

Community Benefit Report

EXCEPTIONAL CARE. SIMPLY DELIVERED.



Community Health Network

A Message from Community's Leadership



Our organization is named **Community**, because grassroots efforts of the **community** brought us to life in the 1950s. We remain committed to the **communities** that created us as we pursue our mission to enhance health and well-being.

The most obvious way we fulfill that mission is by delivering healthcare services to all who need them, regardless of their ability to pay. But we recognize that is only part of the answer. Many in our communities find their well-being is impacted by various factors that go far beyond healthcare itself.

Many experience food insecurity. Many are held back by inequities in educational opportunity. Many find it harder to access both curative and preventive care, for reasons that may be financial, or related to location, transportation and other issues.

Racial inequities only exacerbate these social challenges.

Given these realities, Community Health Network knows we cannot meet our mission of enhancing health and well-being through traditional healthcare services alone. We build upon our primary function through what's known as our not-for-profit "community benefit."

Community benefit is 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 community benefit work shared here is far-reaching, but it's all joined by a common thread. We aim to help Hoosiers get healthy and stay healthier. We're committed to overcoming inequities, lifting the well-being of our diverse communities and ensuring they're fully included in the opportunities afforded those around them. As a not-for-profit organization, our passion is for serving our neighbors and strengthening the foundations of the communities we serve.

Bryan Mills

President & CEO
Community Health Network

\$159 million

Community Health Network's total community benefit investment

\$92 million

Our total care and coverage for low-income Hoosiers

\$194 million

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

\$34 million

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

\$9 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.

124
Beds



7,143
Surgeries



6,656
Inpatient
admissions



35,783
Emergency
room visits



768
Babies
delivered



1,106
Caregivers
(FTEs)



Delivering milk to ensure healthy babies

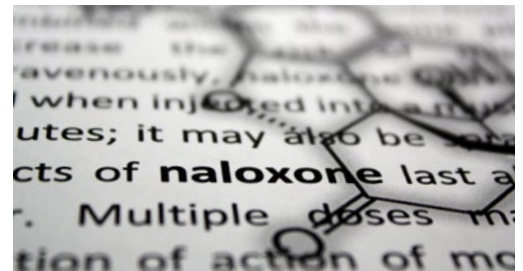


Community Anderson has established a human milk program to ensure the best range of options for newborns in our care. Affiliated with The Milk Bank, a nonprofit donor human milk bank based in Indianapolis, Community Anderson's program makes pasteurized human milk available for newborns, primarily

to premature infants in the hospital neonatal intensive care units. In 2019, Community Anderson served 172 babies and provided more than 2,000 ounces of pasteurized donated milk to new mothers. Community Anderson also serves as a milk depot, a location where breastfeeding mothers in the community can drop off donated milk. In 2019, nearly 7,000 ounces of milk were donated through Community Anderson for use by The Milk Bank.

Equipping first responders in the opioid battle

Community Anderson has committed to providing Narcan training to all Community Anderson Police Department officers as well as patrol officers in Madison County. Officers are also equipped with Narcan, a drug that can reverse the effects of opioids such as heroin, methadone and oxycodone. The program has trained about 300 people since 2016.



Healthy options at the Community Farm



The Community Farm, on the campus of Community Hospital Anderson, has shown tremendous growth and success since its first growing season in 2018. In 2019, paid

staff and volunteers harvested 5,700 pounds of produce and cut 2,400 sunflower stems.

Produce and flowers from the garden are donated to Community Anderson's Dietary Department as well as area organizations. The community is giving back, as well, to support the health of the garden. With the help of a grant from the Bee Cause and Whole Kids Foundation, a beehive was installed on the grounds.

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, roughly a hundred a year. 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.

Community Benefit, Anderson

- Care & Coverage for Low-Income People
\$12,107,230
- Community Health Initiatives
\$684,879

Other Investments

- Community Benefit Building Activities
\$2,500
- Bad Debt (Unpaid Patient Expenses)
\$2,216,044
- Medicare Shortfall
\$17,711,821

TOTAL COMMUNITY BENEFIT
\$12,792,109

TOTAL COMMUNITY INVESTMENT
\$32,722,474

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, nearly 21,000 coats have been distributed, thanks to the caring hearts at Community Hospital Anderson and 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 Rohlfling, RN, trauma program manager at Community Hospital Anderson, spearheaded the program for the hospital and Madison County.

Rohlfling provides training and kits to a variety of organizations, including neighborhood watch groups, apartment managers, churches, community groups and schools. 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. In 2019, 400 individuals were trained in 13 classes. One hundred kits were purchased and provided to county schools at a cost of \$140 each.

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.

360

Beds



includes beds in our inpatient behavioral care and cardiology specialized units

4,091

Surgeries



includes surgeries in our inpatient cardiology specialized unit

13,071

Inpatient admissions



includes admissions in our inpatient cardiology specialized unit

91,123

Emergency room visits



includes visits in our cardiology specialized emergency room

970

Babies delivered



1,553

Caregivers (FTEs)



includes caregivers in our cardiology specialized unit

Reducing smoking and encouraging responsible parenting

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 more than 80 women in 2019.

Meanwhile, the hospital partners 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 at a special shop operated by Community volunteers. More than 750 women were served in 2019, and customer utilization of the store was up more than 23 percent in the year's last quarter, compared with the same period a year earlier. Providers directing women to the program include all Community pediatric and ob/gyn offices on the eastside of Indianapolis, the Jane Pauley Community Health Center and additional locations.

Revitalizing neighborhoods through community partnerships



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.

The committee meets a few times a year. 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.

Helping moms and new babies achieve better outcomes

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



Each expectant 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. Goals range from increasing the rate of breastfeeding to achieving smoking cessation and reducing drug addiction. In 2019, nearly four dozen clients were served, and 31 babies were born while in the program. The dedicated Nurse-Family Partnership nurse completed 387 visits in 2019.

Community Benefit, East

- Care & Coverage for Low-Income People
\$3,175,152
- Community Health Initiatives
\$22,020,558
- Research & Education
\$14,677,640

Other Investments

- Community Benefit Building Activities
\$1,853,792
- Bad Debt (Unpaid Patient Expenses)
\$7,696,832
- Medicare Shortfall
\$18,260,590

TOTAL COMMUNITY BENEFIT
\$39,873,350

TOTAL COMMUNITY INVESTMENT
\$67,684,564

REACHing out to address chronic disease

A Racial and Ethnic Approaches to Community Health (REACH) grant from the Centers for Disease Control & Prevention aims to reduce chronic disease by addressing five specific areas: food systems, food service Guidelines, community clinical linkages, physical activity, and breastfeeding in Black communities. Community partners with the Marion County Health Department as sub-recipient of a five-year grant.

One example of this program in action is a nutrition incentive program called Produce Prescription. Participants from a Community clinic attend free classes focused on chronic disease and earn vouchers for fresh produce. Another program works in collaboration with local food pantries to implement aligned policy, systems and environmental changes around healthy nutrition standards and guidelines, nutrition nudges and food procurement.



Helping patients and the community fight food insecurity

Hunger is a significant issue impacting the health of Hoosiers. In fact, according to the latest Feeding America Map The Meal Gap report, nearly one in seven people in Indiana struggles with food access. In Marion County, 196,000 people are classified as food-insecure, and 22 percent are children.

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 is involved in numerous efforts to address food insecurity and increase access to healthy options. For example, Community has partnered with a local church to establish ROCK Urban Farm at Arlington Woods, bringing 30 raised garden beds to an eastside neighborhood. In 2019, the garden began growing a variety of fruits, herbs and vegetables, with the intention of providing fresh produce to several food pantries, as well as supplying produce for the neighborhood.

Also in 2019, Community East caregivers created a program to benefit new moms delivering babies at the hospital who are found to be experiencing food insecurity. The program provides them with grab-and-go bags filled with enough food for a family of four for up to four days, and refers them to Community's own food pantry for up to six months' worth of services.

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 556,000 people in the northern portion of the metropolitan area.

348
Beds



7,071
Surgeries



24,077
Inpatient
admissions



67,671
Emergency
room visits



3,768
Babies
delivered



1,877
Caregivers
(FTEs)





Maintaining economic vitality and personal well-being

Community North is an ongoing supporter of Binford Redevelopment and Growth, or BRAG, a nonprofit organization launched in 2005 by neighbors concerned about the area's economic vitality. The organization initially helped spearhead significant business development in the once-struggling area near Binford Avenue and 71st Street, and in recent years has been increasingly focused on

vitality elsewhere in its territory, including the Castleton area.

In 2019, a planning process involving the city of Indianapolis and other partners began focusing on the future of the Castleton area, capturing public input, exploring revitalization opportunities and recommending implementation steps. The Castleton Strategic Revitalization Plan positions the area for a new era of vitality as a center of not just shopping but living and playing.

Meanwhile, BRAG continued to operate the popular Binford Farmers Market, which serves residents near the hospital every week during the warmer months. Community's hands-on involvement in 2019 included regular health-information and educational booths. And the market continued its work aimed at food insecurity, distributing WIC and SNAP benefits to eligible shoppers.

Expanding access to healthcare services

Support from Community Health Network helped to spark the original launch of the Jane Pauley Community Health Center, a Federally Qualified Health Center that offers comprehensive healthcare services, regardless of insurance status, including family medicine, pediatrics, OB/GYN, behavioral



health and dental services. Community continues to be a primary supporter of the center's exceptional work on behalf of those who otherwise might struggle to access necessary services.

In 2019, the Jane Pauley Community Health Center expanded its services into Lawrence Township by adding a location at the intersection of 75th Street and Shadeland Avenue, bringing new life to the former supermarket building not far from Community Hospital North. Those attending the ribbon-cutting included Jane Pauley; Marc Hackett, CEO of The Jane Pauley Community Health Center; Susan Brooks, Indiana congresswoman; Jim Merritt, Indiana state senator; and Bryan Mills, president and CEO of Community Health Network.

Community Benefit, North

- Care & Coverage for Low-Income People
\$1,463,627
- Community Health Initiatives
\$11,560,976
- Research & Education
\$2,154,702

Other Investments

- Community Benefit Building Activities
\$3,459,477
- Bad Debt (Unpaid Patient Expenses)
\$4,918,815
- Medicare Shortfall
\$10,314,242

TOTAL COMMUNITY BENEFIT
\$15,179,305

TOTAL COMMUNITY INVESTMENT
\$33,871,839

Enhancing health and fitness in collaboration with the Y

In 2019, Community partnered with the Benjamin Harrison YMCA on a variety of programs aimed at promoting fitness and physical activity, and encouraging healthy behaviors.

Lunch and learn events for older adults attracted 120 participants and focused on such topics as advance care planning, healthy sleep, stroke prevention and detection, and managing medications. An Adult Health Fair attracted 125 attendees, who learned about resources in the community for their health and well-being.

More than 500 youths participated in sports activities such as volleyball, flag football, track, cross country, swim club, karate and tumbling. A Healthy Kids Day focused on resources and activities for youths and families, and 175 people attended. And more than 300 took part in a 5K event.

Partnering for healthier communities

Community North collaborates with other local healthcare organizations on the Partnership for a Healthy Hamilton County. The coalition focuses on such challenges as access to care, food and nutrition, physical activity, mental health and substance abuse, suicide prevention, and tobacco cessation.

For example, the partnership in 2019 supported a summer meal program for schoolchildren, which served more than 600 youths each week and delivered more than 46,000 meals in total. The group took the lead in smoking cessation in Hamilton County, with priorities including the prevention of youth smoking and vaping and reducing adult smoking. Mental health programs targeted both young people and seniors.



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 396,000 people in the southern portion of the Indianapolis metropolitan area.

167
Beds



4,559
Surgeries



10,060
Inpatient
admissions



56,944
Emergency
room visits



1,695
Babies
delivered



999
Caregivers
(FTEs)



Collaborating to grow and donate fresh produce

Community Hospital South partners with the University of Indianapolis on two community gardens that provide healthy food options for neighborhood residents. The gardens were open from April through September 2019, and during the growing season more than 200 area residents received 237 pounds of produce and 138 dozen eggs.

The program included a cooking demonstration held on the university campus and hosted by a Community dietitian. The partnership also provided educational opportunities for university and high school students who worked as interns and volunteers during the summer.



Community also is a supporter of the Bethany Community Garden, which provides fresh produce donations for food pantries and has hosted free gardening classes for area residents. Community volunteers help tend more than four dozen garden beds. The hospital also supports the Chin Training Garden, a demonstration garden on the property of the Falam Christian Church to serve the significant Burmese population in the area served by Community South. It provides education in growing practices in the local climate for ethnically preferred vegetables among the Chin people.

In addition, Community support of the South Indiana Quality of Life Plan boosted the work of several other community gardens in the area. Grants provided garden supplies and helped fund special educational and promotional events for community gardens.

Delivering meals to enhance health



For area residents who are diabetic 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. Diabetic patients identified as food-insecure are referred to the program for post-discharge nutritional services.

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. During 2019, the program delivered more than 1,300 meals as part of the readmission prevention program at Community South, along with more than 100 pantry boxes. The nearly 100 patients participating experienced only six readmissions during the course of the year.

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.

Community Benefit, South

- Care & Coverage for Low-Income People
\$13,168,781
- Community Health Initiatives
\$4,570,168
- Research & Education
\$1,861,420

Other Investments

- Community Benefit Building Activities
\$7,077
- Bad Debt (Unpaid Patient Expenses)
\$3,266,640
- Medicare Shortfall
\$7,457,709

TOTAL COMMUNITY BENEFIT
\$19,600,369

TOTAL COMMUNITY INVESTMENT
\$30,331,795

Promoting health and nutrition, from preschoolers to seniors

Community Hospital South continued its ongoing partnership 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, with topics including fall prevention, safe medication administration, cardiovascular health and healthy weight. In addition, a six-week "Fitness Revolution" challenge attracted more than 200 participants.

With Community's support, a 25-week diabetes prevention program through the Baxter Y welcomed 10 patients. And Community's efforts helped provide healthy preschool snacks and recipes benefiting more than 200 participants.

Partnering for better health and well-being

The Partnership for a Healthier Johnson County is a collaboration involving Community, Johnson Memorial Health, Franciscan Health and other community stakeholders. Aims include improved access to medical and behavioral care, better maternal and child health, smoking cessation and overall wellness.

In 2019, the partnership serves more than 4,400 students in Johnson County schools with a tobacco cessation program. Nearly half were reached through the Young Lungs program, targeted at youths as early as first grade with a goal of reducing nicotine addiction rates.

Community also collaborated with Aspire Johnson County and Empower Johnson County to begin hosting Community Conversations on vaping, in Johnson County schools. The events reached schoolchildren in the Franklin, Indian Creek, Edinburgh and Center Grove districts in 2019. Community also created educational materials for schools, with the goal of preventing youth vaping.

The Partnership for a Healthier Johnson County also had a strong focus on maternal and child health in 2019, including serving more than 120 mothers through the Baby and Me Tobacco-Free program. The partnership supported installation of a Safe Haven infant box, was part of programs promoting youth physical activity, and created programming focused on suicide prevention.



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.

107
Beds



4,123
Surgeries



5,337
Inpatient
admissions



29,343
Emergency
room visits



448
Babies
delivered



680
Caregivers
(FTEs)



Taking care and screenings on the road

With support 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 2019, 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, the county fair and other events drawing thousands of local residents.

Meanwhile, Community Howard caregivers work with area schools to provide students with important information on hygiene and safety. The hospital's athletic trainers perform off the field by offering free sports physicals to area schools. More than 1,000 students were screened in 2019.



Serving patients at their homes



Community Howard Regional Health's 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.

Keeping prescription drugs out of the wrong hands

One front in the battle against the misuse of drugs is keeping expired and unneeded medications out of the wrong hands. That's the aim of Community's drug take-back events. These programs accept unneeded medications from the home and help to prevent accidental poisoning of young children or pets. In addition, the epidemic of prescription drug abuse has created concerns about identity theft, caused when personal information is stolen from prescription bottles.



In Howard County, a pair of drug take-back events organized by Community Howard Regional Health in 2019 safely accepted about 1,800 pounds of medication. Community Health Network sponsored similar events at its Indianapolis hospitals in 2019.

Community Benefit, Howard

- Care & Coverage for Low-Income People
\$2,122,256
- Community Health Initiatives
\$3,706,111
- Research & Education
\$545,544

Other Investments

- Community Benefit Building Activities
\$21,716
- Bad Debt (Unpaid Patient Expenses)
\$1,776,047
- Medicare Shortfall
\$5,512,390

TOTAL COMMUNITY BENEFIT
\$6,373,911

TOTAL COMMUNITY INVESTMENT
\$13,684,06

Training more primary care practitioners



Community Howard Regional Health has helped to build the pipeline of future caregivers in partnership with Indiana University Kokomo. The hospital supported a much-needed

family nurse practitioner track, donating \$500,000 over a five-year period 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 are offered practicum experiences in the area, and the nursing school believes graduates are thus more likely to stay and practice in the area.



Impacts Across Community Health Network

Serving area schoolchildren

Community Health Network dedicates millions of dollars to place more than 200 school nurses in about 140 area schools in 10 school districts—on Community's payroll, at no cost to the schools or the students. Community also provides behavioral health and other services. During the 2019-2020 school year, Community served students through 901,630 clinic visits. The nurses were able to return the students to class 97 percent of the time, ready for more learning.

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, and 75 percent of the participants have successfully found jobs (many with Community).

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 2019 the pantry served 71,183 individuals and 18,195 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. In 2019, more than 5,700 pounds of produce were harvested and more than 2,400 sunflowers stems cut, all donated to neighborhood organizations and the hospital's dietary department. 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.

Health through the power of faith

Community's Faith Health Initiative taps into the essential role faith communities play in promoting and sustaining well-being. The initiative connects with faith-based organizations as partners, providing everything from community nurse training and support, to suicide-prevention training, to health fairs and seminars, to resource referral services, to blood pressure and weight clinic toolkits.

In 2019, the initiative provided ongoing services to 69 organizations. More than 20 advanced partners received health ministry development services, and the initiative established six ongoing blood pressure and weight clinics.

Legal assistance to improve health outcomes

A wide range of social determinant issues can impact health. Hospitals often see patients suffering from acute and chronic medical conditions caused or made worse by conditions in patients' homes, issues in the patients' relationships, or patients' lack of income and other resources. The Medical Legal Partnership improves health outcomes for patients by providing legal services that focus on some of these issues.

This partnership embeds an attorney in the hospital to help address such issues. In 2019, the Community Hospital East Medical Legal Partnership had 424 referrals and completed intakes for 276 of those cases. The successful program expanded to Community Hospital South, which in 2019 completed 38 intakes from 72 total referrals.

Working to prevent suicide across Indiana

As Indiana's largest provider of behavioral health care, Community has made suicide prevention a special focus through the Zero Suicide and Have Hope initiatives. Community has brought crisis, telemedicine and intensive care coordination services to the patients of more than 600 primary care physicians and seven emergency departments located throughout Central Indiana. The organization also provides mental health and substance abuse services to students in more than 150 schools. Community's HaveHope.com online suicide-prevention resource tracked nearly 17,000 visits to the website in 2019.

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, as well as Indiana Latino Expo. Many attendees at these events do not have regular access to primary care.

At the Indiana Black and Minority Health Fair, for example, hundreds of Community volunteer caregivers

provided free medical consultations, health screenings and medical education for more than 1,400 people—covering cholesterol, blood pressure, diabetes, sickle cell anemia, BMI, clinical breast exams, stroke, heart disease and more. Participants benefit from receiving screening results and education exceeding \$2,500 in value, and can be connected with follow-up care when needed.

Paramedicine for successful transitions back home

As an integrated approach to transitional care, the Community Cares Paramedicine program taps into the expertise of emergency personnel known as paramedics. Paramedics can fill a critical gap in the healthcare system by providing 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. Paramedics can identify barriers to better health and be on the lookout for safety issues in the home. The program aims to reduce readmissions and emergency department visits.

Community's paramedicine program is now operating in areas around Community Hospital East, Community Hospital North and Community Howard Regional Health. In the Indianapolis area, the program served more than 40 patients, providing them everything from smoke alarms to tools for medication management.

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, 2,425 caregivers donated 11,519 volunteer hours serving more than 80 organizations.

Our Network

618,000

Total patients served

280,900

Visits to Community
emergency rooms

7,650

Babies born at
Community hospitals

59,400

Hospital admissions

3.9 million

Visits outside of
Community hospitals

709,400

Behavioral health visits

100,800

Outpatient and
inpatient surgeries

901,600

School clinic visits

2,425

Employees who participated
in Serve360° volunteer projects

80

Organizations benefiting from
Serve360° volunteer projects

16,000+

Total caregivers

2,500+

Total physicians

200+

Community Health
Network sites of care

15

Urgent care and
walk-in clinics

10

Ambulatory surgery
and endoscopy centers

Hospitals

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