



BJ Salons Inc.



M.J. Kellner Foodservice



Springfield Clinic



Springfield Business Journal is proud to join with United Community Bank in the "Best Places to Work" in central Illinois program for 2011.

This year's Best Places to Work acknowledges three companies in central Illinois who are dedicated to their employees' growth and a quality workplace.

The Best Places to Work program is open to all companies: public, private and not-for-profit located in central Illinois with 35 employees or more. Nomination forms were distributed in the October, November and December issues of Springfield Business Journal, at local United Community Bank branches and through the Springfield Business Journal and United Community Bank's websites. One hundred and seventy-nine nominations were considered for forty-six different companies.

The selection process involved careful review of each nomination of each company for employee compensation, benefits and people practices. Each of the selected companies distinguished themselves for being dedicated to their employees in one form or another. Congratulations to the 2011 selectees for being recognized as a Best Places to Work in central Illinois: BJ Salons Inc., M.J. Kellner Foodservice and Springfield Clinic.

A ceremony will be held to acknowledge these companies in January at the Montvale branch of United Community Bank.

Springfield Business Journal would like to express our appreciation to United Community Bank for sponsoring and underwriting the cost of the Best Places to Work in central Illinois program.

—Brant Mackey, publisher,  
Springfield Business Journal







- **Address:** 3312 Robbins Road  
Springfield, IL 62704
- **Website:** www.bjgrandsalon.com  
www.colorificsalon.com  
www.uscart.com
- **Year founded:** 1975
- **Gross revenue:** DND
- **Type of organization:** Privately Held
- **CEO:** John A. Lorenzini, tenure – 35 years
- **# of Employees / Demographics:**  
full-time – 200  
part-time – 150  
8% male / 92% female
- **Unionized?** No
- **Bonus or Merit Program offered?** Yes
- **Employee Stock Participation Plan?** No
- **Compensation & Benefits:**  
Medical Coverage  
Prescription Drug Plan  
Life Insurance  
Short-term Disability  
Tuition Reimbursement  
Mentoring Program  
Compressed Work Week
- **Hours a week to be eligible for benefits?**  
30 hours
- **Paid percentage of health care premium?**  
50%
- **Paid Time Off:** Yes
- **Paid holidays:** 6 (salaried and hourly staff)
- **Length of orientation program:** varies
- **Voluntary turnover rate in the last year:**  
DND
- **Any layoffs affecting more than 2% of employee population in the last two years?**  
No
- **Employee recognition/appreciation program?**  
Yes
- **Employee suggestion box?** Yes

**BJ Salons Inc.** (DBA – BJ Grand Salon & Spa, Colorific Hair Color Salon, University of Spa & Cosmetology Arts)



In an industry known for high employee turnover, BJ Salons Inc., a family of beauty-related businesses, has bucked the trend. BJ Salon’s longest-serving employee has been with the company for 35 years, and at least 40 employees have been with the company

plan. John explained that his salons operate under a different business model than most salons. “The standard salon in the profession has an owner that usually competes with their own employees for service

**Mission Statement:**

To build a successful company, with happy, satisfied associates, who will provide legendary service to our clients.

for 10 years or more. What is BJ Salons’ secret? Providing employees with the setting, tools, training and schedules they need to succeed, said Gail Lorenzini, who owns the company with her husband, John, a co-founder of the original BJ Salon in 1975, and their children, Nick Lorenzini and Lynne Lorenzini Lowder. Headquartered at 3312 Robbins Road, Springfield, the BJ Salon family of companies includes several different entities, which in total employ 350 people throughout Illinois, including 220 people in the Springfield and Champaign areas. It includes: The BJ Grand Salon & Spas, Colorific Hair Color Salons, Americuts Beauty Supply, and University of Spa & Cosmetology Arts. “Everything we do at a management level is geared toward making the success of our employees possible, from the training to the type of insurance to our employee recognition programs,” Gail explained. BJ Salons is unique among salons nationwide in that it offers employee benefits including medical, disability and life insurance, as well as paid vacation and a 401K

dollars,” he said. “We have completely changed that so ownership works totally for the professional. Another side of the profession is the large chain salons, managing hundreds if not thousands of salons that go strictly by the numbers. Hiring hundreds, replacing hundreds, the goal is the bottom line – not the people. For over 35 years, we have worked to be unique in our profession and our community.” Since the company employs a large percentage of women – 92 percent at present – scheduling plays an important role, as women juggle the many responsibilities of a career and family. “We pioneered the three-day work week [three 12-hour days] in the area,” Gail said. “Many of our long-term employees started on a part-time basis and as their children grew, they changed to full-time, so they have been able to plan their careers around their families.” In addition to the flexibility the company provides, it also provides great compensation, especially for highly motivated and talented employees. When the company was founded in 1975, there were few opportunities for women to earn money based on their



performance. The Lorenzini are proud they have been able to offer this type of employment opportunity to the community, especially to women. "This is one of the few businesses that puts women in control of their earnings based on how well they do," Gail said.

Since they are in the beauty business, the Lorenzini have made education and training, which is fully paid by the company, a top priority to help their employees stay on top of the trends and latest techniques. The University of Spa & Cosmetology Arts serves as a "great adjunct business" for this purpose, Gail said.

The Lorenzini also invest in providing extensive customer-service training for all employees, from the front-desk receptionist to the hair stylist. "This training covers things like the importance of making eye contact and how to greet clients. We want to make sure that every employee can capture the spirit of what our company is about," Gail said.

This type of training provides a foundation that will help employees no matter where they go in their career, whether it's staying with the company or moving on to a new career elsewhere. Management aims to keep employees motivated through goal-setting, awards and contests. In addition, "the management team listens to the employees, and we don't make decisions alone; we make group decisions regarding important aspects of the business such as new procedures or pricing," Gail said.

BJ Salons also has embraced technology as a way to enhance the client experience, which in turn benefits the employees, Lynn said. "Recently, we've made a significant investment in software to enhance both the customers' experience and benefit the employees as well. Customers can now receive text messages and emails to verify the appointment that they booked, confirm their next day appointment and give them a same-day reminder. This benefits employees by reducing their number of no-shows and cancellations. Also, employees now have an HR Web portal that allows them to view their schedules, performance records and continuing education hours online from the convenience of their home."

BJ Salons has come a long way since it opened as a 4-person operation on Monroe Street in 1975. But no matter how big the company has become, its philosophy has always remained the same, John said: "The greater our professionals, the greater our

company." Their recognition as one of this year's Best Places to Work in Central Illinois affirms this dedication to their employees.

### NOTABLE NOMINATION

I am amazed at the level of talent in the technicians employed with the salon. There is a huge potential for growth within the company. The owners care about their employees, and it is evident in the amount of education and training made available to all technicians and in the retention of some amazing talent that has remained loyal to the company. It is obvious the owners care about and respect their employees. They are always available for their employees and customers at any time.

BJ Salon Inc. includes BJ Grand Salon & Spas which provides haircuts, skin care, nail care, massage, body treatments and a variety of hair, skin, body and nail products.

There are three BJ Grand Salon & Spa locations: 3300 Robbins Road (approximately 100 employees) and 3055 Professional Drive (approximately 65 employees), both in Springfield; and 3006 Crossing Court (approximately 60 employees) in Champaign, Ill.

Colorific Hair Color Salons offer professional hair color and cut services in Bloomington/Normal, Plainfield, Joliet, Bolingbrook and Wheaton.

Americuts Beauty Supply serves as a distributor for several high-quality product lines. It is located at the BJ Training Center building in Springfield.

University of Spa & Cosmetology Arts graduates more than 75 stylists, estheticians and nail technicians every year, some of whom work at BJ Grand Salons or Colorific

salons, or other area salons. It is located at 2913 W. White Oaks Drive.

**Bridget Ingebrigtsen is a freelance writer from Springfield.**



**Cathy Grimmert**  
*Creative Director and Educator*

I have been employed at BJ Grand Salon (originally BJ & Company on Hair) since the beginning in January 1975. I could not have imagined the success I would have. Through BJ Salons, I have enjoyed a long successful career as a stylist, educational director, and had many travel opportunities. After 36 years of working here, I still love my job.



**Rosa Courtwright**  
*Master Aesthetician*

I have been working at BJ Grand Salon & Spa as an esthetician for six years. BJ Grand offers great training at no cost. We have continuing education to stay current with the latest trends and services. We do not have to travel for our education; the educators are brought in.



**Tina Duncan**  
*Creative Director*

I get to work in an environment that allows me to make people feel great. I have all the tools I need to do so at my disposal through advanced training and education. The atmosphere is fashion forward, lively and professional. Leadership is inspired by a close-knit team of seasoned stylists who truly love what they do. I consider myself among the lucky few who love what they do and are provided with a milieu that inspires.



**From the CEO**  
**John A. Lorenzini**

We are deeply grateful for all of the associates that nominated BJ Grand Salon & Spa as one of the Best Places to Work in Central Illinois. Our associates tell us that they appreciate the free, on-site continuing education as well as the company's investment in technology to help them build their business. They state that the flexible schedules, recognition programs and ability to participate in

making company-wide decisions make BJ Grand Salon & Spa a great place to work.

We have always strived to recruit, train and retain the most talented individuals and we are very fortunate to have so many associates that have been with us their entire career. We've celebrated many 10 year, 20 year and 30 year employment anniversaries and associates tell us that BJ's advancement opportunities have made their career very fulfilling. We'd like to thank Springfield Business Journal and United Community Bank for recognizing local businesses that provide a great workplace environment.

Our family is proud to enter our 36th year in business in the Springfield community with such a supportive team and we look forward to a successful year ahead.



**Tisha Bernhardt**  
*Director/Stylist*

[The Lorenzini family] has taught me so much, not only just technical things, but how to live a healthy life and how to invest for our future. I have children in sports and they always work with me so I can attend all the events ... I have worked at many other businesses and I cannot express how nice it is to have such wonderful people to work for and with.





- **Address:** 5700 International Parkway  
Springfield, IL 62711
- **Website:** www.mjkellner.com
- **Year founded:** 1920
- **Gross revenue:** DND
- **Type of organization:** Privately Held
- **CEO:** William L. Kellner, tenure – 22 years
- **# of Employees / Demographics:**  
full-time – 70  
part-time – 5  
70% male / 30% female
- **Unionized?** Warehouse only
- **Bonus or Merit Program offered?** Yes
- **Employee Stock Participation Plan?** No
- **Compensation & Benefits:**  
Medical Coverage  
Dental Coverage  
Vision Coverage  
Prescription Drug Plan  
Life Insurance  
Short-term Disability  
Mentoring Program  
Fitness/Wellness Program  
Matching Charitable Contributions
- **Hours a week to be eligible for benefits?**  
30 hours
- **Paid percentage of health care premium?**  
75%
- **Paid Time Off:** Yes
- **Paid holidays:** 6 days
- **Length of orientation program:** 3 hours
- **Voluntary turnover rate in the last year:**  
6%
- **Any layoffs affecting more than 2% of employee population in the last two years?**  
No
- **Employee recognition/appreciation program?**  
Yes
- **Employee suggestion box?** Yes

## M.J. Kellner Foodservice



**M**.J. Kellner Foodservice is a family business, led by third-generation owner William (Bill) Kellner who followed in the footsteps of his father, HJ (Hack) Kellner and his grandfather, company founder Maurice J. Kellner.

put to the test as they were faced with sudden growth and a move to a new facility. For many years, M.J. Kellner Foodservice – which distributes wholesale food products to restaurants, hospitals, nursing homes, schools, and daycares and with a separate division

### Mission Statement:

**We are committed to providing our customers with excellent service, top quality products and competitive pricing. To assure we accomplish our goals, we partner with suppliers that are known and trusted throughout the industry and employ a sales force that come from the foodservice industry and bring with them an extensive wealth of knowledge.**

As Bill Kellner reflects on his company’s history, which started in Springfield in 1920, he makes sure credit is given where credit is due – to the staff at MJ Kellner Foodservice, whom he calls his “extended family.”

“Our company would not have had the success we have maintained for three generations if it were not for our dedicated and talented employees,” he said. “We are only as successful as the people who work for us.”

Making sure employees know and understand this fact motivates them to perform, but more importantly, makes them feel appreciated, he said. “We encourage them to take ownership and make important decisions,” Kellner said. “And when the company does well, or a particular employee does well, we make sure they are rewarded.” The company recognizes and rewards employees whenever possible by acknowledging birthdays, and holding holiday parties and monthly company luncheons.

Recently, the M.J. Kellner Foodservice family was

supplying prisons and mental health facilities – was among three locally owned food distributor businesses. But, when a national food distributor purchased two of M.J. Kellner Foodservice’s competitors, M.J. Kellner Foodservice was the only locally owned food distributor left in town. This provided M.J. Kellner Foodservice with a unique opportunity to pick up some of the market share.

To accommodate the anticipated growth this market change would bring and to meet the growing demands of the competitive food distribution industry, the company moved in 2008 into a new 90,000 square-foot corporate office and distribution facility located on 5700 International Parkway.

During the planning stages of the new building, Dave Rikas, executive vice president of M.J. Kellner Foodservice, said employees were asked for the input about the design of the building. “The building really was designed with the input of employees,” he said. As such, the design included lots of windows and natural light in the office space. The open offices correspond



to Kellner's philosophy that, "Managers shouldn't just sit in their offices. They should be talking to their team, encouraging their input."

The new facility also includes a workout room. "Employees and their families are welcome to use it," Kellner said. "The people that work for us are family. Their health is very important to us. During the week, our facility is open 24 hours a day. An employee or family can use the facility as long as a company manager is present."

When it was time to move from the old facility into the new facility, employees were invited to help move over the Labor Day weekend, while the company provided breakfast, lunch and dinner. "It was incredible to see people put in such long hours, never complaining and just asking, 'What can I do to help?'" Rikas said. As a result of their hard work, the new facility opened on Tuesday "without missing a beat."

Rikas, who has worked for M.J. Kellner Foodservice for 26 years, said he has personally witnessed this type of employee dedication ever since he started with the company. "Hack Kellner was a family-first kind of man, and his company was his family," Rikas said. "Bill grabbed that philosophy and has taken it to the next level. Everyone here knows that Bill will do whatever he can for them, best that he can." The Kellners' high level of gratitude toward their employees is probably the reason behind the company's high employee tenure, which averages about 15 years.

When M.J. Kellner Foodservice officials were contemplating a move, Kellner said Springfield was really the only option. "It is my home, and it is our employees' home."

And the assistance by The City of Springfield and The Greater Springfield Chamber of Commerce further affirmed the company's decision to stay here. The

Being a contributing part of the community has always been important to M.J. Kellner Foodservice. In recent years, the company has supported such

## NOTABLE NOMINATION

As a family-owned business since 1920, M.J. Kellner Foodservice treats every employee like they are family. Our President and Owner, Bill Kellner is here every day and knows more than just every employee's name - he knows their families. He genuinely cares about what is going on in his employees' lives not because of how it may affect his business but because he cares about his people. He is always ready to lend an ear or offer advice when needed.

Bill makes sure that every decision is made with the big picture in mind so that employees are looked after while keeping the business strong. This allows our employees to focus on our customers by making sure they are served with the care and efficiency they deserve.

A great testament to the integrity of M.J. Kellner Foodservice is in our years of service. Next year we will see 1/3 of our staff with service over five years and more than 1/2 of those over 10 years.

organizations as Memorial Medical Center, University of Illinois at Springfield, Boys and Girls Club, Hope School, Springfield School Foundation, Sacred-Heart Griffin, Memorial Medical Center Festival of Trees, Crimestoppers and the Central Illinois Foodbank. "If you ask a community to support you, you must support the community," Kellner said.

The company has also supported the Culinary Arts Program at Lincoln Land Community College, which is headed by Jay Kitterman. "It is incumbent on us to be part of the evolution of the next generation of food service professionals," Kellner said.

While Kellner has had offers to sell his family business, he said the answer has always been no. "I've always felt that if M.J. Kellner Foodservice could continue to do what it's doing, then we will." Again, he thinks of his M.J. Kellner family. "Selling this business is something that would not just affect me, but it would affect everyone here."

Kellner has a positive outlook for the future of his family business - and his business family. "All that are working for our company know that this is our watch," he said. "It is our dream that

M.J. Kellner Foodservice as an independent business will be here for many more generations."

**Bridget Ingebrigtsen is a freelance writer from Springfield.**



Quantum Growth Partnership staff worked closely with the company representatives and staff from the City of Springfield to address a number of issues including extension of the Enterprise Zone, property tax abatement from the New Berlin School district, and the extension of International Parkway.



**From the CEO  
Bill Kellner**

As the third generation owner of M.J. Kellner Foodservice, I am both humbled and gratified to know that we were nominated as one of the Best Places to Work in Central Illinois. This honor means even more because it comes from within the company from those who matter so much to M.J. Kellner Foodservice, our employees.

The success this company has achieved is due

to the outstanding people who work here. It is our belief that a company must create an atmosphere that is conducive to building a foundation for success and our employees have excelled in this environment.

Even with outstanding growth, we are still a family company. Each individual employee knows that he or she is a very important cog in the wheel. Their longevity at our company is proof of a happy and fulfilled workforce.

Our most sincere thanks to Springfield Business Journal and United Community Bank for the sponsorship of this wonderful business recognition Program. We treasure the relationships that we have with our employees. It is wonderful to know that the feeling is mutual.



**Bill Barris**  
*Business Development  
Manager*

In a world of corporate giants that live and breathe in the "gray area", I am honored to work for MJK where integrity and customer service always come first. It is great for MJK to be recognized as one of the Best Places to Work in Springfield but I have know that to be true for years.



**Jim Baumhardt**  
*Vice President of Contract  
Purchasing*

I like working at M.J. Kellner Foodservice because the ownership is thoughtful and family-oriented. Bill Kellner personally comes by and says "Hi" to everyone every morning. And anytime anyone is hurt or hospitalized, he personally visits you. He takes a personal interest in our families and treats us as part of his.



**John Henton**  
*Produce Buyer*

I have worked at M.J. Kellner for four years and it is wonderful. The atmosphere is one big happy family. You are treated like family. They ask and want your input no matter what the situation. This year I was hospitalized and Bill Kellner almost beat me to my hospital room checking on my condition and asking what he could do to help me or my family. I would definitely recommend it to anyone as a great place to work.



**Paula Murray**  
*Buyer Assistant*

I have been employed at M.J. Kellner for 11 years as a Buyer Assistant. I have developed strong relationships with vendors and customers over the years. My co-workers are more than individuals I work with, they are my family. I am proud to be a part of the M.J. Kellner team.





- **Address:** 1025 S. 6th Street  
Springfield, IL 62794
- **Website:** www.springfieldclinic.com
- **Year founded:** 1939
- **Gross revenue:** DND
- **Type of organization:** Privately Held
- **CEO:** Randy Bryant, tenure – 2 years
- **# of Employees / Demographics:**  
full-time – 1693  
part-time – 151  
13% male / 87% female
- **Unionized?** No
- **Bonus or Merit Program offered?** Yes
- **Employee Stock Participation Plan?** No
- **Compensation & Benefits:**  
Medical Coverage  
Dental Coverage  
Vision Coverage  
Prescription Drug Plan  
Life Insurance  
Paid Maternity Leave  
Compressed Work Weeks  
Fitness/Wellness Program
- **Hours a week to be eligible for benefits?**  
24 hours
- **Paid percentage of health care premium?**  
66%
- **Paid Time Off:** Yes
- **Paid holidays:** 6.5 days
- **Length of orientation program:** 12 hours
- **Voluntary turnover rate in the last year:**  
8.5%
- **Any layoffs affecting more than 2% of employee population in the last two years?**  
No
- **Employee recognition/appreciation program?**  
Yes
- **Employee suggestion box?** Yes

## Springfield Clinic



Springfield Clinic is in the business of caring for people, so it would only make sense that the longtime Springfield medical institution takes good care of its employees too.

“We have a saying around here: ‘Do it because it’s the right thing to do,’” said Randall Bryant, CEO of

rather robust orientation,” said Bryant, who has been employed by Springfield Clinic for 22 years. “We try to convey that everyone – whether you have a hands-on role in providing care to patients or you work in IT – plays an important role. Every employee is vital to this organization.”

### Mission Statement:

**Our mission is to provide the highest quality health care to the people of Central Illinois.**

Springfield Clinic. “So, we try our best to provide a great experience for our patients because it’s the right thing to do. And we try our best to create a positive work experience for the employees because it’s the right thing to do.”

Bryant said Springfield Clinic’s hiring process plays an important role in fulfilling both of those goals. “Our hiring process looks at things beyond training and aptitude,” Bryant said. “We look at interpersonal skills as well. Honestly, we try to hire happy people.” And, once they are hired, the leaders at Springfield Clinic aim to keep employees happy, he said. Competitive wages and benefits are a start, but employees must feel rewarded and fulfilled by their careers at Springfield Clinic to achieve real happiness, Bryant said.

In such a big organization, employees could easily feel lost in the shuffle, he explained. But, at Springfield Clinic, there is a concerted effort to ensure they feel constantly connected, which leads to employee confidence and security. “One thing we try to do is to fully communicate our mission to employees during a

Bryant said the management at Springfield Clinic is encouraged to let employees “speak their minds, and have the freedom to do their jobs.” Susan Caillier, who has worked in Springfield Clinic’s administration department since 2008, said that when she was being interviewed for her position, she was told that Springfield Clinic is “a family” and she believes that is true. “We support each other, and try each and every day to make a difference in each others’ lives and the lives of our patients,” she said. “I was so excited when I got the call and offer to come and work for Springfield Clinic. During New Employee Orientation, one administrator said to never forget how you felt the day you were offered a job at Springfield Clinic. Believe me, I have never forgotten how excited I was and I am truly blessed and thankful to still be a part of this phenomenal organization.”

Springfield Clinic’s leaders consider employee recognition as a high priority. The organization recognizes an “Employee of the Year” and monthly “Employee of Excellence awards” for “going above



and beyond" the call of duty and showing their Commitment to Quality (CTQ), Bryant said. Employees also are recognized for milestone years of service. Recognition programs not only reward employees for a job well done, but they also promote a "competitiveness" among employees that ultimately leads to high quality care for the patients.

Springfield Clinic has a long history in the Springfield area. Founded in 1939 by five physician partners, Springfield Clinic was one of the first multi-specialty medical clinics to form in downstate Illinois. The concept became popular among patients and so too among other physicians in the area. Through numerous local mergers and physician recruitment, Springfield Clinic became and remains Illinois' second largest private multi-specialty clinic.

The Springfield Clinic network of care includes more than 20 medical offices, approximately half based in Springfield, with the balance found in neighboring cities in Central Illinois. Primary care doctors (Family Medicine, Internal Medicine and Pediatric Medicine specialists) are available throughout the entire region, with most medical specialists located in Springfield offices. With more than 300 board-certified providers, including physicians and mid-levels, Springfield Clinic provides patient care in nearly every field of medicine.

Linda Meadows, a Springfield Clinic employee for 22 years who works in Health Information Management, was a Springfield Clinic patient long before she was an employee. Knowing the organization's commitment to quality, she jumped at the chance to work at Springfield Clinic when the opportunity arose. "As a member of their management team, I am proud that [Springfield Clinic] has persevered through continual system upgrades, remodeling and expansion, and have maintained a constant business learning curve (about topics like identity theft and electronic security rules) while individually maintaining their own clinical Board Certifications. None of us at that time could have predicted how far the Clinic's commitment to quality of care and range of services would improve."

Employees are apprised of the organization's long-term strategic plans and goals through meetings and an annual "State of Springfield Clinic" address. They are also invited to share their ideas and opinions

through a number of avenues, including task forces and committees. This type of communication was important especially in recent years, as the Clinic

### NOTABLE NOMINATION

For the past 3 years I have been part of a team of Information Technology professionals that have worked to help change the way healthcare is being performed in Central Illinois. Whether it is Help Desk staff coming in early to help users with issues after an upgrade, or Application, Telecom, PC Support, Server and Networking staff working all weekend to implement new systems, this group of 31 people will do whatever it takes to get the job done so that providers and staff can treat patients. I am very proud to be a part of this very dedicated team of people.

underwent a multi-year, multi-million dollar expansion and improvement of its medical facilities. The construction of Springfield Clinic 1st, the development and renovation of Springfield Clinic's Main Campus, and the completion of Springfield Clinic Taylorville and Springfield Clinic Lincoln together represented more than 345,000 square feet of new state-of-the-art medical office space and a nearly \$80 million investment in the local economy.

Also in recent years, all Springfield Clinic providers converted to a dynamic, state-of-the-art electronic health record system (EHR), which allows them to stay connected to their patient records and to each other. The comprehensive implementation of the system in all Springfield Clinic offices places it among the nation's leaders in integration of EHR technology.

Bryant said that Springfield Clinic's inclusion in this year's Best Places to Work in Central Illinois program as a real high point in his career. "It's so gratifying to see our employees take such pride in where they work. I know I am very proud to

have been a part of the Springfield Clinic for 22 years. I love what I do, and I love being here."

**Bridget Ingebrigtsen is a freelance writer from Springfield.**



**Helen Kennedy**  
FNP-BC, CDE  
*Springfield Clinic Decatur*

I have been with the clinic for more than 10 years. Originally, I came to the clinic for "a job", but it has become so much more than that. Our mission, which is to bring quality healthcare to our patients, has really become a "corporate culture". I feel very fortunate to be working in a place that really emphasizes quality healthcare, which often translates to great customer service. Medical professionals want to make sure that our patients are our chief concern and being able to work in a climate where that is not only respected but expected is exciting. We want to be excellent, honest, fair and provide benefit to our patients and their families.



**Cyndi Beck RN**  
*Clinical Support*

I noticed something unusual from the very first day. Everybody was smiling. At first I thought they were smiling because I was new. But quickly I realized that they were genuinely happy and it was contagious. This is the first job I really felt as if I was appreciated. My mother always praised Springfield Clinic for saving my brother's life. He was successfully treated for severe asthma in the 50's. Later, as an experienced RN, I had the opportunity to work for Springfield Clinic. My family and I have been so blessed to be treated by the best medical professionals in central Illinois. I am now a 5 year survivor of breast cancer.



**Jan Garrison**  
*Human Resources*

I started working at the Springfield Clinic in 1997, not knowing at the time that it would become one of my most rewarding jobs. I started out working in Managed Care and after a year I transferred to the Human Resources department, where I have been for 13 years. I enjoy coming to work and I strive to do the best I can each day. Because of the excellent values and the philosophy I believe the Springfield Clinic is an outstanding health care facility. I believe they go above and beyond providing excellent services to patients and employees.



**From the CEO**  
**Randall A. Bryant**

It is with deepest gratitude that I express my thanks and appreciation to the employees of Springfield Clinic for nominating the Clinic for the Best Place to Work in central Illinois program. Throughout our history, Springfield Clinic has been fortunate to attract and retain some of the very best people. It is the ultimate compliment that they feel we are one of the very best employers.

Springfield Clinic is a great place to work and evidenced by the long tenure of many of our employees. I am frequently told our dedication to quality and our caring culture are two of the reasons our employees have made Springfield Clinic their career choice. The Clinic's founding fathers established this culture 71 years ago.

I would like to thank United Community Bank and Springfield Business Journal for sponsoring this recognition program. We treat our employees like family because it is important and it is nice to see that other employers in the community are making this a priority as well.



**Ronald Reische**  
*Greter*

Springfield Clinic has grown tremendously in the short time I have been employed here and is constantly seeking to discover new and innovative ways to meet the needs of the rapidly expanding geographic area it serves. I look forward to continuing to be a part of a great team dedicated to addressing the medical needs of Central Illinois. What started out in my mind as a "short-term" employment experiment is blossoming into what I hope becomes a second mini-career in healthcare.