provide vital community services, while ensuring compassionate and clinically excellent care. Prime Healthcare has saved and invested in every hospital it has acquired since 2001. In total, 44 hospitals have been saved from financial distress or closure, all of which provide critical community services to the most vulnerable.
- Prime Healthcare is a nationally recognized, award-winning health system and has become the largest physician-founded health system in the United States. Prime Healthcare is recognized as one of *America's Greatest Workplaces* for 2024 by *Newsweek*, showcasing an environment where diverse backgrounds and identities are valued and celebrated.
- Prime Healthcare places a relentless focus on quality patient care, achieving clinical excellence recognition year over year. Prime Healthcare has ranked among the *"15 Top Health Systems"* in the country several times, and its hospitals have been named among the nation's *"100 Top Hospitals"* 69 times by Fortune/PINC AI.

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- Prime Healthcare has more Healthgrades **Patient Safety Excellence Award** recipients over the past eight years than any other health system in the country, and its hospitals routinely receive "A" patient safety ratings from The Leapfrog Group, with nearly 80% of Prime Healthcare's hospitals currently holding an "A" rating.
- Prime Healthcare has received nationwide recognition for its performance in social responsibility and health equity and has been named a **Top 10 Health System in the Nation for Social Responsibility**, earning "A" grades for Social Responsibility, Health Equity, Patient Outcomes, and Inclusivity from the Lown Institute Hospitals Index.

2. What are Prime Healthcare's Mission and Values?

- *Prime Healthcare's Mission* is to save and improve hospitals so that they can deliver compassionate, quality care to patients and better healthcare for communities.
- *Every Prime Healthcare hospital's Mission* is to deliver compassionate, quality care to patients and better healthcare to communities.

- *Our Values:*

Quality

We are committed to always providing exceptional care and performance.

Compassion

We deliver patient-centered healthcare with compassion, dignity and respect for every patient and family.

Community

We are honored to be trusted partners who serve, give back and grow with our communities.

Physician-Led

We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.

- Like Ascension, Prime Healthcare is committed to always delivering patient-centered healthcare with compassion, dignity, and respect for every patient and their loved ones. Prime Healthcare is a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level of the organization, enhancing the quality of care.

3. What is the history of Prime Healthcare?

- Prime Healthcare was founded in 2001 with a mission of providing quality, community-based, compassionate, and efficient healthcare. As Prime Healthcare grew, an effective model was developed to transform financially distressed hospitals into thriving community assets with an acute focus on quality, operational efficiency, value and service. Prime Healthcare's tagline, "Saving hospitals. Saving jobs. Saving lives." embodies the reasons it exists today and stands as a promise for what it will deliver in the future.



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- Prime Healthcare, based in Ontario, California, has grown into one of the nation's leading health systems, with 44 hospitals and more than 300 outpatient locations in 14 states, serving more than 2.6 million patients annually. Fourteen of the hospitals are not-for-profit members of the Prime Healthcare Foundation.
- The Prime Healthcare Foundation is a 501(c)(3) not-for-profit public charity dedicated to quality, compassionate healthcare for all, and serving communities through charitable and educational initiatives. It has more than \$1.3 billion in assets and has provided more than \$3 billion in charity care, sponsoring local and global initiatives to forward its mission of improving the lives of others.
- Prime Healthcare has a dedication to advancing medicine and education. In 2018, the Prime Healthcare Foundation contributed \$80 million to establish one of the nation's newest medical schools, the California University of Science and Medicine (CUSM). The university is an accredited non-profit medical school with a mission to advance medicine, health equity and inspire service to the underserved. CUSM was established with an aligned mission of advancing medicine, health equity and service and commended by the State of California for addressing physician shortages and advancing equity. Prime Healthcare also has graduate medical residency programs across the nation.
- Prime Healthcare has never closed a hospital, and today, its network of hospitals and clinics provide compassionate care and clinical excellence to more than 2.6 million patients annually, and improve healthcare in more than 600 communities across the country.

4. What are some of Prime Healthcare's quality awards and accolades?

- Prime Healthcare is recognized as one of America's Greatest Workplaces for 2024 by *Newsweek* and *Plant-A Insights Group*, showcasing its environment where diverse backgrounds and identities are valued and celebrated.
- Prime Healthcare places a relentless focus on quality patient care, achieving clinical excellence recognition year over year. Prime Healthcare has ranked among the "15 Top Health Systems" in the country several times, and our hospitals have been named among the nation's "100 Top Hospitals" 69 times by *Fortune/PINC AI*. Prime Healthcare also has more Healthgrades Patient Safety Excellence Award recipients over the past eight years (2016-2023) than any other health system in the country.
- Prime Healthcare has received nationwide recognition for its performance in social responsibility and health equity as it has been named a Top 10 Health System in the Nation for Social Responsibility, and earned "A" grades for Social Responsibility, Health Equity, Patient Outcomes, and Inclusivity from the Lown Institute Hospitals Index.
- Prime Healthcare hospitals routinely receive "A" patient safety ratings from The Leapfrog Group, with nearly 80% of Prime Healthcare's hospitals currently holding an "A" rating.

5. How does Prime Healthcare invest in its hospitals and give back to communities?

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- Prime Healthcare believes that all should have access to quality, compassionate care and a special commitment to caring for the most vulnerable and those with the greatest need.
- Prime Healthcare and the Prime Healthcare Foundation have provided nearly \$12 billion in charity and indigent or uninsured care since 2010.
- Prime Healthcare has committed to investing \$250 million in the Ascension facilities to fund capital improvements, including substantial technology investments and system upgrades.
- Prime Healthcare has committed to maintaining levels of charity care and continuing charity care and community benefit programs, preserving these facilities' roles as valued community partners.
- As Prime Healthcare has grown, so have the economic benefits of its hospitals in the communities served. In addition to expanding job growth, Prime Healthcare has invested more than \$2 billion since 2005 in improving its facilities across the country. The Prime Healthcare Foundation, which includes 14 not-for-profit hospitals, has provided more than \$3 billion in support of the communities they serve and has a long history of supporting the advancement of health and well-being across the country.

6. What are some positive changes that I can look forward to with Prime Healthcare?

- When Prime Healthcare acquires hospitals, it invests millions in those hospitals with new equipment and technology. There is a commitment of \$250 million to invest in facility upgrades, capital improvements, substantial technology investments and system upgrades.
- Prime Healthcare has never closed a hospital and has consistently improved the quality of care in every hospital that joins the health system.
- Prime Healthcare respects and retains the unique cultures of its hospitals while bringing together a diverse network of hospitals and other healthcare facilities and supporting each with a wide variety of resources.
- Prime Healthcare also provides many opportunities for professional growth.

7. Will we have the same leadership model or will they regionalize roles?

- Prime Healthcare believes that all healthcare is local and unique to the communities each of the hospitals serve. Leadership structures can be unique to each hospital and market, preserving local leadership teams, while also considering opportunities for enhancement or synergy across markets.

8. Will Prime be investing in new technology and building?

- Prime Healthcare has committed to investing \$250 million in the Ascension facilities to fund capital improvements, including substantial technology investments and system upgrades. With these Ascension Illinois facilities, Prime Healthcare has committed to maintaining levels of charity care and continuing charity care and community benefit programs, preserving these facilities' roles as valued community partners.



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9. Will these hospitals lose their Catholic affiliation?

- Conversations with the Archdiocese of Chicago, Ascension and Prime Healthcare are ongoing regarding what Catholic traditions will remain at these facilities. Details are forthcoming. Prime Healthcare has acquired Catholic hospitals since its founding in 2001, respecting the traditions of these historic facilities while promoting the spiritual care and well-being of all members of the community, especially those that are most vulnerable. Prime intends to maintain the charity care policies and spiritual care that define the Ascension Illinois mission in its communities.

10. Is Saint Francis the only hospital that will remain non-profit under Prime?

- Prime Healthcare's dedication to mission and quality, compassionate care extends equally across both Prime Healthcare Services, our tax-paying entity, and the Prime Healthcare Foundation, a 501(c)(3) public charity. This transaction will include the maintenance of not-for-profit ownership at one of the facilities, Saint Francis (Evanston, Illinois). The other eight hospitals and senior living facilities will fall under Prime Healthcare Services.

11. Will we remain faith based?

- Prime Healthcare has acquired Catholic hospitals since its founding in 2001, respecting the traditions of these historic facilities while promoting the spiritual care and well-being of all members of the community, especially those that are most vulnerable. Prime intends to maintain the charity care policies and spiritual care that define the Ascension Illinois mission in its communities. Prime Healthcare remains guided by its values-driven mission of providing clinically excellent healthcare that is compassionate and attentive to every person who turns to us for care, including those in the most vulnerable and marginalized communities. Prime is deeply committed to nurturing healthy children and families and extending our hearts and hands to all who seek us for care.

12. Will there be a support system to offer clarity and reassurance for associates?

- We are committed to consistent communications and support throughout this process. Associates will be kept informed throughout the transition through written communications, staff meetings, Town Halls, the intranet site, Prime Healthcare's "Welcome Illinois" site, and more. Your leaders are available to provide updates and answer your questions, and if they don't have answers right away, they will provide support and answers as soon as they have them.

13. How will you ensure a smooth transition?

- Prime Healthcare and Ascension will work together under a consulting agreement to ensure stability and continued exceptional patient care. Prime Healthcare leadership is beginning to meet with physicians and associates within the next few weeks, and ongoing throughout the sale process. Town Halls will also be planned.

14. Will there be town hall meetings to discuss in open forum style these concerns/questions?

- Yes, Prime Healthcare will be hosting town hall meetings and the dates will be communicated in advance.

15. Will the transition happen all at once, or in phases (on to two hospitals at a time)?



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- The transition of the hospitals to become members of Prime Healthcare and Prime Healthcare Foundation will happen all at once. Timing is subject to the standard regulatory review process in Illinois and is expected in the first quarter of 2025.

Human Resources FAQs

1. What is it like to be part of Prime Healthcare?

- Prime Healthcare works to create a culture where everyone feels cared for and belongs. We achieve our shared goals when we feel respected and valued. We believe in community and that "all healthcare is local." Our hospitals are brought together by the strength of Prime Healthcare's support while continuing their unique cultures and serving the needs of their respective communities.
- Prime Healthcare's mission is to save and improve hospitals so that they can deliver compassionate, quality care to patients and better healthcare for communities. This mission could not be possible without the heroic work of caregivers across this nation. It is thanks to our staff and caregivers that Prime Healthcare has been nationally recognized time and again for our clinical quality and patient safety. Prime Healthcare has been named a **"10 Top Health System"** by IBM Watson Health, and our hospitals are consistently named among the nation's best as **"100 Top Hospitals"**.
- We place an importance on advancing health equity, social, and environmental change in response to events and pressures in our nation and the world. Read more about this in our [2023 ESG Progress Report](#).
- We always strive to provide the best care and service for our patients, and that begins with engaging our team members. We recognize our team members for the amazing work being done through recognition and award programs. We believe in opportunity and advancement and build programs that allow you to pursue your career goals and dreams.

2. Is Prime hiring all associates?

- Prime Healthcare has committed to hiring all associates, subject to its standard hiring practices, policies and titles. Ministry-wide associates who provide support to the facilities involved in this transaction will be notified by their leaders about any impact to their roles as soon as those details are available.

3. Is there an application process?

- Yes, given the change of ownership, associates will be required to apply for position(s). This process will be made as simple as possible. The application process will be conducted through an online application system, which will guide associates through the process. Once associates complete the online application, they will receive a conditional offer of employment. As we get closer to the acquisition date, associates will receive communication with further details on the application process



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and application timelines. We expect this may be at the beginning of next year, subject to the standard regulatory process in Illinois.

4. Are benefits provided?

- Yes, Prime Healthcare prides itself in rewarding its employees with a comprehensive, competitive benefits package designed to provide employees with the flexibility to tailor benefits according to their needs. Our wealth of resources and programs include Medical, Dental, Vision, Paid Time Off, and Tuition Reimbursement services.
- We also offer the following resources and voluntary benefit options:
 - ✓ 401(k) program
 - ✓ Employee Assistance Program
 - ✓ Discounted recreational/event tickets
 - ✓ Basic Life Insurance and Accidental Death & Dismemberment
 - ✓ Health Care Spending Account
 - ✓ Dependent Care Spending Account
 - ✓ Universal Life Insurance
 - ✓ Critical Illness Insurance
 - ✓ Voluntary Short-Term Disability
 - ✓ Accident Insurance
 - ✓ Optional Life Insurance
 - ✓ Voluntary Long-Term Disability
 - ✓ Prepaid Legal Plan
 - ✓ Home/Auto Insurance
 - ✓ Pet Insurance
 - ✓ Identity Theft Protection
 - ✓ Cancer Insurance
 - ✓ Emergency Care Travel Assistance
 - ✓ Commute Assistance/Rideshare Program (varies on location)
 - ✓ Discounted fitness and mobile phone rates

*Please note that benefit programs at individual facilities may vary.

- If you would like to learn more general information about our benefit offerings, please visit [Prime Healthcare benefits](#).

5. Are there opportunities for growth and advancement?

- We support our people to be the best they can be. Prime Healthcare offers formal training programs and other opportunities that foster professional growth and well-being. Prime Healthcare's Education Department is filled with subject matter experts in all areas to mentor, support, and empower our people across the country to achieve their career goals while building confidence in their ability to provide quality care to our patients. From our academic partnerships and affiliations, our learning community of excellence on PrimE-Academy, and all of our education technology platforms, we have invested in providing our employees with the best in clinical and non-clinical resources for every style of learner.
- Prime Healthcare supports employees in acquiring and increasing skills for career advancement. Employees interested in advancing to positions of greater responsibility are recognized through internal promotions and advancement opportunities.



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6. How does Prime support ongoing education?

- We support ongoing education, development programs, opportunities for professional advancement and offer educational support programs across the health system. We also have a newly created, award-winning online educational resource, PrimeE-Academy. We are currently reviewing tuition reimbursement program-specifics and will provide more information in the coming weeks.

7. Will our hospital's history, culture and traditions continue?

- Prime Healthcare has welcomed hospitals with Catholic traditions and care deeply about preserving the commitment to compassion and service, while caring for each person's spiritual and physical wellness. Prime Healthcare believes in honoring the history of every hospital that joins the Prime Healthcare family, continuing their legacy while also building a stronger and brighter future together. Prime Healthcare has committed to investing \$250 million to improve hospitals and will continue charity care, preserving an important role of service to the underserved in our communities.
- Included below are [stories and testimonials](#) from others who have joined the Prime Healthcare family and witnessed the deep commitment and dedication to providing caring service:
 - ✓ “My experience during the transition from being a faith-based hospital sponsored by the Daughters of Charity to a ...hospital under Prime Healthcare has been flawless. I can honestly say that Prime has strengthened our holistic support of mind, body and SPIRIT since the acquisition, and for that we are a better, more compassionate and inclusive faith-filled medical center. We remain known in the community we serve as "The house where God lives..." providing hope and healing to every patient and family... We have been blessed to become a member of Prime and since joining the Prime Healthcare family, we have been able to continue our decades of service in our community and hospital, which stands as a beacon of light and hope for all, a sanctuary that is safe and trusted. If you have any hesitation about Prime's promise of retaining your tradition of honoring the spiritual and religious needs of your facilities - and service to the sick poor - put that to rest. You are in good hands.” – Bro. Richard Hirbe, Director of Spiritual Care and Ethics at Prime Healthcare's St. Francis Medical Center in California.
 - ✓ “When Prime Healthcare found us in 2015, we were a mere shell of the hospital that the “Sisters” had lovingly built. My skepticism was quickly replaced by hope. Almost immediately, they began to invest in our facility and our people...it was like the “re-birth of Riverview.” They also provided us with evidence-based procedures, processes, education, and support to ensure we are providing the best for our citizens. Our community began to have faith in us again. Today, our census is flourishing, and our future is bright. They also shared the pride of our past. Soon after we were purchased, they replaced the cross on top of our hospital with a bigger, brighter cross! A cross that shines brightly as a reminder to our citizens that there is hope for healing, hope for new life here at our hospital.” – Sandra Lee, RN, BSN, Director of Education at Prime Healthcare's Riverview Regional Medical Center in Alabama.

8. Will seniority dates be honored?

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- We value each of your experiences and generally honor seniority as part of our standard hiring process, subject to our positions and titles.

9. Do we know the benefits we will get from Prime?

- Prime Healthcare is dedicated to the wellbeing of each of our staff and offers a comprehensive, competitive benefits package designed to provide associates with the flexibility to tailor benefits according to their needs. Our wealth of resources and programs include Medical, Dental, Vision, Paid Time Off, and Tuition Reimbursement services. If you would like to learn more general information about our benefit offerings, please visit [Prime Healthcare benefits](#).

10. How will we choose our benefits for 2025?

- There will be an Open Enrollment period ahead of transaction closing with benefit information shared well in advance. Benefit counselors will be made available to provide information and support through the process.

11. Will associates at the included hospitals have to reapply for their jobs?

- Yes, given the change of ownership, associates will be required to apply for position(s). This process will be made as simple as possible. The application process will be conducted through an online application system, which will guide associates through the process. Once associates complete the online application, they will receive a conditional offer of employment. As we get closer to the date where these facilities join the Prime system, associates will receive communication with further details on the application process and application timelines. We expect this may be at the beginning of next year, subject to the standard regulatory process in Illinois.

12. What is the status of the Ascension corporate and national team members?

- Ministry-wide associates who provide support to the facilities involved in this transaction will be notified by their leaders about any impact to their roles as soon as those details are available.

13. When will we know if our positions will exist under Prime?

- Prime Healthcare has committed to hiring all associates, subject to its standard hiring practices, policies and titles. Ministry-wide associates who provide support to the facilities involved in this transaction will be notified by their leaders about any impact to their roles as soon as those details are available. As we get closer to the date where these facilities join the Prime system, associates will receive communication with further details on the application process and application timelines. We expect this may be at the beginning of next year, subject to the standard regulatory process in Illinois.

14. Will we go back to the model of having onsite educators for each specialty?

- Prime Healthcare believes in supporting education and opportunities for growth and advancement with onsite educators serving an important role. In addition, Prime has launched an award-winning virtual library of educational resources to allow associates to learn with flexibility, PrimE Academy.

15. Do we continue on Ascension system goals and tasks?

- Ascension goals and Prime's goals are both aligned around quality, operational performance and service, with a commitment to improving together through the current consulting agreement.



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16. Can I take PTO at the beginning of the year?

- Prime Healthcare’s paid time off program is designed to provide eligible associates a period of rest and relaxation away from work without loss of pay or benefits, including time away for any personal reasons. Requests for time off post-acquisition will be approved based upon the needs of the department or work unit.

17. What will the PTO plan entail for exempt and non-exempt staff?

- Prime Healthcare will offer a comprehensive paid time off program. Specific information on the plan will be shared closer to the date of joining the system.

18. How do I plan future PTO for after the transaction is expected to close?

- Prime Healthcare’s paid time off program is designed to provide eligible associates a period of rest and relaxation away from work without loss of pay or benefits, including time away for any personal reasons. Requests for time off post-acquisition will be approved based upon the needs of the department or work unit.

19. Will there still be market float pools for Ascension and Prime?

- Prime Healthcare intends to continue the float pool and is currently evaluating the structure. Specific information will be provided as the structure is further evaluated.

NEW! (October 29, 2024)

20. Will I qualify for the Public Service Loan Forgiveness (PSLF) program after my transition?

- As the Prime Healthcare Foundation (PHF) is a non-profit charity, all associates employed under Ascension Saint Francis and Ascension Saint Mary – Kankakee will continue to be eligible for the PSLF program. Physicians and certain associates across all of the future Prime Healthcare facilities may also be employed under PHF and, therefore, will continue to be eligible. The process of employment under PHF is under ongoing evaluation, but every effort to continue PSLF eligibility is being explored and further information will be provided as it becomes available. For additional information on the PSLF program, please refer to the [U.S. Department of Education](https://www.ed.gov) website.