

# Community Benefit Report

EXCEPTIONAL CARE. SIMPLY DELIVERED.



**Community Health Network**

# A Message from Community's Leadership



There's a simple reason our organization is called *Community*, and it says everything about who we are and what we stand for. It was the *community* that brought us to life in the 1950s, with door-to-door fundraising to create healthcare services closer to home. And the *communities* that created us are the focus of our mission to enhance health and well-being.

We fulfill that mission through our primary function of delivering healthcare services to all who need them, regardless of their ability to pay. But enhancing well-being also means generously supporting workforce and economic development, and addressing a wide range of the social determinants of health, from food insecurity to educational issues.

Many of these efforts are part of what's known as our not-for-profit "community benefit." That's a very fitting term that once again calls upon that key word, *community*. In this case, it's Internal Revenue Service terminology referring to a wide range of activities that support or complement our mission, but for which we aren't paid or reimbursed. Our organization returns investments and services worth millions of dollars to the people whom we serve.

The pages of this report provide details of some of the community benefit activities connected to each of our five acute-care hospitals. But our investments also include community benefit activities involving our network as a whole, our care sites away from our hospitals, and the work of three Community foundations that serve our patients and communities. These investments are reflected in the 2018 statistics below and the stories on pages 18 and 19.

The community benefit work shared here is diverse, but it's all joined by a common thread. We aim to help Hoosiers get healthy and stay healthier, and we want our communities to prosper. As a not-for-profit organization, our passion is for serving our neighbors and strengthening the foundations of the communities that we serve.

***Bryan Mills***

President & CEO  
Community Health Network

**\$153 million**

Community Health Network's total community benefit investment

**\$97 million**

Our total care and coverage for low-income Hoosiers

**\$195 million**

Our cost for providing Medicare services beyond what the government reimburses us

**\$23 million**

Our bad debt costs from patients unable to fully pay for their care

**\$7 million**

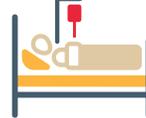
Our foundations' support for patients and the community

# Community Hospital Anderson



Community Hospital Anderson opened in 1962, following grassroots fundraising and organizing in Madison County, Indiana. It serves a population of approximately 99,000 people in and around Madison County. In 1996, Community Anderson affiliated with Community Health Network.

133  
Beds



7,103  
Surgeries



6,907  
Inpatient admissions



34,618  
Emergency room visits



862  
Babies delivered



1,133  
Caregivers (FTEs)



# Saving lives by providing AEDs

Randy Miller is alive today because of an automated external defibrillator and the fact that Chris Burkhardt knew how to use one. Burkhardt works for the Madison County Sheriff's Department, and the equipment and training were made possible by a program called Madison County SAVES, supported by Community Hospital Anderson and its foundation.



Even without training, AEDs are simple to use, with voice prompts and pads that are placed on the chest of an unconscious person experiencing cardiac arrest. The device will charge up and provide an electrical shock if needed. The SAVES program provides AED units for all Madison County police agencies to carry in their patrol cars, along with training for officers. Units have also been placed in all public and private Madison County schools, and training provided to school nurses. The hospital's foundation has helped place more than 160 AEDs across the area.

## A four-legged rehabilitation therapist



Spending time with pets is proven to provide people with physical, social and emotional benefits. Cheryl Bennett, inpatient rehabilitation manager for Community Hospital Anderson, knew

this and wanted to bring those benefits to her patients. To establish a therapy dog program, Bennett began working with the Indiana Canine Assistant Network, and brought Labrador/golden retriever Rainier "Ray" onto the physical therapy and rehabilitation team.

Whether patients are recovering from a sudden illness or surgery, or a chronic illness that requires long-term medical rehabilitation, Ray helps motivate individuals to feel better physically and emotionally. In addition to short-term inpatients, Ray helps patients such as Bobbie Patterson, who has Parkinson's disease. Ray helps her with movements, speech and other major goals that carry over into her daily life.

## Providing bike helmets to help prevent injuries

After treating children with brain injuries sustained during accidents, neurosurgeon Dr. James Callahan was moved to do something. He contacted the Community Hospital Anderson Foundation, and the annual Bike Rodeo program was set in motion. Since 2013, the Bike Rodeo has provided bike safety education and more than a thousand free helmets. Attendees learn the rules of the road and are properly fitted with a helmet.



Anderson's Spoke and Wheel Bicycle Club has been a partner in the rodeo since the beginning, and the event has attracted many volunteers. One is Dr. Charles Williams, a primary care physician for Community, who suffered a serious head injury in a mountain bike accident while in medical school and was in a coma for two weeks. He believes he was able to finish medical school and become a doctor because of his bike helmet, and he wants to influence young people to help prevent head injuries.

## Community Benefit, Anderson

- Care & Coverage for Low-Income People  
**\$10,958,624**
- Community Health Initiatives  
**\$143,851**

## Other Investments

- Bad Debt (Unpaid Patient Expenses)  
**\$2,184,159**
- Medicare Shortfall  
**\$21,607,798**

**TOTAL COMMUNITY BENEFIT**  
**\$11,102,475**

**TOTAL COMMUNITY INVESTMENT**  
**\$34,894,432**

## Spreading warmth in winter months

Since 2001, the annual Keith Trent's Coats of Caring event has gathered winter garments for those in need, helping keep residents of Madison County warm. The event was renamed in recent years to honor a retired, longtime Community Anderson leader.



Over the years, more than 17,000 coats have been distributed, thanks to the caring hearts at Community Hospital Anderson and the hospital foundation, as well as supporters in

the community. The event is the result of a partnership involving the hospital, caregiver volunteers, area businesses and the many people who donate new or gently worn winter coats, hats and gloves.

## Teaching the community to "Stop the Bleed"



Trauma is the leading cause of death for Americans under age 46, according to a study by the National Academies of Science. Because a victim can die from blood loss within five minutes, a national program called Stop the Bleed offers education to the general public on how to stop uncontrolled bleeding. Mark Rohlifing, RN, trauma program manager at Community Hospital Anderson, is spearheading the program for the hospital and Madison County.

With support from the hospital foundation, Rohlifing provides training and kits to a variety of organizations, including neighborhood watch groups, apartment managers, churches, community groups, all Madison County schools, Anderson University and Ivy Tech. The goal is to encourage bystanders to become trained, equipped and empowered to help in a bleeding emergency. Trauma kits include tourniquets, gauze, gloves, medical scissors, combat dressing and a sharpie.



# Community Hospital East



Community Hospital East opened in 1956 as Community Health Network's first hospital, the result of door-to-door fundraising gathering the support of residents and businesses desiring a hospital on the eastside of Indianapolis. It serves a population of approximately 264,000 people in the eastern portion of the metropolitan area.

331\*  
Beds



2,514  
Surgeries



8,908  
Inpatient admissions



82,069  
Emergency room visits



934  
Babies delivered



1,031  
Caregivers (FTEs)



\*includes beds in our inpatient behavioral care and cardiology specialized units

# Community East's Collective Impact

For the past two years, Community Hospital East has connected leaders from Community Health Network with those of community-based organizations for an advanced leadership and community development fellowship.

As part of the fellowship, teams form to explore such topics as transportation, food access, social/emotional isolation, housing insecurity and interpersonal violence. These teams then work on developing projects to help the east side of Indianapolis utilizing Collective Impact, a multi-sector/multi-agency, collaborative leadership approach for dealing with social issues.

Collective Impact, employed by various Indianapolis organizations, works on the premise that no single entity can address complex social problems, and there

must be a common agenda, measurement and alignment among all stakeholders. The goal of the fellowship is to create a platform where clinical and community-based organizations work together.



From Community, participants have included caregivers from the community benefit department, the emergency department, primary care sites on the east side, and the Community Health Network Foundation. Participants from the community have represented Paramount School of Excellence, the City of Indianapolis, Community Heights Neighborhood Association, Edna Martin Christian Center and more. More than 150 community partners have been part of fellowship projects.

## Bringing together partners in revitalization



Community East convened the Indianapolis East Redevelopment Committee as a collaborative platform for addressing quality-of-life issues on the city's east side. The initiative got its start when Emerson Avenue was in need

of repaving and upgrading, and Community joined a variety of area partners to get the project off the ground.

Emerson Avenue received significant improvements, but the partners promoting the project found common ground in pursuing other revitalization interests, so the connections continued. Working groups are focused on economic development, public safety, beautification, quality of life, communications and a project known as Transforming Urban Neighborhoods. The Emerson Corridor Strategy has identified major employers and worked to bring more into the effort.

## Better health for moms-to-be, and babies



Community Hospital East's Baby and Me Tobacco-Free Program is an evidence-based approach to helping pregnant women and new moms quit smoking. It has measured positive outcomes through the use of the "5 As"

counseling approach promoted by the American College of Obstetricians and Gynecologists. The program served four dozen women in 2018.

Meanwhile, the hospital partnered with the Marion County Public Health Department on an initiative known as Beds and Britches, Etc., or the B.A.B.E. Store for short. The program promotes responsible parenting by offering incentives to expectant parents. It encourages accountability and promotes self-esteem, while providing goods and services for nurturing healthy babies and toddlers. More than 2,400 moms have been served since the program was launched in 2015.

## Community Benefit, East

- Care & Coverage for Low-Income People (\$20,598,806)
- Community Health Initiatives \$15,668,278
- Research & Education \$18,551,941

## Other Investments

- Community Benefit Building Activities \$1,485,345
- Bad Debt (Unpaid Patient Expenses) \$4,124,967
- Medicare Shortfall \$10,925,879

**TOTAL COMMUNITY BENEFIT**  
**\$13,621,413**

**TOTAL COMMUNITY INVESTMENT**  
**\$30,157,604**

## Putting moms and babies on the road to self-sufficiency

The Nurse Family Partnership is an evidence-based community health program that transforms the lives of pregnant, vulnerable mothers. A three-year partnership involving Community and Goodwill of Central and Southern Indiana is increasing access to healthcare services and improving health outcomes.

Early in pregnancy, each mother served by Nurse-Family Partnership is connected with a registered nurse who provides ongoing home visits through the child's second birthday. The nurse helps the mother-to-be access prenatal care and wraparound services that improve health outcomes for mom and baby. Services following birth help set the participants on a road to self-sufficiency, and goals range from increasing the rate of breastfeeding to reducing drug addiction and child maltreatment.

## Feeding the neighborhood with fresh veggies



Hunger is a significant issue impacting the health of Hoosiers. In fact, according to Feeding America's 2019 Map The Meal Gap report, one of every eight people in Indiana struggles with food access. The percentage is even higher within Marion County, where 17 percent or nearly 200,000 have food access issues.

Areas with low food access and low-income populations are known as food deserts, and that description fits many areas around Community Hospital East.

The hospital has responded by bringing fresh vegetables right where patients, neighbors and caregivers can access them—in the front lobby of the hospital.

Since 2017, Community has partnered with area farmers to provide food options that might be hard to find in the ZIP code surrounding the hospital. Every Tuesday, patients and visitors can buy seasonal veggies such as green beans, tomatoes and cucumbers. Customers can buy the produce with cash, a credit card or their Supplemental Nutrition Assistance Program benefits, and the service has many repeat customers who visit week after week.

# Community Hospital North



Community Hospital North opened in 1985 to provide healthcare services in what would soon become the fastest-growing part of the Indianapolis area. It serves a population of approximately 550,000 people in the northern portion of the metropolitan area.

348  
Beds



7,130  
Surgeries



23,642  
Inpatient admissions



68,836  
Emergency room visits



3,787  
Babies delivered



1,789  
Caregivers (FTEs)



# Bringing together leaders to fight infant mortality



The rate of infant mortality in Indiana is significantly higher than the national average, and as Indiana's busiest childbirth hospital, Community Hospital North wanted to be part of the solution. The hospital in 2018 hosted an infant mortality summit that brought together more than a hundred health, civic and community leaders. The goal of the ongoing collaboration is to save babies by finding ways to help the most vulnerable populations.

Infant mortality refers to the death of a baby before his or her first birthday. The infant mortality rate in Indiana is 7.3 deaths

per 1,000 births, while the national average is a rate of 5.9. Nearly three thousand infant lives were lost in Indiana in the last five years, enough to fill 42 school buses at maximum capacity, and Marion County accounts for more than half of the state's "high-risk" ZIP codes.

Among those speaking at the event was Indiana Health Commissioner Dr. Kristina Box and the physician lead for the Community Health Network women's product line, Dr. Indy Lane. Others in attendance included Marion County Public Health Director Dr. Virginia Caine, plus representatives from Indiana University Health, St. Vincent Health, Eskenazi Health, Anthem Indiana Medicaid, the Indiana House of Representatives, the Indiana Senate, the Minority Health Coalition, the March of Dimes, the Urban League, and Indiana Family and Social Services Administration.

---

# Caregivers responding to a community in need

Community Health Network caregivers representing behavioral health and other departments arrived to assist immediately after a shooting incident at Noblesville West Middle School in May 2018. Community's crisis experts were on hand to help students, parents, school personnel and first responders



impacted by the event. These caregivers coordinated their response in collaboration with a variety of agencies and organizations such as the Indiana State Police, the Division of Mental Health and Addiction, Aspire Indiana, Fishers Police Department and the American Red Cross-Indiana Chapter.

Community's caregivers coordinated emotional support for all who were affected. They arranged for additional, trained personnel to help with crisis management and worked alongside the onsite school counselors and first responders. Over the weekend following the incident and as students and staff returned when school reopened, the behavioral health team provided a series of debriefings for students, parents and staff.

## Community Benefit, North

- Care & Coverage for Low-Income People  
\$25,275,959
- Community Health Initiatives  
\$13,032,165
- Research & Education  
\$861,018

## Other Investments

- Community Benefit Building Activities  
\$198,550
- Bad Debt (Unpaid Patient Expenses)  
\$2,101,632
- Medicare Shortfall  
\$9,212,269

**TOTAL COMMUNITY BENEFIT**  
**\$39,169,142**

**TOTAL COMMUNITY INVESTMENT**  
**\$50,681,593**

## Bringing civic and business leaders together to help the community

Binford Redevelopment and Growth, or BRAG, is an organization that represents 43 neighborhoods in the general vicinity of Community Hospital North. The hospital has been a longtime supporter of the organization, its Binford Farmers Market and the Northeast Business Roundtable that gathers quarterly to focus on issues related to community development.

The Northeast Business Roundtable engages and facilitates discussions between the business community and local neighborhood representatives. Topics include community collaboration and partnership, economic development, public safety and transportation. Discussions have brought in such partners as the Indianapolis Department of Metropolitan Development, the Indiana Department of Transportation, the Indianapolis Metropolitan Police Department, the Indianapolis Mayor's Office, Roche Diagnostics and Simon Property Group.

## Helping lower-income households bring home fresh produce

Community North is an ongoing supporter of the Binford Farmers Market, which serves residents near the hospital every week during the warmer months. For the past several years, the market has helped its vendors accept payments by way of the Supplemental Nutrition Assistance Program, or SNAP, to help get more farm-direct produce into the hands of low-income neighbors.

The program works hand-in-hand with the Indy Hunger Network's Fresh Bucks program, which doubles SNAP dollars on purchases of Indiana-grown crops. A SNAP user can get up to an extra \$20 to spend at the market. In 2018, the market welcomed an average of 2,000 people each week between April and October.



# Community Hospital South



Community Hospital South was originally developed as University Heights Hospital. In 1989, the hospital joined Community Health Network, which then expanded the facility and added services. It serves a population of approximately 391,000 people in the southern portion of the Indianapolis metropolitan area.

167  
Beds



4,287  
Surgeries



9,954  
Inpatient admissions



55,459  
Emergency room visits



1,679  
Babies delivered



963  
Caregivers (FTEs)



# Collaborating to grow and donate fresh produce

Community Hospital South partners with the University of Indianapolis on community gardens that provide healthy food options for neighborhood residents. The first garden to grow from this partnership was the University Heights garden, and more recently, the Carson Heights garden has joined the roster.

The Carson Heights garden is located on a half-acre of university-owned land near campus. Partners beyond Community and the university include the Purdue Extension, which provides technical support, and Books & Brews South Indy, which provides a weekly distribution site for the produce grown at the Carson Heights garden.



Community also is a supporter of the Bethany Community Garden, involving Bethany Lutheran Church and the South Indy Quality of Life Team. The Bethany Community Garden was created in 2018, and along with providing fresh produce donations for food pantries, the garden has hosted free gardening classes for area residents.

## Providing hope through suicide prevention training



Indiana has the highest measure of youth suicide ideation in the nation, and ranks second for youth suicide attempts. Community Health Network has invested significant resources into suicide prevention.

For example, Community Hospital South provides QPR Gatekeeper certificate training at no cost to community residents, schools, faith-based organizations and businesses.

This suicide prevention training is evidence-based and enabled by the QPR Institute (QPR stands for Question, Persuade, Refer). The curriculum includes 90 to 120 minutes of training and prepares attendees for tragedy prevention through providing hope and engagement by applying the QPR techniques. The annual goal was to train 50 community members, providing them with Gatekeeper certificates. In less than a year, 74 people have earned certificates.

## Better health through activity and nutrition

Community Hospital South has partnered with the Baxter YMCA to provide physical activity challenges and nutrition for the local community. Activities have included lunch-and-learn programs for older adults—four quarterly programs have focused on diabetes nutrition, sleep, cardiovascular health and healthy weight. In addition, a six-week “Fitness Revolution” challenge attracted more than 200 participants.

Community also has supported a diabetes prevention program through the Baxter Y. It helped make possible a pool party that promoted physical activity for 300 participants. And Community’s efforts helped provide healthy preschool snacks and recipes benefiting more than 200 participants.

## Community Benefit, South

- Care & Coverage for Low-Income People  
\$14,759,854
- Community Health Initiatives  
\$3,457,528
- Research & Education  
\$717,270

## Other Investments

- Community Benefit Building Activities  
\$14,236
- Bad Debt (Unpaid Patient Expenses)  
\$1,696,068
- Medicare Shortfall  
\$6,958,873

**TOTAL COMMUNITY BENEFIT**  
**\$18,934,652**

**TOTAL COMMUNITY INVESTMENT**  
**\$27,603,829**



## Delivering meals to enhance health

For area residents who are diabetic or experiencing congestive heart failure, proper nutrition is essential—and also challenging for those who are also food-insecure. The Meals on Wheel program supported by Community Hospital South reaches such residents with two meals per weekday.

The meals are medically tailored to meet the needs of each patient, and beyond sustenance, they serve as an educational tool to help these patients identify the best types of foods to eat and the most appropriate portion sizes. If others are living within the home, the program adds a box of shelf-stable food for them at no

cost. According to one beneficiary, a 40-year-old diabetic, “I’m in a wheelchair and cannot get around very much. Since getting the meals, my sugar levels are in a good range and are not spiking like they were when I was just eating whatever food we could get our hands on.”

The meal delivery provides an opportunity for daily wellness checks. Also, a wellness check by phone captures other needs the patient might have, such as assistance with getting medication and pharmacy information, insurance, housing and transportation to medical appointments.

## Creating educational opportunities

The Community Hospital South Internship Program for Students, or CHIPS for short, is a gateway to meaningful employment for high school students with disabilities. It’s a collaborative effort involving Community South, the state of Indiana’s Family and Social Services Administration Office of Vocational Rehabilitation, Easter Seals Crossroads and Perry Township Schools. Through CHIPS, five to seven students take part in a semester-long community and work-based learning program. They gain experience around the hospital and take part in career planning activities to facilitate a seamless transition from high school to employment or post-secondary training.



# Community Howard Regional Health



Community Howard Regional Health admitted its first patients in 1961, following nearly a decade a planning and community fundraising in Howard County, Indiana. It serves a population of approximately 84,000 people in and around Howard County. It became a part of Community Health Network in 2012.

103  
Beds



3,808  
Surgeries



4,934  
Inpatient admissions



26,917  
Emergency room visits



387  
Babies delivered



655  
Caregivers (FTEs)



## Providing health care on the road

A gift from the Community Howard Regional Health Foundation, the Community CareMobile outreach service brings care and assistance to the places they're needed most, year-round—everything from screenings and free flu shots to a cool and comfortable place for breastfeeding moms to care for their infants during a hot summer fair.

In 2018 the Community CareMobile offered screenings to approximately 800 people at events across Howard County and various departments from the hospital offered health information to tens of thousands of others. Meanwhile, the hospital's EMS staff offered first aid at community festivals, a veteran's reunion weekend and the county fair, which each draw in thousands of spectators.

Community Howard caregivers also bring support to where it's needed most by offering health screenings at free meals for food insecure families. More than 300 people received screenings at community meals in 2018. Community Howard's sports medicine team performs off the field by offering free sports physicals to area schools. More than 1,100 students were screened in 2018.



## Improving the educational experience



When students want to take a break from classes and labs in Ivy Tech Kokomo's new Health Professions Center, they'll be able to take advantage of a welcoming student commons funded through a gift from Community Howard Regional Health. The Community Howard Regional Health Student Commons in the Health Professions Center is part of a transformation of the Kokomo Campus of Ivy Tech Community College.

Students in Ivy Tech's various nursing and health professions programs are gaining state-of-the-art facilities as they prepare for careers in the local health care industry. Supporting the educational experience helps bring more healthcare professionals to the area, to better serve the ever-growing need for services and enhance health and well-being.

# Serving patients at their homes

Community Howard Regional Health's new Community Paramedicine program provides additional, free at-home support and education to patients discharged from the hospital with certain chronic health concerns. The program connects Community Howard paramedics with patients discharged from the hospital with chronic pulmonary or heart diseases at their homes, with the goal of positively impacting the patient's transition from the hospital to home.



Along with greater peace of mind, patients will become empowered to make choices leading to better health outcomes and reduced visits to the emergency department or readmission into a hospital. All patients discharged from Community Howard receive a phone call within 24 hours after discharge to check on the status of their health and to answer questions. Those who need more in-depth follow-up will now be visited by a paramedic three days after their discharge. In the home, the paramedic will provide education, identify barriers to improved health, assess the home for safety issues and make referrals to community resources as needed.

## Community Benefit, Howard

- Care and Coverage for Low-Income People  
\$215,912
- Community Health Initiatives  
\$1,871,763

## Other Investments

- Community Benefit Building Activities  
\$21,959
- Bad Debt (Unpaid Patient Expenses)  
\$822,869
- Medicare Shortfall  
\$6,017,553

**TOTAL COMMUNITY BENEFIT**  
**\$2,087,675**

**TOTAL COMMUNITY INVESTMENT**  
**\$8,950,056**

# Training more primary care practitioners



Community Howard Regional Health is helping to build the pipeline of future caregivers by partnering with Indiana University Kokomo. The hospital is supporting a much-needed family

nurse practitioner track, donating \$500,000 over the next five years to help fund this initiative.

The availability of the family nurse practitioner track is necessary to meet the care needs of the region, filling a shortfall of primary care providers resulting from an increase in an aging population and those with access to health insurance. Students will have practicum experiences in the area, and the nursing school anticipates that graduates will thus be more likely to stay and practice in the area.

# Impacts Across Community Health Network

## Providing relief from food insecurity

Food insecurity and poor nutrition are significant impacts on health and well-being, which is why Community is involved in numerous food-related initiatives. Among the most prominent examples are the Community Farm, in Anderson, and the Community Cupboard of Lawrence, in Marion County.

Community Cupboard of Lawrence is a food pantry owned by Community Health Network and operated by paid and volunteer caregivers. In 2018 the pantry served 63,133 individuals and 15,882 households. It collaborates with several outside partners, with new partnerships providing fresh vegetables and prepackaged meal kits.

The Community Farm grows on the campus of Community Hospital Anderson, supported by a staff project coordinator, hospital-connected funding and caregiver volunteers. Its first growing season was 2018, with the goal of supplying produce to the hospital kitchen and providing flowers to patients. More than 5,400 pounds of produce were harvested and more than 1,000 sunflowers placed in patients' rooms. In 2019, the farm expanded to an acre and a half, and longer-term plans include the addition of even more farming space, a barn and a community building for educational programming.



## Serving area schoolchildren

Community Health Network dedicates millions of dollars to place school nurses in more than 100 area schools—on Community's payroll, at no cost to the schools or the students. Community also provides behavioral health and other services. During the 2018-2019 school year, Community served 79,596 students through 824,308 clinic visits.

The organization serves the needs of schoolchildren in other important ways, as well. For example, Project Search Indiana and the Community Hospital Internship Program for Students (CHIPS) both offer opportunities for high school students with disabilities and have served approximately 200 students. The programs operate in the hospitals and offer meaningful employment as well as career-planning activities to facilitate the seamless transition from high school to employment or postsecondary training. The primary objective is to prepare students to be as work-ready as possible as they complete high school.





## Facilitating volunteer service by Community caregivers

Each year, thousands of Community caregivers volunteer through Serve360° opportunities. The name of Community's volunteer initiative reflects the organization's way of completing the circle, collectively giving back to the people and neighborhoods that gave birth to Community.

Projects range from staffing food pantries to painting homes to working in community gardens. Last year, 2,323 caregivers donated 11,627 volunteer hours serving nearly 95 organizations.

### Providing screenings and education

Community provides access to healthcare services at a variety of fairs and events, including the Indiana Black and Minority Fair that's part of Indiana Black Expo, Indiana Latino Expo and Indy Pride. Many attendees at these events do not have regular access to primary care.

The Indiana Black and Minority Health Fair, for example, drew more than 16,000 attendees. Hundreds of Community volunteer caregivers provided free medical consultations, health screenings and medical education, covering cholesterol, blood pressure, diabetes, sickle cell anemia, BMI, clinical breast exams, stroke, heart disease and more.

### Helping patients transition back to home

Community Paramedicine is an integrated approach to transitional care, tapping into the expertise of emergency personnel known as paramedics to provide services to those with chronic disease, especially among underserved populations. Patients making transitions to home benefit from the visits of paramedics, who can answer questions and talk them through how best to manage their condition. The program aims to reduce readmissions and emergency department visits. Community Paramedicine is now operating in the Indianapolis area and Kokomo.

### Connecting patients with legal assistance

The Medical Legal Partnership improves health outcomes for patients by providing legal services addressing social determinant issues that can impact health and well-being. This partnership embeds an attorney in the hospital to help address such issues. In 2018, the Community Hospital East Medical Legal Partnership had more than 220 completed intakes and received more than 400 referrals. Community East now averages a dozen referrals a week, and the program has expanded to Community Hospital South.

# Our Network

618,000

Total patients served

274,000

Visits to Community emergency rooms

7,600

Babies born at Community hospitals

57,000

Hospital admissions

3.5 million

Visits outside of Community hospitals

686,000

Behavioral health visits

103,000

Outpatient and inpatient surgeries

180,000

Schoolchildren served

2,300

Employees who participated in Serve360° volunteer projects

95

Organizations benefiting from Serve360° volunteer projects

16,000+

Total caregivers

2,500+

Total physicians

200+

Community Health Network sites of care

21

Urgent care and walk-in clinics

11

Ambulatory surgery and endoscopy centers

## Hospitals

- Community Anderson
- Community East
- Community Howard
- Community North
- Community South
- Community Heart and Vascular Hospital
- Community Howard Specialty Hospital
- Community Rehabilitation Hospital North
- Community Rehabilitation Hospital South
- Fairbanks Hospital