

Edward-Elmhurst  
HEALTH

**Healthy Driven**



Mary Lou Mastro, MS, RN, FACHE,  
President and CEO  
Edward Elmhurst Hospital

*“My job is to establish a vision  
and develop a strategic plan.*

*I always think my most  
important job is to hire top talent  
in the executive roles and  
then just create an environment  
where they can succeed.”*

**Edward Elmhurst Hospital** was formed in 2013 when Edward Hospital and Health Services and Elmhurst Memorial Healthcare in Elmhurst merged. But, both hospitals have had deep roots in Illinois for many decades. “Edward started out as a Sanitorium, something many people do not know,” Mary Lou Mastro, MS, RN, FACHE, President and CEO, says. “It became Edward Hospital in 1955. Elmhurst Hospital was founded in 1926 and was on the Bertreau Campus in Elmhurst until 2011 when they opened a brand new beautiful, nearly 850,000 square foot hospital. So, essentially we have been in Illinois for decades.”

On the Naperville campus in addition to Edward Hospital, they also have Linden Oaks Hospital. That is a behavioral health hospital with 108 beds. They are one of the largest behavioral health providers in the state of Illinois with several outpatient locations as well.

Business is changing with the times for Edward Elmhurst Hospital. “Originally, we were hospitals – it was a hospital industry,” Mastro says. About 25 years ago, we started to evolve more into a whole system. We don’t look at our job as just taking care of sick people but a huge part of what we do is provide and keep people out of the hospitals, quite frankly.”

About 600 physicians are employed or affiliated with the organization. They do a lot of work in prevention, early detection of disease and a lot of work on the ambulatory side. “We have about 50 ambulatory sites with physician offices where we do diagnosis testing, community education, management of chronic disease,” Mastro says. “It is the industry that has really changed.”

The hospitals are growing with increased volume and expanded services. “Our operating margin is very good for the hospital industry, but we are constantly focused on not just generating new revenue but on being as efficient as we can,” she says. “We have significant reinvestment in





*The 2000th multiple births for the EEH system.*



*2018 HD NV Half Marathon – Getting involved in the community*

the organization; Healthcare industry capital equipment is very expensive: robots are \$1.5 million, a PET scanner is \$3 million. So, we work really hard to manage the bottom line.”

In May 2019, Edward Elmhurst Hospital was named a top 15 Health System in the Country by IBM Watson. “IBM Watson is a very prestigious organization that looks at multiple measurable outcomes,” Mastro says. “They look at quality, safety, patient satisfaction, and cost to determine their top 15 health systems. We were the only health system in Illinois

to win a top Health System Award. I think that is indicative of the success we have had as a system and how hard we have worked to integrate our systems to provide consistency across all sites in the organization. We have always said we want to be highly focused on our communities and respond to the needs of the community. But we deliver tertiary care services in the community setting. We have all the high-end services in Cardiovascular, Cancer, Neurology and Neuro-intervention. We are also one of the largest providers of orthopedic surgery in the state.”

Another new focus is “consumerism”. “We are looking at what goes on in other industries that tell us what people want and try to do that in our highly complicated healthcare system,” Mastro says. “For example, we’ve done a really great job of making it easy to search on our website for information and look for doctors. We offer online scheduling so at 2am, you could go online and schedule your mammogram. We have a new mobile app called EEH which allows people to look up their test results from their phones, schedule tests, find a doctor, etc.”

One of the things EEH did first in Illinois was to have a cost estimator on their site. A patient can enter the name of the test needed, insurance information and can find out what their specific patient responsibility will be.

EEH is the largest employer in the communities they serve, Elmhurst and Naperville. “Many of the issues that impact all businesses impact us,” Mastro says. “Specifically in Healthcare, the Illinois Chamber has been very supportive. Recently, there was legislation that was proposed to have mandatory nurse staffing levels. It would have been an incredible burden, not just financially but logistically. The Chamber was very supportive on that issue and many others.”