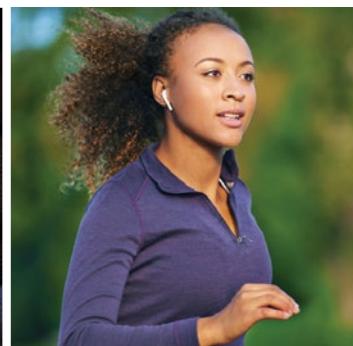


# Our Report to the Community



## OUR VALUES

Patients First.  
Relationships.  
Integrity.  
Innovation.  
Dedication.  
Excellence.

## OUR MISSION

Deeply committed to the communities we serve, we enhance health and well-being.

## OUR VISION

To simply deliver an exceptional experience—with every life we touch.

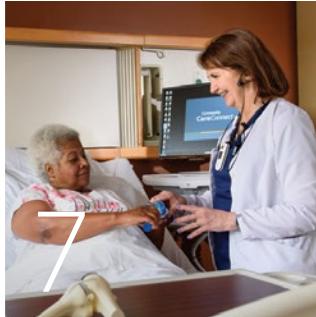
Exceptional care.  
Simply delivered.



# Our Report to the Community



Message from the CEO



Living Our Values



Our East Region



Our North Region



Our South Region



Our Anderson Region



Our Howard Region



Our West Region



Our Foundations



Facts About Community





## To the people of our communities,

Back in the 1950s, neighbors on the east side of Indianapolis went house-to-house, business-to-business, raising funds to build a hospital closer to home. That was our first hospital, and that community-driven effort was the reason our organization was named “Community.”

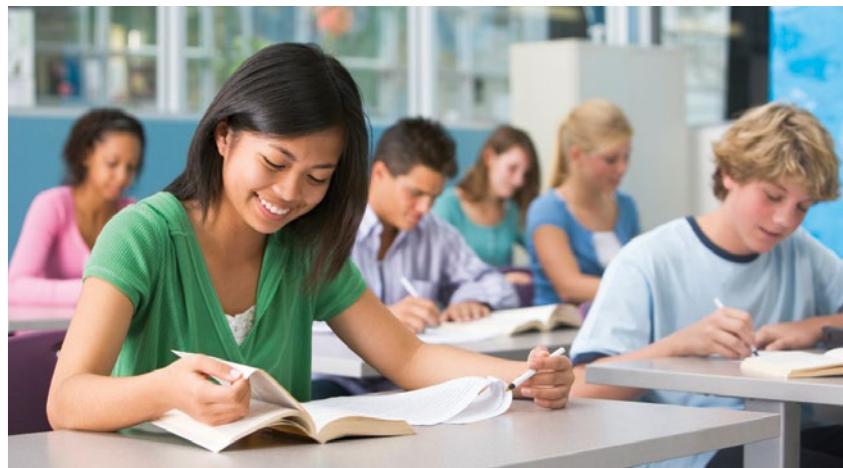
The commitment our neighbors made to us inspires us to be equally dedicated to *enhancing their health and well-being*—that’s our mission, the reason we’re here. Our powerful commitment to our communities has followed from our first hospital to the more than 200 additional sites where we now deliver care.

Our commitment begins with our ongoing efforts to make health care easier for everyone to access, even when they have trouble affording it. Our vision is to create *Exceptional Care. Simply Delivered.* We judge the quality of that care by measuring outcomes and safety, and by ensuring that the care we deliver is what’s most appropriate for our patients, provided in a way that meets their needs and satisfies their expectations.

Our mission to enhance health and well-being in our communities also includes the kinds of caring we share outside our facilities. There are many factors beyond health care that also play a role in any individual’s health—from adequate food and housing, to quality education and transportation, to access to social services and relief from legal stresses. Addressing those factors is part of our work, too.

Our focus on that holistic picture of enhancing health and well-being includes what we report to the government as *community benefit*, which is an essential part of our non-profit mission—learn more about our community benefit at [eCommunity.com/communitybenefit](https://www.eCommunity.com/communitybenefit). But our commitment goes well beyond that measure of impact, and this Report to the Community tells more of the story. Our communities blessed us with a name and a powerful mission—this report shares some examples of how we bring that to life.

**Bryan Mills**  
**President and CEO**  
**Community Health Network**



# Living Our Values

Our organizational values provide us with guidance, but it's through our actions that our patients and communities know us.

By adhering to our most important value, *Patients First*, we pledge that all of our decisions are made with our patients in mind. We're here to make care as easy to access as possible, as simple to navigate as health care can be, and as compassionate as we would want for ourselves. That commitment holds for all patients, regardless of ability to pay.

Living our value of *Relationships* means finding new ways to hear the voice of our customers and our communities. It means building relationships with community organizations to enhance well-being. It also means building relationships with tomorrow's caregivers, from supporting medical schools to providing student clinical experiences to welcoming doctors into our residency programs.

We honor our value of *Integrity* by pledging to bring better health to the communities that brought our organization to life. Of course, we aim to achieve the best patient outcomes when our

neighbors seek care—but the best possible outcome is to reduce the chances they will need our care in the first place.

There are many ways we work for better health, such as screenings, nutritional support to fight obesity and prevent diabetes, efforts to combat childhood asthma, and even legal help to reduce the stresses that our patients face.

*Innovation* is a value that drives our efforts to constantly improve what we do and how we serve. We seek great new ideas from our own team members, from our patients and from across our industry.

We bring to life our value of *Dedication* by sending our team members into the community to offer aid that goes well beyond health care. Our Serve360° volunteer effort supports organizations and initiatives throughout the year, involving 100 percent of our leaders and hundreds of front-line employees.

And when we say that we value *Excellence*, we're raising the bar for quality and value as defined by our customers and our communities.

# Our East Region



Community Health Network's oldest roots grow in the East Region, along with some of the most dramatic examples of our impact on and commitment to the community. It was here that our first hospital opened in 1956, and through the years we created many more front doors for care across the region—including sites for urgent care, behavioral health services and outpatient surgery, plus five health pavilions with physician offices and convenient, one-stop care options.

We partner with local schools to bring medical and behavioral health care to schoolchildren, teachers and staff. We worked with an eastside school system

to plant the roots for The Jane Pauley Community Health Centers, which quickly blossomed into a network of federally qualified health centers providing medical, behavioral and dental care regardless of patients' ability to pay.

Our work with local civic organizations helps us meet a wide range of community needs beyond health care. For example, we're partnering with numerous East Region organizations to address social factors that impact health, such as food insecurity, utility needs, transportation, interpersonal violence and social isolation. A \$2.5 million federal grant is helping fund the work that we expect will reach more than 70,000 residents.

87,425

**ER Visits**

Community East (2016)



\$569  
Million

**Economic Impact**

East Region (2016)



13,526

**Visits to  
Community  
Cupboard of  
Lawrence**

(2016)



To combat food insecurity, we also operate the Community Cupboard of Lawrence, and we partner to bring a mobile farm market to multiple places, offering locally grown fruits and vegetables at little or no cost. A new medical-legal partnership helps meet a variety of legal needs that cause stress for our patients and impede their ability to get and stay healthy. We also have strong ties to Lutheran Child and Family Services, which provides residential psychiatric care for children right across the street from Community East at the Lutherwood facility.

Many healthcare organizations have left behind their urban roots in search of suburban patients who tend to be better insured. By contrast, Community is reinvesting in its birthplace, where a \$175 million project is building a brand-new Community East at the original location. Our commitment to the region has sparked even more investment and job creation. The state of Indiana chose our campus for its brand-new, \$120 million Neuro-Diagnostic Institute, which will connect to Community East to provide a full spectrum of advanced, coordinated care.



233,264  
Physician and  
clinic visits  
East Region (2016)



# Our North Region

Community's North Region provides many examples of the organization listening to neighbors, understanding their needs, and working to address them. That dates back to the 1980s, when we saw a growing population base that did not have adequate care options nearby.

Community opened its first MedCheck urgent care clinic to serve these neighbors, and by 1985 we opened Community Hospital North, which now anchors the organization's largest healthcare campus. The need for services that we observed three decades ago has grown steadily ever since—just one piece of evidence is the fact that for three years in a row Community North has delivered more babies than any other hospital in the state.

Observing a need for advanced cardiovascular services, we opened what is now known as Community Heart and Vascular Hospital. We've continued to invest in much-needed, specialized care in the North Region, with the addition of Community Rehabilitation Hospital and, most recently, the state-of-the-art Community Cancer Center North affiliated with the MD Anderson Cancer Network®.

Our North Region also demonstrates our commitment to making care as convenient and easily accessible as possible. We built a comprehensive network of primary care reaching closer to our neighbors' homes, along with one-stop health pavilions, additional urgent care options, and home care services.

650,852  
**Physician and  
Clinic Visits**  
North Region (2016)



66,704  
**ER Visits**  
Community North (2016)



3,711  
**Babies Delivered**  
Community North (2016)





Education plays a strong role in enhancing well-being, which is why we build vital connections to schools in all of our regions. In the North Region, for example, we partner with Lawrence Township schools in multiple ways, providing school nurses to meet the needs of students, operating an employer clinic that makes it easier for teachers, staff and their families to get well and stay healthy, and putting healthier athletes



184,488

**Visits to School Nurses**

*MSD Lawrence Township Schools (2016-17)*

on the field through a variety of sports medicine services.

Further north, in Hamilton County, we collaborate with schools, businesses, human service

agencies and other healthcare providers on the Partnership for a Healthy Hamilton County. Its activities are guided by a community health needs assessment. We also have been a key player in the important work of the Fishers Mental Health Initiative.



# Our South Region

54,032

**ER Visits**

Community South (2016)



14,553

**Surgical Procedures**

South Region (2016)



1,679

**Babies Delivered**

Community South (2016)



Community Health Network's commitment to expand access to quality health care brought the organization to the South Region in 1989, when University Heights Hospital became Community Hospital South. Very quickly, Community started bringing much-needed services to the area, beginning with a hospital expansion that added maternity services just a few years later.

The hospital is well-situated to serve the region's rapidly growing population, including in the northern part of Johnson County. Community has responded to that growth by doubling the size of the hospital while also building health pavilions that bring ambulatory care to convenient places close to home. When Community sought to change the face of cancer care with highly integrated, convenient and patient-friendly services,

it first brought the new model to the South Region. Most recently, Community unveiled a partnership that will enhance rehabilitation services in the South Region, through the new Community Rehabilitation Hospital South due to open in 2018.

The region offers examples of Community's strong partnerships with the educational community. As is the case across central Indiana, Community serves local schoolchildren along with the adults who teach at and run their schools, through clinics that provide medical and mental health services, and through sports medicine services that serve athletes.

The University of Indianapolis campus in the South Region showcases a far-reaching higher-education partnership, centered on a clinical pavilion where students and faculty can work alongside



Community professionals who provide health and wellness services on-campus. The partnership results in hands-on learning opportunities, internships, even research connections such as the Community Health Network Research Symposium held on campus in 2016.

Our outreach in the South Region also connects us with other local organizations and leaders seeking to improve the health of area residents. The Partnership for a Healthier Johnson County is one such initiative, aiming to improve quality of life for asthma sufferers, help smokers kick the habit, and coordinate health services for kids and moms.

187,525

Physician and  
Clinic Visits

South Region (2016)



# Our Anderson Region

34,130  
**ER Visits**  
Community Anderson (2016)



165,631  
**Physician and  
Clinic Visits**  
Anderson Region (2016)



16,000  
**Coats Distributed  
through Keith Trent's  
Coats of Caring**  
Community Anderson (2001-16)



Community Hospital Anderson became part of the organization in 1996, but its roots in the community go back much further—Madison County residents joined together to bring health care closer to home and opened the hospital in 1962. Ever since, Community Anderson has been highly attuned and attentive to local needs.

One prominent example is the annual Coats of Caring event, which gathers winter garments for those in need.

More than 16,000 coats have been distributed through the years. The hospital and its foundation have worked to ease food insecurity among local schoolchildren, donated automated defibrillators to save lives in public places, and distributed medications and supplies to help first responders assist overdose victims.

New in 2016 was Community Bikes, a first-of-its-kind bicycle sharing program aimed at helping those facing economic



issues including homelessness. The hospital foundation purchased 30 commercial-grade bicycles that are parked near transitional housing facilities—residents use the two-wheeled transportation to connect with jobs, health care and a brighter future.

Another new program is a foundation-supported community garden, which grows and distributes fresh produce. And Community Anderson brought the Rock Steady Boxing program to Anderson. The program serves those with Parkinson's disease. Research has shown that boxing can have tremendous

therapeutic benefit for these patients, and the program has attracted so many local participants that it has already had to expand.

Being a part of Community Health Network has helped the hospital enhance and improve access to the healthcare services it offers. For example, Madison County residents can access certified MD Anderson Cancer Network® care without leaving town. And the new Community Health Pavilion Anderson brings under one roof a wide range of convenient services, including primary and specialty care physicians.

# Our Howard Region

With its long history of local involvement and commitment, it made perfect sense for Howard County's community-created hospital to join Community Health Network five years ago. Community Howard Regional Health has redoubled that dedication to its neighbors, while tapping into Community's resources to expand services and find new ways to enhance health and well-being in and around Kokomo.

Our connection to the Howard County community takes a lot of forms. Among the most visible are the travels of Community Howard's CareMobile. It's an outreach that brings services and

assistance to the places they're needed most—everything from screenings to a cool and comfortable place for breastfeeding moms to care for their infants during a hot summer fair.

We offer screenings in other venues, as well, plus a wide range of support groups, smoking-cessation assistance, help in the proper disposal of expired medicine, and donations of emergency medications and equipment to help first responders treat overdose patients. Beyond health care, our volunteers fanned out across the community to help residents affected by devastating tornadoes in 2016.

Being a part of Community Health

Network has allowed Community Howard to expand and modernize services, and that means residents are more often able to get the advanced care they need without leaving Kokomo. World-class oncology services arrived through our affiliation with MD Anderson Cancer Network®. Cardiology services are now easier to access quickly, the new Center for Joint Health has made the latest joint replacement protocols available locally, and imaging services have been upgraded significantly, most recently with the addition of a nuclear medicine camera donated by Community Howard Regional Health Foundation.

26,739  
**ER Visits**  
Community Howard (2016)



126,772  
**Physician and  
Clinic Visits**  
Howard Region (2016)





1,135  
Free sports  
physicals  
Kokomo area high schools (2017)

An orange football and a white baseball with red stitching are positioned to the right of the text.

# Our West Region

From the beginning, when our neighbors worked together to create health care in a place it didn't exist before, the concepts of partnership and collaboration have been central to the culture of Community Health Network. Our West Region provides a number of illustrations of how this plays out for the benefit of the community.

One of our most significant partnerships is helping Indiana address the growing shortage of physicians, particularly primary care providers. Major financial support from Community helped to establish the Marian University College of Osteopathic Medicine in our West Region, and our ongoing partnership has provided training and residency opportunities for the next generation of providers. We partner with

numerous other institutions, as well, to help fill the pipeline with doctors, nurses and other caregivers.

Partnership also helps enable our commitment to making care more accessible and affordable. For more than three years, Community has collaborated with Walgreens for this very purpose, and the most recent fruit of this partnership is our network of Community Clinic at Walgreens locations. They can be found in places where access has been limited in our West Region, as well as in convenient

places in our other Indianapolis regions.

Another blossoming partnership is with Hendricks Regional Health, which serves patients across the western parts of the Indianapolis area. We're working with Hendricks to ensure that residents of these areas have access to the best cardiovascular care options possible.

We deliver many services within Hendricks facilities, and also make it easy for patients who need for more extensive care to receive it at our Community Heart and Vascular Hospital.





134  
New Physicians in  
First Graduating Class at  
Marian University  
(2017)



20  
New Doctors Joining  
Community Residency  
Programs in 2017



# Our Foundations

Community Health Network's mission as a non-profit organization is to enhance health and well-being in the communities we serve. A vital factor helping us fulfill that mission is the work of our three foundations—our lifelines to generous donors and providers of grant funding.

Together, Community Health Network Foundation, Community Hospital Anderson Foundation and Community Howard Regional Health Foundation distribute more than \$5 million annually to support patients, medical education and research, and a variety of other purposes that align with our mission and objectives.

Our Oncology Patient Assistance Fund is a prime example. Our clinical capabilities are greatly enhanced by our MD Anderson Cancer Network® affiliations at our five acute-care hospitals, yet in addition to their treatment needs, cancer

patients often face overwhelming financial barriers that limit their access to nutrition, medication, transportation and basic needs. Our self-sustaining fund, supported by generous donations at our Giving Gig and other special events, helps many patients pay for important needs that go beyond their treatment.

Other foundation efforts are equally personal and potentially life-changing. The donor-supported Community Bikes program in Anderson helps those with housing challenges get to and from jobs that can ultimately get them back into a home. The foundation-backed B.A.B.E. Store at Community East provides incentives for moms-to-be to attend parenting classes and get prenatal care—the reward is access to cribs, car seats and other necessities for their children. Victims of sexual assault get donor-assisted care

at multiple Community sites.

A nuclear medicine camera provided through foundation support at Community Howard aids the process of diagnosis that, in turn, leads to timely and effective treatments for patients. Community Anderson's Rock Steady Boxing program offers new hope to Parkinson's patients, and foundation donors make it happen. Thousands of seniors in need of a healthy meal are fed through the Community Touchpoint A la Carte Senior Meal program, made possible in part through grants and donations.

There are countless stories like these, of improved Community care as well as enhanced well-being away from our care sites...stories of lives touched through the work of Community's foundations and the generosity of the donors who support them.



# Facts About Community

**Employees:**  
15,200

**Medical staff providers:**  
2,450

**Staffed hospital beds:**  
1,056

**Total patients served:**  
539,000

**Hospitals:**

- Community Anderson
- Community East
- Community Howard
- Community North
- Community South
- Community Heart and Vascular Hospital
- Community Howard Specialty Hospital
- Community Rehabilitation Hospital
- Community Behavioral Health Pavilion

**Community Physician  
Network providers:**  
Nearly 1,000

**Walk-in clinics:**  
20 MedCheck, KidsExpress and  
Community Clinic at Walgreens  
locations

**Ambulatory health pavilions:**  
12, featuring primary and specialty  
care, imaging, lab and more

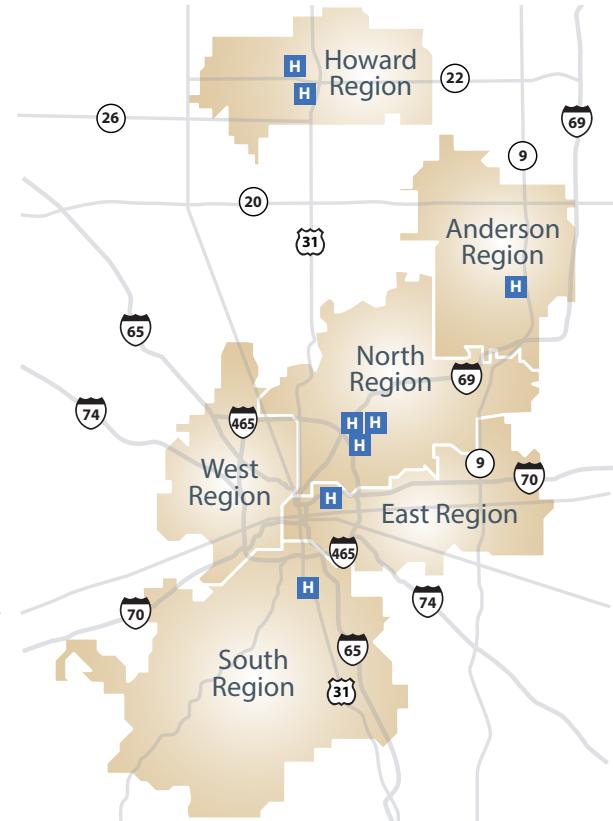
**Ambulatory surgery and  
endoscopy centers:**  
11

**Behavioral health locations:**  
11 outpatient and inpatient care sites

**Schools with nursing clinics:**  
101

**Employer-based health clinics:**  
18

**Long-term-care facilities:**  
4, offering skilled and intermediate  
care, and assisted-living



284,400

Visits to Community  
emergency rooms

770,400

Student encounters  
with Community  
school-based nurses

54,000

Hospital admissions

1,600

Employees who participated in  
Serve360° volunteer projects

\$5.6 Million

Funds distributed by  
Community foundations  
to support patients  
across the network

2.5 Million

Ambulatory visits  
office/clinic, imaging,  
therapy, home health  
and other encounters  
outside the hospital

7,600

Babies born at  
Community hospitals

200+

Community  
Health Network  
sites of care

47

Organizations  
benefiting  
from Serve360°  
volunteer  
projects

# Our Community Benefit

A mission centered on helping others is the foundation of everything we do at Community Health Network. It extends beyond the care we provide out into the communities we serve, through a broad spectrum of community benefit activities and programs.

What we refer to as “community benefit” includes the cost of financial assistance we provide through free or discounted health services. It includes our unpaid costs when we care for those who are part of government programs for low-income persons. And it includes our various programs that address identified community health needs, either through direct care or through focusing on the various social determinants that affect health.

To learn more about the community benefit that we report to the government as part of our non-profit mission, please visit [eCommunity.com/communitybenefit](http://eCommunity.com/communitybenefit).



7330 Shadeland Station  
Indianapolis, IN 46256

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**Community Health Network complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

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