



**Community**  
Health Network



# Beyond Healthcare

Community Benefit Report



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## A Message from Community's Leadership

At Community Health Network, our mission as a nonprofit organization is to *enhance health and well-being* for those in the communities we serve. The most obvious and visible part of that mission happens at our care sites—our hospitals and cancer centers and provider offices and urgent care clinics and other places people go for their healthcare services. The report you're reading is titled *Beyond Healthcare*, because the ways we enhance well-being go far beyond what happens at our care sites.

That above-and-beyond work is part of what's known as our *community benefit*. That's actually an IRS term referring to the things that nonprofit healthcare organizations do in addition to the everyday medical and mental health care that we are paid to provide. *Community benefit* may include care for which we aren't fully reimbursed, but it often refers to other kinds of unpaid services that support our mission by enhancing well-being.

This includes such things as addressing food insecurity—it's hard for many people to get truly healthy if they have trouble putting food on the table. It includes transportation issues—helping patients get to and from vital in-person care. It includes the needs of new moms to provide safe environments for their babies. *Community benefit* includes unconventional efforts to prevent opioid overdose deaths. It includes nonmedical initiatives to help diabetic patients get control of their health. It even includes boxing lessons to help Parkinson's disease patients fight back.

Community Health Network is involved in all of these things and many more efforts that fall under the umbrella of *community benefit*. I hope you'll read on to learn more about the 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—and those investments do, indeed, enhance health and well-being.

It's entirely a coincidence that the IRS term *community benefit* includes our name, *Community*. We take that name seriously, because we were born in the 1950s through the efforts of our communities, the neighbors and businesses collaborating to raise funds to build hospitals closer to home. Community Health Network was created through community-driven efforts, and we remain deeply committed to the communities that brought our organization to life. We pay back those communities by "paying it forward," by going *Beyond Healthcare* to have a big impact on quality of life for all of our neighbors.

**Bryan Mills**

President and CEO  
Community Health Network



# 2023 Community Benefit Program Highlights

## Maternal, Infant and Child Health

### Caring goes beyond the clinic

Jennifer Fisher is the care coordinator at Community Hospital Anderson OB/GYN. She noticed that some of her patients were not getting the proper nutrition to support them or their growing babies.

Jennifer knows the importance that a healthy diet plays in preventing gestational diabetes and preeclampsia, and that it supports babies' growth and brain development. She wanted to do more to ensure her patients have access to these nutritious foods, so she partnered with the Community Farm.

The Community Farm spans three acres on the Community Anderson campus and produces 30,000 pounds of fresh produce annually to support local food pantries, our hospital kitchen and various programs to support caregivers and patients. Every week during harvest season you'll find Jennifer on the farm picking produce that she then brings to patients in need.

The cost of groceries makes it difficult for many families to maintain a healthy diet. Patients are so grateful for the free produce, and Jennifer is, too. "I'm grateful for the farm to allow us to provide patients with fresh vegetables and fruits to promote the well-being of the mom, baby and family."



### Caring from the start

For years, Indiana has had an infant mortality rate higher than the national average. Several factors play into the health of our youngest neighbors, including access to prenatal and perinatal care, socioeconomic factors and environmental concerns.

# 30,317

Ounces of breastmilk donated  
at Community milk depot locations

# 96%

Return to class rate for students  
seen by Community school nurses

# 522

Women served and over  
\$17,000 in goods provided  
at the B.A.B.E. Store

# 100%

Breastfeeding  
initiation for Nurse  
Family Partnership

# 160+

Free car seats and  
pack-and- plays provided  
to patients in need

Community Health Network women's services takes a holistic approach when providing care to our moms and babies. In addition to providing excellent medical care, all patients are screened to better understand some of the social drivers that may be impacting their health and outcomes. A team of caregivers—including care coordinators and nurse navigators—collaborates to assist patients in ensuring they are well prepared to welcome new life into the world.

Following is just one of many stories illustrating how Community takes into account the needs of families that go beyond medical care.

"It was a beautiful spring day when a patient our team had been caring for unexpectedly went into labor 10 weeks early," says a Community caregiver. "Mom was a bit panicked, and she wasn't prepared and didn't have the means to safely transport or care for her babies in the home.

"While the babies got stronger in our NICU, the team rallied and reached out to Community Health Network's 'Safe Sleep,

Safe Ride' program, which provides free car seats and pack-and-plays to families in need, to ensure babies have a safe place to sleep and the appropriate car seat restraint.

"When it was time for the babies to graduate from the NICU and go home, Mom had the pack-and-plays set up at home ready to welcome the babies. The free car seats allowed the babies to be discharged safely. Mom was so grateful for the care she received and the support provided in her time of need."





# Physical Inactivity, Obesity and Chronic Disease



## Caring by supporting positive change

Every 23 seconds, someone is diagnosed with diabetes, and more than 29% of seniors are living with diabetes. Managing diabetes can be challenging—with the cost of treatment, the ongoing monitoring and medication adherence, plus the need to make healthy lifestyle choices, it can be a lot. We at Community see many patients struggle as they try to juggle it all.

With the rising cost of groceries, caregivers began noticing the difficulty some patients faced trying to afford fresh produce that's part of the recommended diet. For example, one recently retired patient was having trouble managing her A1C and blood pressure,

and she identified as food-insecure. The patient's caregiver referred her to Community Health Network's Prescription Produce program.

The program provides patients with monthly nutrition education classes led by Community dietitians to help patients better understand their diagnosis and learn how to make healthier lifestyle choices. It also provides them with 12 months of free vouchers to redeem for fresh fruits and vegetables at local retailers such as Walmart, Kroger and Meijer.

After a year of participation in the program, the patient had reduced her A1C from 8.9 to 5.6. She also reduced her blood pressure and lost 20 pounds. She was off all her diabetes medication and was successfully managing

# \$19,588

Redeemed for fresh produce  
by patients enrolled in the  
Prescription Produce program

# 1,249

Screenings provided at  
the Indiana Black and  
Minority Health Fair

# 42

Multi-session diabetes education  
classes provided free of charge  
to the community

# 590+

People screened for free  
by Faith Community Nurses

her diabetes with diet and exercise. She attributed her change to the Prescription Produce program and the support she received from her entire care team.

## Caring by offering hope

Some 60,000 people are diagnosed every year with Parkinson's disease. Rock Steady Boxing is a program designed around a boxing training regime to help people fight back against this crippling disease.

Through overall body conditioning and specific targeted activities, Rock Steady Boxing can reduce and slow down the progression of Parkinson's disease and improve existing signs and symptoms. Boxer Phillip is a good example of what can be achieved through Rock Steady Boxing. Phil came to the program reluctantly four years ago. He had lost all hope and ambition to fight back against the disease that was slowly taking away his ability to stand, walk and even do simple tasks such as writing his own name.

After a few months of coaching and encouragement by loved ones, staff members and fellow boxers who understood Phil's struggles, he began to regain hope, his balance improved slowly as did his gait, along with many other things that are associated with this disease.



Four years later, an ambitious Phil now encourages others to not lose hope and to keep fighting back against Parkinson's. Rock Steady Boxing is not a cure for Parkinson's disease (at this moment there is not a cure). But it has been proven through research that Rock Steady Boxing can improve the quality of life for the millions of people who do suffer from Parkinson's.

# Mental Health and Substance Use

## Caring to save

Overdose due to opioid use has become a leading cause of death in the U.S. Today, Americans are more likely to die due to an overdose than they are from incidents involving cars or guns. There were more than 2,500 overdose deaths in Indiana in 2022 alone. Yet services, specifically those aimed at overdose prevention and substance use help, do not meet the growing opioid crisis.

Community Health Network, in partnership with Overdose Lifeline, has implemented a harm reduction strategy to increase access to overdose prevention in key locations across the communities we serve. Naloxone (Narcan) is a medication designed to reverse an opioid overdose during an emergency situation. Common opioids include fentanyl, heroin and prescription pain pills such as Oxycontin, Percocet, methadone and hydrocodone. Increasing access to naloxone is instrumental in reducing deaths due to opioid overdose.

Community began partnering with Overdose Lifeline in 2017 to distribute naloxone to the public through community-based education, which included the distribution of free naloxone kits. In 2023, we took

prevention to the next level by installing NaloxBoxes, which make naloxone accessible 24 hours a day. The NaloxBox is mounted on the outside of a building, which allows naloxone pick-up with no personal interaction needed. The boxes are kept stocked by Community staff at each location, and can be found near the front entrances of these Community locations:



- **Community Fairbanks Recovery Center**  
8102 Clearvista Dr., Indianapolis
- **Community Family Medicine South Indy**  
5908 E. Stop 11 Road, Indianapolis
- **Community Health Pavilion Anderson**  
3125 S. Scatterfield Road, Anderson
- **Community Health Pavilion East**  
10122 E. 10th St., Indianapolis
- **Community Health Pavilion Shadeland**  
2040 N. Shadeland Ave., Indianapolis
- **Community Health Pavilion Washington**  
7910 E. Washington St., Indianapolis
- **Community Fairbanks Behavioral Health Howard**  
322 N. Main St., Kokomo

## Caring through persistence

Indiana faces a significant need for accessible behavioral health services, as many Hoosiers struggle with such conditions as anxiety, depression and substance use disorders. Community Health Network is a leading provider of that care, and continually works to expand access. Even so, some individuals and their families still resist help. It takes persistent caregivers to





# 1,697

Pounds of unwanted prescription drugs collected for safe disposal

# 222

Graduates from the Behavioral Health Academy

# 250+

Narcan kits distributed at community events

# 96%

Patients receiving behavioral health care services reported feeling cared for, heard and respected



overcome barriers and societal stigmas, as these two stories from Community caregivers in Indianapolis and Kokomo demonstrate.

*From patient to therapist:* “We have a patient who is in his mid-20s, who first came to us when he was 15. Our initial intake was difficult, with the dad very vocal about how he did not believe in therapy. At the time the patient was drinking and getting high almost every day, was not doing well in school, and a school counselor recommended that his parents put him in therapy. The patient limped along for only a month or two in services until his parents stopped bringing him. Five years later, the patient willingly came to us as a patient, and he has now been a consistent patient with our clinic for five

years. He has successfully navigated boundaries with his parents, graduated with a bachelor’s degree, is in a successful and supportive relationship and is pursuing his doctor of psychology degree to become a therapist himself. It took time, but we believe that first intervention helped create the space he is in as an adult.”

*Collaborating with families:* “A 15-year-old patient has been struggling with chronic depression, suicidal ideation with plan/intent, and self-harm. He is also struggling with gender confusion and parental neglect. Since January, he has been in the ER at least a dozen times for suicide ideation and severe self-harming behaviors. The treatment team recommended residential treatment, but the parents were resistant to the point they were refusing to carry employment insurance or apply for Medicaid for the child, which was a barrier to acceptance for residential treatment. After nearly six months of persistent collaboration, motivational interviewing and advocacy, the family finally opened up to allowing a Community behavioral health clinician into their home. The caregiver educated the family and helped get them on Medicaid. Once insurance was approved, the teen was successfully admitted into residential treatment.”

# Social Drivers of Health

## Caring to connect

Lack of access to reliable transportation affects more than 5.5% of adults in the U.S. This number increases with age, highlighting the need for transportation services to bridge the gap for patients in need trying to access care. Mabel's Ride was established to do just that.

With a fleet of five cars and a collaboration with Uber Health, Mabel's Ride provides transportation to and from Community Health Network sites of care. The Community fleet is dedicated to our oncology

patients, ensuring that transportation barriers do not delay the course of treatment for patients receiving cancer care. Uber Health is used to provide rides to and from any other Community Health Network ambulatory site of care.

In 2023, Mabel's Ride provided 11,985 rides to 1,090 patients. Mabel's Ride provides peace of mind and convenience for patients, especially those undergoing chemotherapy and/or radiation. One such patient recently said, "I'm very pleased with this service,



# 11,694

Hours of volunteer service donated by Community Health Network caregivers to local not-for-profit organizations

# \$58.2 million

Value of prescription medications provided to patients with the help of the Community Medication Assistance Program

# 29,006

Individuals provided with application and enrollment assistance for healthcare coverage

# 9,000+

Pounds of fresh produce donated to local food banks by Community Farm at Anderson

# 1,400

Screenings and 150 free flu shots provided on the Community Caremobile

as I do experience some dizziness everyday so I do not feel safe driving, especially after my treatments." Another grateful patient stated, "Mabel's Ride has been a godsend for us, but it's more than just a ride. The three drivers we've met have been great, personable and upbeat, making the ride for such a negative reason a pleasant experience."

## Caring to provide

Every Wednesday and Friday, you will find the Community Cupboard of Lawrence all abuzz with volunteers from local churches and universities working alongside staff to ensure the shelves are stocked, the carts are ready and the doors are open for those in our community needing food.

The Community Cupboard, located at 7101 Pendleton Pike, is a free food pantry for residents of Lawrence Township. Founded in 2014 by the Lawrence Township Trustee's Office and operated since 2016 as an outreach of Community Health Network, Community Cupboard



of Lawrence provides healthier food options for guests, and relieves the strain experienced by food pantries throughout Central Indiana. In 2023, the Cupboard served 16,910 households with groceries, fresh produce and toiletries.

About 15% of Indianapolis residents are food insecure and 1 in 5 residents live in a food desert. Pantries such as the Community Cupboard of Lawrence are critical in helping to address food insecurity for neighbors in need.



# School-Based Care

## Caring for healthy students and teachers

Community Health Network has developed unique partnerships with schools across Central Indiana. These partnerships are customized to meet the needs of the school district and community. Services provided range from onsite primary care clinics for employees and their families to school nurses, behavioral health therapists, physicians and athletic trainers addressing students' needs in the school and after-school settings.



### Onsite Primary Care Clinics

Onsite primary care clinics provide care for a variety of health conditions for school employees and their families ranging from minor injuries and illnesses to more complicated conditions such as high blood pressure, asthma and diabetes.

### Behavioral Health

School-based services at more than 140 public and charter schools strive to assist children and their families with learning, improving interpersonal and relationship skills and becoming productive members of their community.

Onsite nurses address students' needs in the school and afterschool 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, teach, and administer and evaluate care for students every day.

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

### School Nursing

From everyday scrapes and bruises on the playground to managing chronic illnesses such as asthma and diabetes, Community nurses offer support for students at nearly 150 schools in the communities we serve. During the 2023-24 academic year, their work ensured a 95.72 percent return to classroom rate for students who came to them for care.

### Sports Medicine

Community Sports Medicine partners with more than 40 area schools to provide sports medicine coverage for student athletes throughout the year. From team physicians and certified athletic trainers to strength and conditioning specialists, Community does more than cheer from the sidelines.

# 147

Schools with nurse  
clinics for students

# 1,159,427

Student visits receiving  
school-based  
nursing services

# 143

Schools with  
behavioral health  
services

# 247,283

Student visits  
receiving behavioral  
health services

# 14

School-based on-site  
primary care clinics

# 121,085

Student athlete visits  
receiving sports  
medicine services

faculty addressing everything from allergies to anxiety and bullying.

Community's school-based care services also feature an embedded, coordinated team of school sports medicine and athletic training professionals, virtual care providers and school behavioral health

professionals. The program 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 Collaboration Grants

## Sharing the caring

The Community Collaboration for Health Equity Grant program provides grant funds to local not-for-profit organizations that are working to address one or more of the significant health needs identified in our Community Health Needs Assessment (CHNA) and corresponding implementation strategies. The program provides funding and in-kind support for partner likeminded organizations that have expertise and experience in improving lives.

In 2023, the following organizations were awarded a Community Collaboration for Health Equity grant:

- Alternatives, Inc.
- Cancer Support Community Indiana
- Centers of Wellness for Urban Women
- Gilead House
- Gleaners Food Bank
- Immigrant Welcome Center
- Little Red Door
- Lutheran Child & Family Services
- Minority Health Coalition of Madison County
- Operation Love



- PACE, Inc.
- The Ross Foundation
- Samaritan Caregivers Inc.
- Southeast Community Services
- Turning Point
- YMCA

# Diversity, Equity and Inclusion Outreach



Community Health Network has long embraced and supported diversity, both inside and outside the organization. In recent years we have deepened our commitments in the area of diversity, equity and inclusion, including our outreach to support health, belonging and opportunity. Here are four such outreach events from 2023.

### **Indy Pride Parade and Festival, June 10, 2023**

- 272 caregiver volunteers

### **Indiana Black and Minority Health Fair, July 13 – 16, 2023**

- 195 caregiver volunteers
- 1,134 blood pressure screenings
- 55 clinical breast exams

### **Indiana Latino Expo, September 23, 2023**

- 55 caregiver volunteers
- 95 cholesterol screenings
- 75 blood pressure screenings
- 35 clinical breast exams

### **Black Men in White Coats Youth Summit, October 28, 2023**

- 180 caregiver volunteers
- 325 attendees received inspiration and information about health careers



# Our 2023 Community Benefit

## Total charity care provided in 2023 (at cost)

**\$12,917,000** (all of Community Health Network)

**\$9,422,000** (Community's hospitals only, per IRS Form 990)

## Total bad debt in 2023 (at cost)

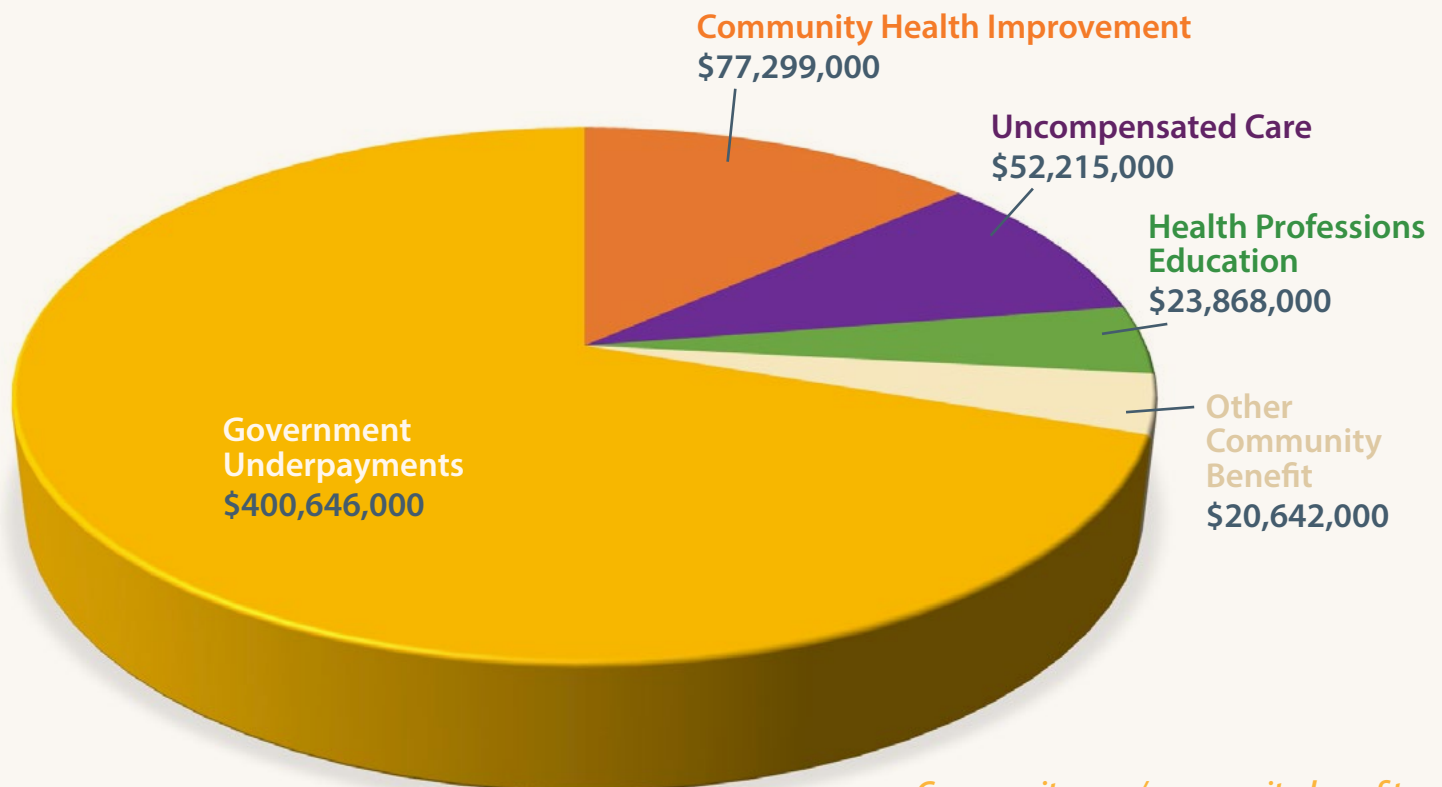
**\$39,299,000** (all of Community Health Network)

**\$20,225,000** (Community's hospitals only, per IRS Form 990)

## Total community benefit provided in 2023 (includes items above)

**\$574,670,000** (all of Community Health Network)

**\$250,090,000** (Community's hospitals only, per IRS Form 990)



# About Community Health Network

At Community Health Network, our mission as a nonprofit organization is to **enhance the health and well-being of those in the communities we serve.** We deliver on that mission at **more than 200 sites of care** — including 10 acute and specialty care hospitals, plus provider offices, cancer centers, urgent care clinics and other places people go for their healthcare services.



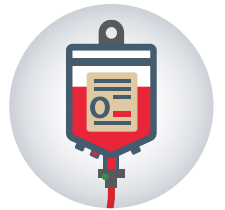
667,800  
Patients served



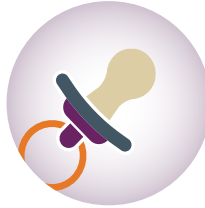
289,300  
ER visits



63,300  
Inpatient admissions



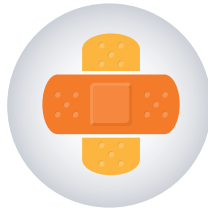
103,300  
Surgeries



7,500  
Babies born



76,800  
Oncology treatments



3.2 million  
Outpatient visits



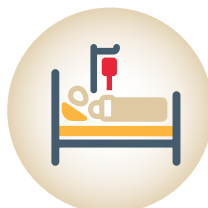
681,600  
Behavioral health visits



17,000+  
Caregivers



2,500+  
Physicians and advanced-practice providers



1,231  
Staffed hospital beds

2022