

2021 Community Benefit Report

EXCEPTIONAL CARE. SIMPLY DELIVERED.



Community Health Network

About Community Health Network

Ranked among the nation's most integrated healthcare systems, Indianapolis-based Community Health Network is Central Indiana's leader in providing convenient access to exceptional healthcare services, where and when patients need them—in hospitals, health pavilions and doctor's offices, as well as workplaces, schools and homes.

As a nonprofit health system with more than 200 sites of care and affiliates throughout Central Indiana, Community's full continuum of care integrates hundreds of physicians, specialty and acute care hospitals, surgery centers, home care services, Community MedCheck urgent care locations, behavioral health and employer health services. Community Health Network puts patients first while offering a full continuum of healthcare services, world-class innovations and a focus on population health management.

Exceptional care. Simply delivered.



Mission

We're deeply committed to enhancing health and well-being in the communities we serve.



Vision

We strive to simply deliver an exceptional experience - with every life we touch.



PRIIDE Values

Patients first. Relationships. Integrity. Inclusion.
Diversity. Excellence.

1,212
Staffed hospital beds



94,516
Surgeries



60,294
Inpatient admissions



267,529
Emergency room visits



7,816
Babies born



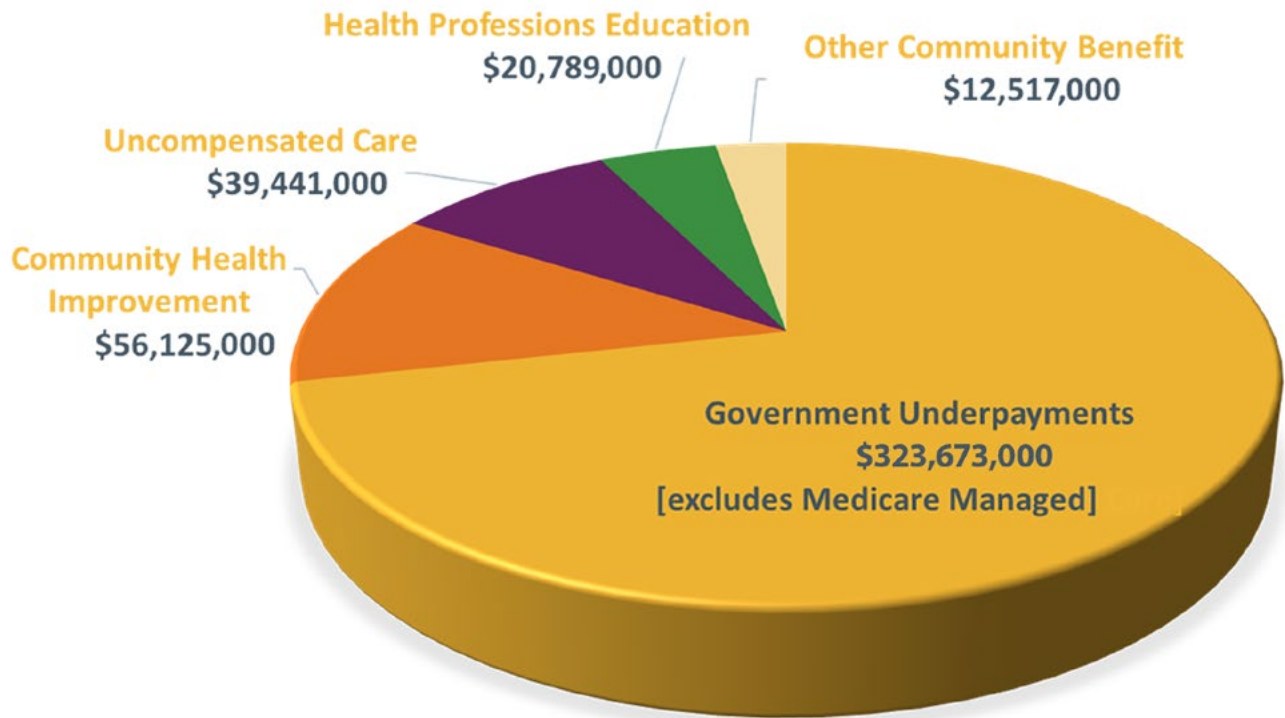
16,000
Caregivers



2.7 million
Community Physician Network outpatient visits



Allocation of Community Benefit



www.ecommunity.com/community-benefit

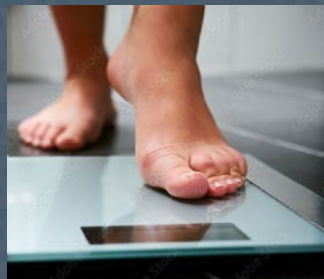
Priority Community Health Needs



**Social
Determinants
of Health**



**Mental Health
& Substance
Use**



**Obesity
& Chronic
Disease**



**Tobacco
Use**

2021 Community Benefit Program Highlights

Social Determinants of Health

WellFund

The WellFund exists to help patients navigate healthcare coverage options, including initial enrollment and ongoing maintenance of coverage. Patients have direct access to WellFund patient advocates during pre-service, admission and post-discharge for questions and determining which plan best meets their needs. In 2021, WellFund patient advocates assisted more than 29,000 individuals with enrollment assistance. The WellFund patient advocates are available to meet with patients in person or over the phone to help with enrollment.

The Community Cupboard of Lawrence



The Community Cupboard of Lawrence is a food pantry that helps relieve the strain of food insecurity. The Cupboard assists residents of Lawrence Township of Indianapolis, specifically in the ZIP codes of 46216, 46220, 46226, 46235, 46236, 46249, 46250 and 46256. The Cupboard works in partnership with

many organizations and corporate partners, including Gleaners Food Bank of Indiana, Midwest Food Bank, CVS Pharmacy, St. Albans Episcopal Church, Castleton United Methodist Church and Meijer. Organizations and businesses volunteer at the Cupboard, and Purdue Extension assists with keeping Community Health Network aware of recent USDA updates along with providing innovative food options and ideas for the clients. As part of the curriculum for community-based nursing, University of Indianapolis nursing students spend time at the Cupboard learning about the operations and the unique needs of the clients served. In 2021, the Cupboard served 41,211 individuals with a variety of healthy groceries including 7,386 pounds of fresh, locally grown produce.

Community Farm — Anderson



The Community Farm of Anderson is located on more than 120 acres of land at the edge of Anderson's city limits. One of Community Farm's goals is to distribute fresh produce to patients and the community. This involves working with dietitians, primary care providers

and other integral staff to implement the process of farm-to-table, while also providing education to help patients learn how to eat healthy. Today, the produce goes to the community through various outlets including local food pantries, programs at Community, and the Community Hospital Anderson foodservice. The farm team works closely with volunteers to coordinate free, fresh flower delivery to patients to help brighten their hospital stay, including sunflowers grown on the farm.

Community Connections



Community Connections is a program to help community members find free and reduced-cost social services. It's a free search tool to connect seekers with social services offered by verified social care organizations and non-profits. The search tool uses ZIP codes to best be able to find resources in close proximity of the user's home. The tool has up-to-date information about location and eligibility for local food pantries, transportation services, health care, housing and other social service programs. Community Connections launched in the fall of 2020. In 2021, 4,005 users conducted 20,689 searches using the platform. The top resource need searched for was housing, with 41% of all searches seeking housing or housing-related services.

Social Determinants of Health Screening

A Network-wide Social Determinants of Health (SDoH) screening program was rolled out in the first quarter of 2021. Utilizing the Epic Systems SDoH screening

tool, patients admitted to Community hospitals, OB patients and primary care patients are provided a comprehensive SDoH screening to identify any needs that could impact their overall health and well-being. Caregivers are trained on how to provide referral resources to assist the patient in addressing their identified need. Patients needing additional follow-up are referred for additional assistance by a case manager or health advocate. In 2021, 70,939 patients were screened.

Community Hospital East Auxiliary Food Pantry

In 2021, with the growing number of food-insecure patients, Community Hospital East began providing grab 'n' go bags of non-perishable grocery items for patients in the emergency department and inpatients upon discharge who indicated they were food-insecure. In addition to the food pantry for patients, Community East also implemented a "Little Free Pantry" located along the sidewalk of 16th Street that patients and community members can utilize. This "Little Free Pantry" is stocked daily with ready-to-eat packaged food for the homeless and food-insecure neighbors of the hospital.

Touchpoint Meal Program



Community Health Network supports the needs of seniors through nutrition with the Senior Meal Voucher Program, made possible through collaboration with Community Health Network Foundation and CICOA

Aging and In-Home Solutions. This program aims to expand the availability of healthy meal options for seniors, while also providing opportunities for social engagement through the free membership program.

Meal recipients must be 60 and older, or the spouse of an enrollee. Up to four meal vouchers are available each month. Recipients may redeem meal vouchers for breakfast, lunch or dinner at any of Community Health Network's hospital cafeterias, and designated menus are designed by a registered dietitian to ensure a nutritionally balanced meal for seniors. Participants choose from a variety of healthy balanced meals, prepared for them. Due to the COVID-19 pandemic and the concern for the safety of our community, the Touchpoint Meal Program transitioned to a meal delivery program in mid-2020. The temporary change in program services allowed for the delivery of five frozen meals per enrollee per month. In 2021, more than 9,930 meals were delivered to seniors in Central Indiana.

Medical Legal Partnership



The purpose of a Medical Legal Partnership (MLP) is to improve health outcomes for patients through the provision of legal services that impact social determinants of health. Hospitals often see patients who are suffering from acute and chronic medical conditions caused or aggravated by conditions in patients' homes, issues in the patients' relationships, or patients' lack of income and other resources. Embedding an MLP attorney in the hospital allows

the hospital and the MLP to work together as a team to address habitability issues in a patient's home and provide patients with the medical care and legal services they need to become healthy and stay healthy. By way of this partnership, patients have the opportunity to obtain a clean slate for future employment opportunities. In 2021, 260 patients were provided free legal services.

Community CareMobile



The Howard Region's Community CareMobile outreach service brings care and assistance to the places they are 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 2021, Community Howard utilized the CareMobile to offer mobile COVID-19 vaccination clinics and also partnered with the Howard County Department of Health to help deliver mobile COVID-19 testing to underserved areas. The CareMobile was used to offer more than 200 blood pressure screenings at events across Kokomo and the hospital partnered with the Minority Health Alliance to utilize the CareMobile to perform physical breast exams. In addition, hospital staff also offered general health information to thousands of attendees at events across Howard County, including the week-long county fair.

Community Howard staff once again provided free sports physicals to student athletes at area schools, reaching 745 students in total. And in 2021, the hospital partnered with the United Way of Howard and Tipton counties to provide funding for food assistance for children in food-insecure families.

B.A.B.E Store



In partnership with the Marion County Public Health Department and Beds and Britches, Etc. (B.A.B.E.) of Indianapolis, Community Health Network opened our first store in 2015 on the eastside of Indianapolis to promote responsible parenting by offering incentives to expectant parents. By encouraging accountability and improving self-esteem, the program provides goods and services that new parents need to nurture healthy babies and toddlers, and foster skills to help the family through life. Parents earn coupons with a Marion County Public Health Department estimated value of \$5 each, which are redeemable at the B.A.B.E Store. Coupons are now distributed at all East Region OB and pediatric offices, also at the Jane Pauley Community Health Center at 21st Street and Shadeland Avenue, Family Medicine Center on 10th Street and at the Community Hospital North Women's Center. In 2021, the B.A.B.E. store served 343 women and collected 1,902 coupons throughout the year. In addition, Community Health Network caregivers provided hundreds of volunteer hours at the store.

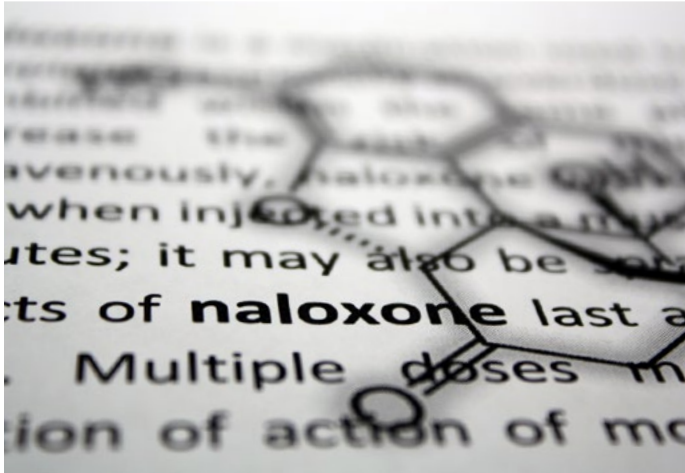
Serve 360°



Serve360° was created as a program to open opportunities for Community caregivers to live out the Network's mission through volunteerism. While Serve360° opportunities are available to all Community caregivers, Community's leaders are held accountable as servant leaders and are required to complete a minimum of four hours of volunteer service each year. Serve360° works to provide local nonprofits with the necessary volunteer hours to help keep expenses low, so they can focus their resources on programs that can improve the outcomes for our patients and the communities we are all working to serve. Partner organizations are selected for support based on alignment with the Network strategic Community Health Needs Assessment priority areas. In 2021, Community Health Network caregivers provided 8,403 volunteer hours serving 29 local nonprofit organizations in Central Indiana.

Mental Health & Substance Use

Community Health Network Opioid Stewardship Program



Since 2014, Community Health Network has dedicated resources to the prevention of opioid use disorder and overdose deaths. The Opioid Stewardship program includes safe opioid prescribing training for primary care and specialty care practitioners. By partnering with Boston University School of Medicine, a longstanding leader in educational excellence, we brought award-winning curriculum to Community Health Network to educate our practitioners how to safely and effectively manage patients' acute and/or chronic pain including safe opioid prescribing measures when opioids are medically necessary.

Community Health Network is dedicated to the prevention of overdose deaths through our Narcan program. Narcan is the drug that can reverse the effects of opioids such as heroin, methadone and oxycodone. Our program provides a Narcan kit to patients and their families who are at risk for an opioid overdose when they have been discharged from an emergency department

or the Community Behavioral Health pavilion. Through partnerships with community nonprofit organizations such as Overdose Lifeline and the Beech Grove Comprehensive Drug Free Coalition, we provided opioid overdose awareness training and free Narcan kits to the communities we serve. In 2021, 738 Narcan kits were distributed.

Have Hope

With an aspirational goal of achieving a zero percent suicide incident rate among Community Behavioral Health patients by 2024, Community Health Network's Zero Suicide initiative aims to save Community patient lives specifically through early intervention and prevention, the construction of a robust crisis network, and the utilization of innovative mental health diagnostics and treatment protocols. The strategy brings crisis, telemedicine and intensive care coordination services to patients throughout Central Indiana, representing both Community facilities and partner organizations where Community provides behavioral health services.

As part of the effort to combat suicide among youth, Community Health Network provides mental health and substance abuse services to students in more than 140 schools including Indianapolis Public Schools and the Metropolitan School Districts of Lawrence and Warren townships in Marion County. Community's HaveHope.com continues to be an important online suicide prevention resource for teenagers, parents and educators. In 2021, a total of 1,460 clients were placed on the Have Hope Pathway, a care pathway for clients at high risk for suicide.

Behavioral Health Academy



The Behavioral Health Academy™ is an ongoing partnership between Community Health Network and the Indiana University School of Social Work to prepare students for practice with mental health, substance use and co-occurring disorders and to become dually licensed as both a Licensed Clinical Social Worker (LCSW) and Licensed Clinical Addiction Counselor (LCAC) in Indiana. Beginning with the first academy cohort in the fall of 2019 and expanding every year since, the program is currently available at multiple locations. Currently, the school and Community collaborate with the Sandra Eskenazi Mental Health Center in Central Indiana, Oaklawn in South Bend and Parkview Health/Park Center in Fort Wayne and receive funding from the Indiana Division of Mental Health and Addiction. In the fall of 2021, 30 students were selected for participation in the 2021/22 Behavioral Health Academy.

The Behavioral Health Academy creates significant benefits for Community Behavioral Health, students, and Indiana University School of Social Work and University of Indianapolis as education partners. As an employer, Community has a steady supply of high-caliber talent trained in Community Behavioral Health specific behavioral health practices, resulting in decreased orientation costs and time to productivity for new hires. The students participating in the Behavioral Health Academy receive specialized training in evidence-based practices, an opportunity to

interview for employment upon graduation, a financial incentive to defray the cost of their education, and the opportunity to become dually licensed. The educational partners can leverage the Behavioral Health Academy as a unique opportunity to attract top-tier students. The schools also benefit from close collaboration with industry experts to align curriculum with industry best practices. By filling the workforce gap, additional opportunities will be available to address the critical need for substance use disorder treatment services.

Drug Take Back Events



Unwanted and expired medicine may be a risk to human health and the environment if disposed of improperly. Wastewater treatment plants and septic systems are not designed to deal with pharmaceutical waste. Many medicines pass through the systems and are released into streams, lakes and groundwater. The best way to reduce the impact of pharmaceutical waste on the environment is to dispose of medicine properly. State and local law enforcement agencies have established drug disposal programs (often called “take-back” programs) to facilitate the collection and destruction of unused, unwanted or expired medications. These programs help get outdated or unused medications off household shelves and out of the reach of children and teenagers. In 2021, more than 2,126 pounds of medications were collected at five events throughout the community at each of Community’s hospitals.

Chronic Disease Management & Obesity

Produce RX Program



The Produce Prescription nutrition incentive program is designed for high-risk patients from Community Health Network's REACH Clinic (Resources to Evaluate and Advance Community Health) located at 2920 N. Arlington Ave. in Indianapolis. Patients are enrolled into free chronic disease-focused nutrition education classes provided by the ambulatory dietitian team. Each participant receives financial incentives provided by the Network's Community Benefit that are redeemable for fruits and vegetables at local retail locations for attending. In 2021, Community Health Network supported two cohorts of participants in the Produce RX program.

Faith Health Initiative



Community Health Network understands the essential role faith communities play in promoting and sustaining wellbeing. Faith-based organizations improve the quality of life of their members, neighbors and communities by providing spiritual care, a supportive web of resources and impactful wellness ministries. Community developed the Faith Health Initiative (FHI) to pave the way for a faith-health partnership. Built on respect, this partnership recognizes that both faith communities and high-quality medical treatment play a vital role in restoring health and promoting well-being, and that by working together, we are better able to meet the needs of our communities. FHI provides training for nurses to become Faith Community Nurses and provides ongoing support and resources to ensure they can create sustainable engaged health ministries and activities in their respective faith communities.

Medication Assistance Program



Community Health Network has a free medication assistance program that helps patients obtain medications for less cost with the goal of preventing medication non-adherence, often referred to as "America's other drug problem." The Medication Assistance Program uses various approaches to reduce

or eliminate medication costs including obtaining medications for free from pharmaceutical companies, locating and applying grant funding to purchase medications, utilizing low-cost medication programs, providing drug coupons/vouchers, and, when appropriate, working with providers to switch therapy to a less expensive medication or to a medication that has a patient assistance program for which the patient qualifies. In 2021, patients from across all regions were provided more than \$45.6 million worth of medications through Community's Medication Assistance Program.

Touchpoint Connections Senior Education Programs

Touchpoint Connections Senior Education Programs encourage lifelong learning, reduce social isolation, and bring familiarity to health care services and community partners. Touchpoint Education programs are held virtually via webcast. The programs are live but are also recorded and made available online. Previous topics have included Heart Healthy Eating, Alzheimer's disease education and support, Medicare Basics, Advanced Care Planning Conversations, Estate Planning Wills and Trusts, Immunizations and Vaccines as You Age, Improving Your Balance, and more. In 2021, 72 virtual classes were held, serving 1,259 attendees.

Participants are also encouraged to attend the annual "A Fair to Remember," which showcases Community Health Network services and community partners, while providing health education by Community Physician

Network providers. In addition, participants can take part in various health screenings and vaccinations, enjoy a brunch and full lunch, and end the afternoon with an inspirational speaker.

Diabetes Education Classes

Community Health Network provides free virtual diabetes education and support courses for patients and community members. Each course consists of two classes. Courses are held at various times throughout the month to ensure access for all who are interested. In 2021, 42 courses were held.

Indiana Black and Minority Health Fair

Each year Community Health Network sponsors the Indiana Black & Minority Health Fair, in conjunction with the Indiana Black Expo. Community staff and volunteers provide various screenings such as blood pressure, cholesterol, glucose, A1C and creatinine screenings. In addition to screenings, Community provides on-site education resources to health fair participants on topics such as diabetes, stroke, weight loss, wellness and nutrition, behavioral health and how to gain access to Community sites of care. Health Fair participants can ask physician-related questions at "Ask the Doc" and medication questions at "Ask the Pharmacist." Clinical breast exams are also provided onsite. Community Sports Medicine provides sport physicals and education to school-age children.

Tobacco Use

Baby and Me Tobacco Free Program: Community Hospital East



The Baby and Me Tobacco Free Program is evidence-based, and it has measurable positive outcomes by providing tobacco cessation education/services to pregnant and postpartum women. The proven program protocols utilize the American Congress of Obstetricians and Gynecologists (ACOG) “5 As” counseling approach, as established in the Clinical Practice Guidelines for Treating Tobacco Use and Dependence, Public Health Service Guidelines (updated 2008). The Indiana State Department of Health’s Baby and Me Tobacco Free Program in coordination with Community Health Network served 200 women in 2021. All participants are educated on risks, cravings and triggers during Session 1. The portal data shows 74% of women enrolled successfully screened below a 3 on the CO-monitor during prenatal sessions (qualifying them as smoke-free and allowing them to remain in the program).

Nurse-Family Partnership (NFP)



Goodwill of Central & Southern Indiana implemented the Nurse-Family Partnership (NFP), a nurse home-visiting program serving low-income mothers and babies. The goals listed in the agreement between Community Health Network and Goodwill of Central & Southern Indiana are:

1. Serve 25 low-income vulnerable mothers and new babies in the East Region
2. Assist in accessing prenatal care and wraparound services to improve health outcomes of the mother and child, and set them on a road to self-sufficiency
3. Lower infant deaths
4. Decrease pre-term births
5. Reduce rates of child maltreatment
6. Document metrics/milestones of baby via behavioral health methods
7. Nutrition training during well-baby check-up
8. Increase breastfeeding rates
9. Reduce smoking during pregnancy

There were 57 babies born while in the program in 2021. 75% of moms who smoked quit or reduced smoking.



Community Health Network in the Schools

147

Schools with
Nursing Services

143

Schools with Behavioral
Care Services

44

Schools with Sports
Medicine Services

16

School systems with
an Employer Clinic

Our School-Based Care Team Vision

"To reach out into the communities we serve, break down barriers to access-to-care, and provide coordinated, multidisciplinary onsite health care at partner schools in order to help improve the overall physical and mental health, well-being, and educational success of as many school children in Central Indiana as possible."

School-Based Care

Community Health Network's school-based programs cover a wide range of needs for youth across Central Indiana and play a critical role in keeping children healthy in the classroom so they can learn. Onsite nurses address students' needs in the school and after-school setting, helping to ensure consistency in care and less time away from the classroom. These nursing services are primarily offered free of charge to schools thanks to Community's ongoing commitment to enhancing health for future generations. Nurses assess health conditions, derive nursing diagnoses, execute a nursing regimen, advocate for health, execute a medical regimen delegated by a physician, and teach, administer, and evaluate care for students every day.

Academic School Year	2021/2022	2020/2021	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016	2014/2015
Total Visits	990,873	560,963	901,630	824,308	825,436	770,405	650,314	507,331
% Return to Class	94.7%	95.25%	97.04%	97.20%	97.28%	96.63%	96.75%	96.39%

In addition, for students facing chronic health conditions and ongoing health needs, medications prescribed by physicians are administered by Community's school-based nursing staff. Services also include physicals, immunizations, health coaching including blood pressure and cholesterol screening, and a variety of additional services helping teachers and faculty address everything from allergies to anxiety and bullying.

From everyday scrapes and bruises on the playground to managing chronic illnesses such as asthma and diabetes, Community nurses offer support for students at 147 schools across Central Indiana. Despite challenges faced with the COVID-19 pandemic, their work ensured a 94.7% return to classroom rate for students who came to them for care during the 2021-2022 academic year.

Specific services offered to students include:

- Management of injuries requiring first aid
- Management of life-threatening allergies, asthma, diabetes and seizures

- Management of any health concern and referral to appropriate care when needed
- Emergency response to any health-related concern or emergency within the school building

Community's school-based care services feature an embedded, coordinated team of not only school nurses but also school behavioral health professionals, school sports medicine and athletic training professionals, and virtual care providers. The program also aims to help keep schoolteachers, staff, employees and administrators healthy and available to support kids in schools by way of onsite health and wellness clinics and employee assistance program services for school employees and their dependents.

Community provides more than 170 behavioral health employees to 143 schools throughout Central Indiana. These on-site behavioral health specialists provide services such as, counseling, life-skills training, crisis response, trauma and depression screenings, staff education and training, testing, family services and more. Community's school-based behavioral health caregivers had 245,365 encounters with students, families, and staff during the 2021/2022 academic year.