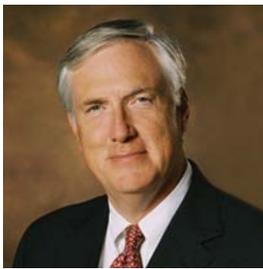




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## A Letter from the President and CEO

On behalf of the Board of Directors and employees of Clarian Health, I am pleased to share this summary of Clarian's 2009 contributions to the communities we serve throughout Indiana. As Indiana's most comprehensive academic medical center, Clarian is uniquely positioned to carry out our essential mission – to improve the health of our patients and community through innovation and excellence in care, education, research and service.

The turbulent times for the health care industry have resulted in unprecedented challenges for hospitals and medical centers across the country. Thanks to strong financial stewardship, Clarian has weathered the storm much better than most, but we certainly have not been immune from its effects. In 2009, we delayed capital expenditures and took appropriate measures to reduce operating expenses.

In doing so, we did not reduce our commitment to the communities we serve. Rather, we provided more than \$110,000,000 in charity care to Hoosiers and delivered nearly a billion dollars in community investments throughout the state. We also trained the next generation of physicians, engaged in thousands of clinical trials researching breakthrough treatments and partnered with hundreds of community organizations to bring health and wellness education to people where they live. And most importantly, Clarian provided the most advanced care to all who needed it.

Clarian's involvement in our communities extends further through the dedication and generosity of our employees. In the spring of 2009, we launched *Clarian Serves*, a program to connect our employees with worthy community partners through volunteer opportunities. In its inaugural year, approximately 2,000 Clarian employees joined the initiative and hundreds took part in our first *Clarian Day of Community Service* in June.

As a nonprofit healthcare system, Clarian is proud to work through our statewide system of hospitals to partner with communities across Indiana in service of our mission. I am pleased to share this report of our 2009 community investments with you.

Sincerely,

A handwritten signature in black ink that reads "Daniel F. Evans, Jr." in a cursive, slightly stylized script.

Daniel F. Evans, Jr.  
President and CEO  
Clarian Health

# Clarian Health Impacting the State

In 2009, Clarian's 22,000 healthcare professionals delivered service through more than 115,000 admissions, over 100,000 surgical procedures and close to 2 million outpatient visits. Approximately 4,200 patients participated in Clarian's 2,600 clinical trials.

## OUR MISSION

Clarian's mission is to improve the health of our patients and community through innovation and excellence in care, education, research and service.

## OUR VALUES

Clarian values:

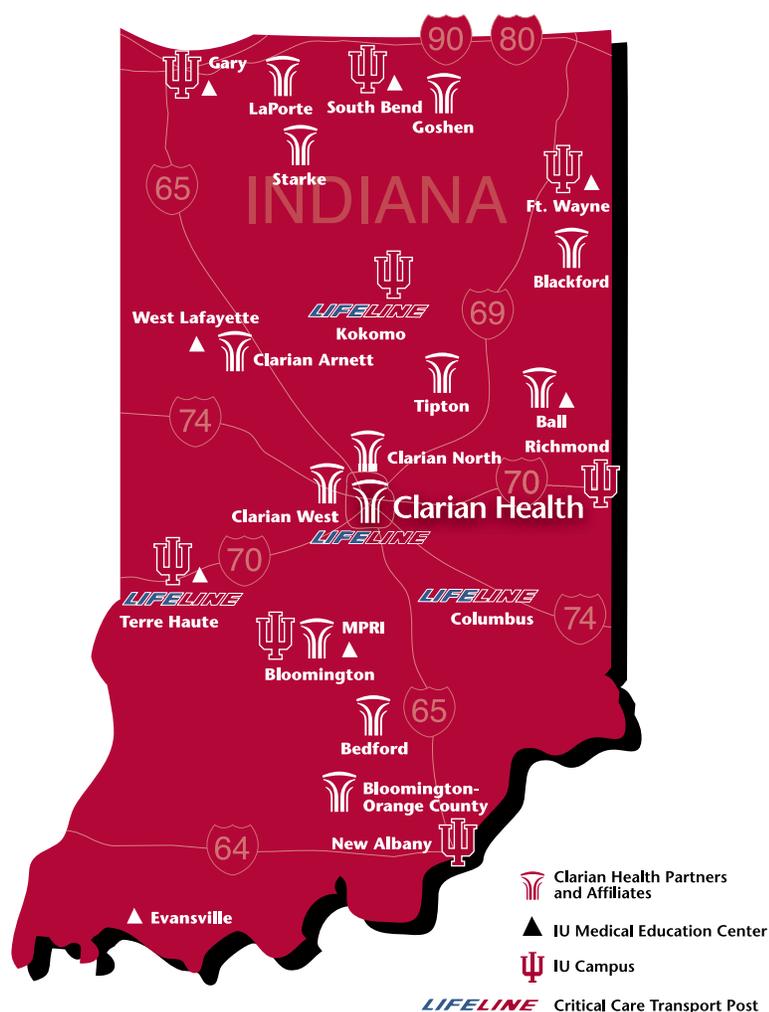
- Total patient care, including mind, body and spirit
- Excellence in education for health care providers
- Quality of care and respect for life
- Charity, equality and justice in health care
- Leadership in health promotion and wellness
- Excellence in research
- An internal community of mutual trust and respect

## OUR VISION

Clarian strives to be a preeminent leader in clinical care, education, research and service. Our excellence is measured by objective evidence and established best practices.

Exemplary levels of respect and dignity are given to patients and their families, while professionalism and collegiality mark relationships between employees and physicians.

Clarian continues to focus on innovation and excellence through collaboration among its many partner hospitals and its affiliation with Indiana University School of Medicine.



# The Clarian Health System

**Clarian Health is Indiana's most comprehensive academic medical center and one of the busiest hospital systems in the United States.**

Based in Indianapolis, Clarian's impact spans across the state through a network of more than 20 hospitals and health centers that encompasses partners, affiliates and joint venture operations.

A cornerstone of Clarian's excellence is its partnership with the Indiana University School of Medicine, the nation's second largest medical school and a global leader in medical education and research. More than half of the Indiana University School of Medicine's 970 physicians practice, supervise, and teach residents and fellows at one of Clarian's hospitals. Additional state-of-the-art training is provided in a 30,000-square-foot Simulation Center that opened in 2009 and is made available to the community.

Clarian's focus on quality medical care, attention to ethical and spiritual practice, and community service is further strengthened by its association with the Indiana Conference of the United Methodist Church. Clarian's status as a conference-related unit of the Indiana Conferences, which rests in its heritage and core values, forms the patient care delivered throughout Clarian facilities.

Clarian facilities bring unique assets to the communities that they serve. Indiana's first accredited Heart Failure Institute is housed at Methodist Hospital in Indianapolis. Methodist is also home to one of only two Level 1 Adult Trauma Centers in the state, while Riley Hospital for Children is Indiana's only Level 1 Pediatric Trauma Center. Clarian Transplant is the nation's fifth largest transplant center.

Clarian is recognized nationally for its excellence in patient care and quality. Five hospitals within the Clarian hospital system, including those in Goshen, La Porte, and three in Indianapolis have achieved Magnet status – the gold standard for nursing excellence. The University HealthSystem Consortium ranked Methodist Hospital first among academic medical centers, awarding it the prestigious Quality Leadership Award in recognition for excellence in delivering high quality care. Additionally, sixteen adult and pediatric specialty programs were ranked among the nation's best by *U.S. News and World Report*.

In 2009, Clarian's 22,000 healthcare professionals served patients through more than 115,000 admissions, over 100,000 surgical procedures and close to 2 million outpatient visits. Approximately 4,200 patients participated in Clarian's 2,600 clinical trials.



# An Overview of Community Impact

Every day, Clarian Health positively impacts our statewide community by carrying out its mission through clinical care, education, research and service.

Clarian also makes significant investments in the communities it serves through community benefit, unreimbursed costs from Medicare, carrying out community-building activities and realizing the costs associated with bad debt, which consists of services for which Clarian anticipated but did not receive payment. In defining these categories of investment, Clarian follows federal guidelines and the generally-accepted principles set forth in the “CHA Guide for Planning and Reporting Community Benefit.”

In 2009, Clarian provided \$990,625,000 of community impact through these activities, as summarized below. To put that in perspective, that is enough money to run the City of Indianapolis for a year or to give every Hoosier more than \$150.

Category	Activity	2009 Community Investment
Community Benefit	Charity Care	\$110,286,000
	Unreimbursed Costs of Medicaid, HIP & CHIP	266,661,000
	Community Health Improvement Services	12,431,000
	Health Professions Education	49,168,000
	Subsidized Health Services	5,649,000
	Research	3,043,000
	Financial and In-Kind Contributions	16,206,000
	Community Benefit Operations	92,000
	<i>Total Community Benefit</i>	<b>\$463,536,000</b>
Other Investments	Unreimbursed Costs of Medicare*, **	444,910,000
	Bad Debt	80,788,000
	Community-Building Activities	1,391,000
	<i>Total Other Investments</i>	<b>\$527,089,000</b>
	<b>Total Community Investment</b>	<b>\$990,625,000</b>

\* Medicare reimburses for graduate medical education are netted against the unreimbursed care total.

\*\* Unreimbursed Care and Charity Care are on a cost basis.

NOTE: Any external funds received by Clarian were deducted from the cost of providing the service/program.

HIP (Healthy Indiana Plan) CHIP (Children's Health Insurance Plan)

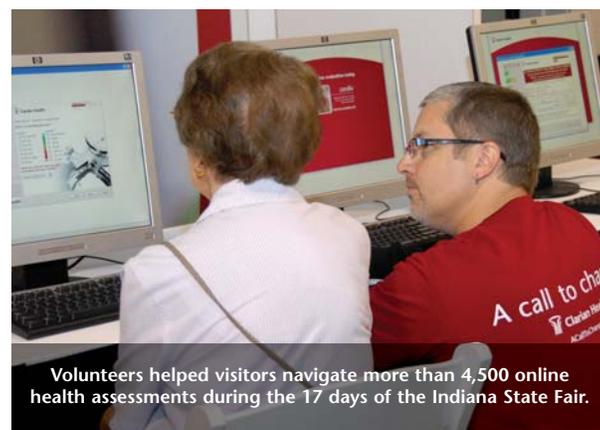
Clarian made substantial investments in community benefit across our hospital system. But as important as these figures are, they only tell part of the story. The initiatives underway across the Clarian system are too numerous to detail, but this report introduces you to some of the 500,000 people impacted by the services provided and to the many unique assets Clarian brings to Indiana communities.

## What is Community Benefit?

Community benefits are programs or activities that provide treatment or promote health and healing in response to identified community needs and that also:

- Improve access to health care services;
- Enhance the health of the community;
- Advance medical or health care knowledge; or
- Relieve or reduce the burden of government or other community efforts.

Clarian provides community benefits that meet each of the above.



Volunteers helped visitors navigate more than 4,500 online health assessments during the 17 days of the Indiana State Fair.

## Community Benefit Priorities and Communities of Need

Community health issues are complex and impacting them often requires the coordination of stakeholders and resources over time. For this reason, in 2006 Clarian approved a three-year commitment to address certain community health priorities based upon community needs assessments undertaken by and initiatives of Marion County Health Department, the Indiana State Department of Health, the Centers for Disease Control, the United Way of Central Indiana and others.

In 2009, many of Clarian’s community health efforts focused on the following three priorities:

- Family Health (including parenting, injury prevention, and tobacco cessation);
- Fitness and Nutrition; and
- Violence Prevention

To further focus the impact of Clarian’s efforts toward the above three areas, Clarian identified three communities of greatest need:

- School-age youth (especially in the Indianapolis Public School system);
- At-risk adults (including homeless, uninsured and underinsured individuals); and
- Latinos and other racial disparity groups.

In 2009, Clarian offered programming to address each of the health priorities targeted to each of the communities of need, including:

Community of Need	Family Health Injury Prevention	Family Health Tobacco Prevention	Family Health Parenting	Fitness & Nutrition	Violence Prevention
At-Risk Youth	<ul style="list-style-type: none"> <li>• Think First</li> <li>• Auto Safety</li> <li>• Teen Driving</li> <li>• Pedestrian Safety</li> <li>• Safety Store</li> <li>• FACT</li> </ul>	<ul style="list-style-type: none"> <li>• Tobacco Education &amp; Awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Willing 2 Wait</li> <li>• Baby Think it Over</li> <li>• SiHLE</li> <li>• Think First – Never Shake a Baby</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to Kids</li> <li>• Physical Education</li> <li>• Supersize Me</li> <li>• Jump Kids Jump Movement®</li> <li>• FANN Van</li> </ul>	<ul style="list-style-type: none"> <li>• Bullying</li> <li>• Gang Violence</li> <li>• Healthy Relationships</li> <li>• Life Skills</li> </ul>
At-Risk Adults	<ul style="list-style-type: none"> <li>• Fall Prevention</li> <li>• Survival Skills</li> <li>• IMPACT</li> </ul>	<ul style="list-style-type: none"> <li>• Tobacco Cessation</li> </ul>	<ul style="list-style-type: none"> <li>• Survival Skills</li> <li>• Soothing Babies Safely</li> <li>• Parenting</li> <li>• Baby Basics</li> <li>• Healthy Families</li> <li>• Women’s Services</li> <li>• Happiest Baby on the Block</li> </ul>	<ul style="list-style-type: none"> <li>• Losing It</li> <li>• Committed to Kids (Family)</li> <li>• Active Start</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy Relationships</li> <li>• Domestic Violence Prevention</li> <li>• Homeless Initiative Program</li> <li>• Soothing Babies Safely</li> </ul>
Racial Disparities/ Latino Community	<ul style="list-style-type: none"> <li>• Think First</li> <li>• Pedestrian Safety</li> <li>• Safety Store</li> </ul>	<ul style="list-style-type: none"> <li>• Worksite Tobacco Cessation</li> <li>• Tobacco Education &amp; Awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Willing 2 Wait</li> <li>• Baby Think it Over</li> <li>• SISTA</li> <li>• SiHLE</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to Kids</li> <li>• Losing it</li> </ul>	<ul style="list-style-type: none"> <li>• Latino Coalition Against Violence and Sexual Abuse</li> <li>• Domestic Violence Prevention</li> </ul>

More information about each of these initiatives is available at [www.clarian.org/communityprograms](http://www.clarian.org/communityprograms).

## Other Investments

Clarian Health's employees share the organization's commitment to improving the health of the community, as they demonstrate every day through their contributions of time and financial resources to local nonprofit organizations across Indiana.

### Clarian Serves

In the spring of 2009, Clarian launched *Clarian Serves*, an employee volunteer program, in an effort to promote a culture of volunteerism and social responsibility within the organization that positively impacts the health, development and well-being of employees and the communities they serve. Employees who register with the program access a database of volunteer opportunities that makes it easy to identify and participate in volunteer activities that match their specific interests. The Clarian Serves program links employees with a variety of Clarian-sponsored volunteer activities as well as with outside opportunities.

In June, Clarian held its first ever Day of Community Service, in which more than 220 employees and their family members took part. Clarian employees participated in diverse ways, working at a local food bank, packing toiletry bags for teachers to provide to students in need and reading to children awaiting treatment in Clarian facilities, to name a few.

The Clarian Serves program is available at many Clarian facilities around the state. To date, the more than 2,000 employees participating in Clarian Serves have logged more than 6,000 volunteer hours.

### United Way Campaign

Despite difficult economic times, Clarian employees continued a long history of giving to the annual United Way campaign. In 2009, employees pledged more than \$572,000, exceeding the campaign's goal by nearly \$100,000. The addition of a \$110,000 corporate contribution and dollars raised through special United Way fundraising events brought Clarian's total United Way gift to \$751,000.



Clarian CEO Dan Evans reads *When You Give a Moose a Muffin* to a Riley patient.



More than 50 employees volunteered at Gleaners Food Bank, packaging 1,360 boxes of food.

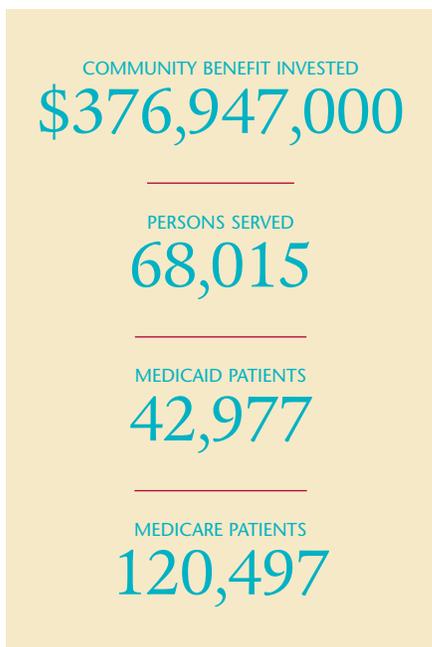
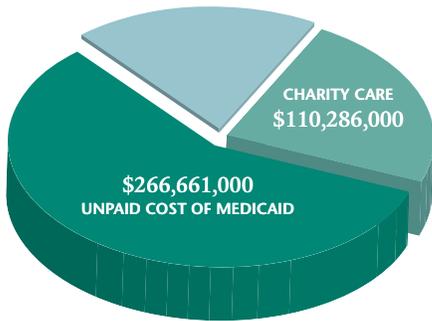


Many employees helped inner-city families through the Rebuilding the Wall program during Clarian Day of Community Service activities.



# Caring for Those in Need

## Charity Care and Unreimbursed Medicaid Costs



Clarian Health treats all patients who come to us seeking care, regardless of their ability to pay. Clarian's financial assistance policy helps uninsured, low-income and medically indigent patients get the treatment they need.

Charity care is free or reduced-cost medical care delivered to low-income individuals. Clarian's charity care policy is applied throughout the Clarian system. Clarian follows federal poverty guidelines to determine eligibility. Clarian provides:

- Free care for those earning up to 200 percent of federal poverty guidelines;
- Discounted care on a sliding scale for families earning from 200 to 400 percent of federal poverty guidelines; and
- Free care to the medically indigent: patients whose health insurance coverage, if any, does not provide full coverage for all of their medical expenses and whose medical expenses would make them indigent if they were forced to pay full charges.

Clarian's financial assistance policy is provided to all patients at registration and billing statements explain that patients of limited means may apply for support for the cost of their care.

In addition to charity care, community benefit includes the amount of unreimbursed costs from certain government-sponsored health care programs whose eligibility requirements are based on an applicant's income level, such as Medicaid, the Children's Health Insurance Program (CHIP), local and state government programs for low-income persons not eligible for Medicaid, and other indigent care programs.

More than 21% of Clarian's patients participate in the Medicaid program. Often, Medicaid payments do not cover the costs associated with delivering services, so Clarian has to absorb the difference. These shortfalls arise when Medicaid payments are less than what it costs to provide the care or service. Notably, these shortfalls don't result from inefficiencies or poor management.

In 2009, this Medicaid shortfall constituted the greatest amount of Clarian's community benefit. More than 40,000 visits from patients in the Medicaid program resulted in a shortfall of \$266,661,000.

Although Medicare shortfalls do not meet the federal definition of community benefit because Medicare is not based on an applicant's ability to pay, Clarian recognizes a significant amount of unreimbursed costs from the Medicare program as well. In 2009, Clarian absorbed a \$444,910,000 Medicare shortfall arising from 120,497 patient visits.

Clarian also helps its uninsured patients enroll in state and federal assistance programs. In 2008, Clarian recognized that many of its uninsured patients might qualify for the Healthy Indiana Plan (HIP), which provides low-cost health insurance for lower-income adults. Clarian created the Clarian HIP Enrollment Center to identify eligible individuals, educate them about the advantages of health insurance, help them complete HIP enrollment applications, and work with state government to get those applications approved. The Center was designed to operate on referrals from sources within and outside of the Clarian network.

Eight referral sources were identified in 2009, including Clarian hospitals, Clarian-affiliated physician offices and clinics, HealthNet Health Centers, and others.

The Clarian HIP Enrollment Center quickly began developing processes to maximize enrollment from these referral sources so that more uninsured patients could receive health insurance coverage.



## A Helping Hand

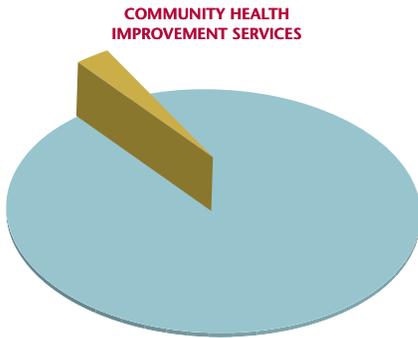
Monica needed care, but already had too many hospital and doctor bills that had gone unpaid. She thought that no one would help her until she got caught up – and that wasn't likely to happen.

Clarian stepped in.

"I cannot thank you enough for giving me the information about charity care. I spoke with the right person and I am eligible, and they have initiated my application," she writes. "They are going to pay all my past-due hospital and doctor bills, as well as give me the care I have needed for a long time. You are a blessing from God."

# Clarian Around the Community

## Community Health Services



COMMUNITY BENEFIT INVESTED  
**\$12,431,000**

PERSONS SERVED  
**398,661**

SCREENED INDIVIDUALS  
IDENTIFIED AS AT-RISK  
**17%**

Clarian Health is committed to improving the health and safety of the communities it serves across Indiana. From infant car-seat fittings to cancer support groups to free health screenings, Clarian brings its unique and state-of-the-art resources out of its hospital doors and onto the front steps of the community.

In 2009, Clarian impacted nearly 400,000 people state-wide through presentations, health screenings, school health programs, and other educational opportunities made available to the community, especially to our residents most in need of such services.

### Community Health Education.

You don't have to be a patient to benefit from the knowledge of Clarian's 22,000 healthcare workers. Just ask one of the almost 215,000 community members who attended a Clarian-sponsored health education presentation or program, support group, or health fair in 2009. With over \$7,000,000 invested in high-quality programming on topics like diabetes, smoking cessation, and cancer prevention, Clarian Health is helping Indiana residents improve their health and their quality of life – typically with no cost to participants.

### Health Screenings.

Through community health screening efforts, Clarian performed tens of thousands of screenings and identified over 1,500 people as high risk for a variety of diseases, including heart disease, stroke, and diabetes. Clarian ensures that such high-risk individuals receive proper follow-up, including the education and medical care these individuals need, regardless of their ability to pay.

Two of the many events for which Clarian offered health screenings included the Indiana State Fair – where over 3,000 free screenings were conducted – and the Black and Minority Health Fair. At the Black and Minority Health Fair, Clarian healthcare workers helped bring awareness of the health issues that disproportionately affect minorities – such as diabetes and heart disease. Clarian performed 1,300 blood pressure screenings and 1,400 cholesterol and glucose tests free of charge to Health Fair participants over the 4-day event.

In addition to free health screenings and health education, a unique opportunity to participate in a clinical trial was also offered at both the Indiana State Fair and the Black and Minority Health Fair. IU Simon Cancer Center researchers collected blood samples from men as a way to screen for prostate cancer, but also as a way to gain samples for a prostate cancer prevention study. Participating in clinical trials is a way for all of Indiana's residents to help advance science and medical treatments for diseases that affect many of our residents – and the world.

### School Based Health Education Programs.

Clarian invested over \$895,000 to help 15,000 students improve their health and practice safe habits. Clarian's health educators visited classrooms from La Porte to Bedford teaching students the power of a healthy lifestyle. Because an overweight child has an 80% chance of becoming an overweight adult, learning to fit 60 minutes of active play into their day and ways to eat healthfully even in the drive-thru are critical skills for today's youth.



## Clarian Health Community Events Draw Minority Participation

About one man in six will be diagnosed with prostate cancer during his lifetime. For African American men, that number jumps to one in four.

Since 2007, Noah Hahn, MD, and his colleagues have collaborated with Indiana Black Expo and the Indiana State Department of Health to involve minorities in two cancer research studies.

In a study called PROGRESS, blood samples from men will help investigators identify genetic risk factors that contribute to the development of prostate cancer and patients' responses to therapy. New technology is allowing IU School of Medicine researchers to examine the role of more than 500 genetic mutations and environmental toxic effects simultaneously, something that could not have been done before.

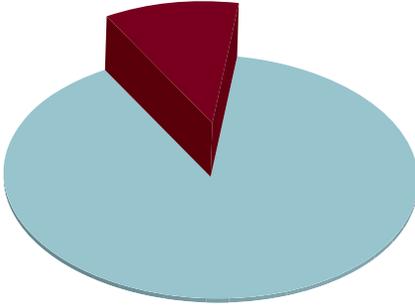
Dr. Hahn and his colleagues hope they can now identify what he calls a "high-risk signature" that indicates an individual's risk for aggressive prostate cancer.

"Clinical research is a critical resource for the development of new prevention, diagnosis and treatment techniques for a number of diseases, including cancer," says Rivienne Shedd-Steele, director of the Office of Health Disparities and Outreach at the IU Simon Cancer Center. "If trials do not include minorities, then there's a question of whether the results of the studies are relevant to everyone."

In the Indiana University Cancer Biomarker Study, blood samples collected from men and women with and without cancer will help researchers identify genetic and environmental risk factors that lead to the development of cancer. One of the most successful collection events is the annual Indiana State Fair.

# Teaching Tomorrow's Healthcare Professionals Health Professions Education

## HEALTH PROFESSIONS EDUCATION



COMMUNITY BENEFIT INVESTED  
**\$49,168,000**

PERSONS SERVED  
**13,172**

MEDICAL STUDENTS TRAINED  
**1,952**

NURSING STUDENTS TRAINED  
**6,474**

ALLIED HEALTH PROFESSIONALS TRAINED  
**4,650**

As an academic medical center, Clarian Health and IU School of Medicine work together to train physicians in a unique environment, blending breakthrough research and treatments with the highest quality of patient care. In 2009, more than one thousand residents and fellows received training in Clarian hospitals.

“We work in close collaboration with Clarian to deliver quality, patient-focused care,” said D. Craig Brater, MD, dean of IU School of Medicine. “Educating our students and training our residents in such venues fosters a generation of physicians dedicated to patient-focused care with an emphasis on quality and accountability.”

Clarian encourages lifelong learning for physicians by providing continuing medical education (CME) courses every month, visiting professor programs, access to health information and resources, and guidance in the development and production of support services and materials.

Clarian carries its emphasis on training throughout its healthcare staff and into the community at large. In 2009, Clarian educated 16,124 nurses and allied health professionals in programs that were open to Clarian’s employees and to members of the communities it serves.

Clarian partners with the University of Indianapolis to provide on-site BSN and MSN classes to Clarian nurses with reduced tuition and at-cost textbooks. Since the program’s inception, more than 120 Clarian nurses have earned degrees and Clarian has a high success rate of retaining nurses who graduate from the program.

The Indiana State Nurses Association, which is accredited by the Commission on Accreditation of the American Nurses Credentialing Center, has designated Clarian as an approved provider of continuing education courses. In 2009, Clarian offered more than 163 such classes.

Clarian also offers 10 pharmacy residency positions with Butler University and Purdue University, as well as 12 specialty training positions.

Professionals in the Health Sciences can take advantage of accredited programs in most disciplines that are offered conveniently at Clarian facilities and are open to the public. Each year, Clarian educates hundreds of radiographers, surgical technologists, clinical laboratory scientists, clinical pastoral chaplains, EMS personnel, radiation therapists and unit secretaries.

Additionally, in communities statewide, Hoosiers can attend classes in CPR, computer training, and medical core courses at all Clarian Health facilities.



## Saving Lives Through Classroom Education/Simulation

Medical students learn in the classroom what to do if a patient's chest hurts. When a patient begins to have a heart attack in his hospital bed, though, the situation is suddenly much more complicated, and time seems compressed.

"My chest hurts," the patient gasps. "I can't get my breath."

His lips begin to turn blue as his body is deprived of oxygen. Without rapid and accurate care, this patient is in serious trouble.

For physicians and nurses at Clarian, their first heart-attack sufferer won't be a real person. Using the Simulation Learning Center, they will have learned how to treat this patient by treating many before him—incredibly realistic medical mannequins designed to give medical professionals invaluable experience and increase patient safety exponentially.

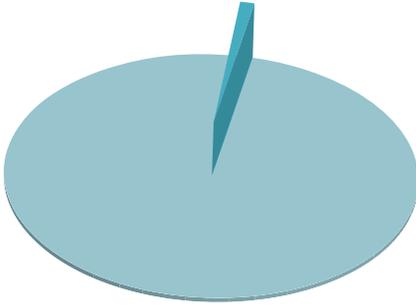
Jointly operated by IU School of Medicine, IU School of Nursing and Clarian Health, the SIM Center brings Indiana's current and future doctors, nurses and technicians together in collaborative practice in a variety of clinical settings. These interdisciplinary teams practice on mannequins that respond like real patients, they immerse themselves in computer-simulated surgery, and they react to complicated emergency room dramas.

Their performance is reviewed, critiqued and repeated. The result is an experienced medical professional whose training never compromises patient safety.

"Working together to solve patient problems will influence the attitudes and behavior of nurses and physicians for years to come," says Marion Broome, PhD, RN, Distinguished Professor and university dean of the IU School of Nursing. "Our health care providers will be best prepared to meet the complex challenges in today's health care system."

# Sharing Critical Community Assets Subsidized Health Services

## SUBSIDIZED HEALTH SERVICES



COMMUNITY BENEFIT INVESTED  
**\$5,649,000**

PERSONS SERVED  
**20,045**

LIFELINE VISITS  
**4,262**

As a nonprofit entity, part of Clarian Health's role is to provide access to essential healthcare services that are critical to the community, even when it costs more to provide these services than Clarian will ever recover. These vital functions include burn units, emergency and trauma services, behavioral health services, hospice, and home visiting programs.

Clarian Health's emergency medicine services are among the most comprehensive in the country.

When a medical trauma occurs, the number one imperative is to get the patient to the best place for care. Clarian's LifeLine Critical Care Transport is the only hospital-based transport system affiliated with Level I Trauma Centers, equipped to handle every aspect of the most severe trauma.

Ground ambulances travel from South Bend to Evansville, Richmond to central Illinois, bringing critically ill newborns, infants, children and adults to lifesaving medical care. LifeLine leads the state with the most available ground ambulance and air medical transport, and is one of the largest transport services in the nation.

Traumatic injuries often require complex and multi-disciplinary treatment, including surgery, in order to give the victim the best possible chance for survival and recovery. In order to qualify as a Level 1 trauma center, the highest trauma designation, a hospital must meet stringent criteria established by the American College of Surgeons. Clarian operates the state's only Level I Pediatric Trauma Center at Riley Hospital for Children and one of only two adult Level I Trauma Centers at Methodist Hospital. In 2009, Riley Hospital for Children's Hospital saw 911 pediatric trauma patients and Methodist Hospital's Level I Trauma Center treated over 3,300 trauma patients, providing state-of-the-art, lifesaving care to the most critically injured in the state.

While Clarian's emergency medical services are well-known, Clarian operates behind the scenes to provide a number of other vital services, such as the Clarian Home Connection program. To help new parents transition into their role in a healthy way, Clarian offers free follow-up home visits to mothers. Within a few days of arriving home, an experienced registered nurse will visit to answer the questions new mothers often have after leaving the hospital and to examine mother and baby. The nurse conducts newborn tests and discusses topics such as home safety, pain management and medications, newborn feeding, breast care, and emotional issues. The Clarian Home Connection program connected with 3,511 mothers and babies in 2009.





## LifeLine Makes Critical Connections Statewide

The first time Mary Mann of Cloverdale, Ind., ever flew was in the LifeLine Critical Care Transport.

"I heard the helicopter flying in and landing. I remember being taken through the corn stubble and loaded onto the chopper," she told the crowd at a press conference marking LifeLine's 30th anniversary and 32,000 flights on July 15, 2009.

Mann's car had rolled over on a rural road, leaving her critically injured. As she was carried to the helicopter, she thought she might bleed to death.

"I remember looking up and seeing two very friendly, calming faces. My comment to them was that I had never flown, but I had no fear; I was very calm. That calmness and inner peace I felt came from those two faces and God."

The LifeLine team flew Mann to Methodist Hospital, where she was treated for her injuries. The following months were filled with intense rehabilitation and treatment; Mann worked hard to recover with the help of her therapist and physician.

Now back at work at a local school district, Mann says she believes she survived to serve a greater purpose: as an advocate for children with special needs.

"I believe that all the events of that morning were not just ... coincidences, but the results of many hours of volunteer training and having access to a world-class medical helicopter equipped with the latest medical equipment and staffed with a talented medical crew," Mann says.

At the press conference, Mann met James Mimms, the flight medic who was part of the team that transported her to the hospital. She was surprised and grateful for the opportunity to thank him in person.

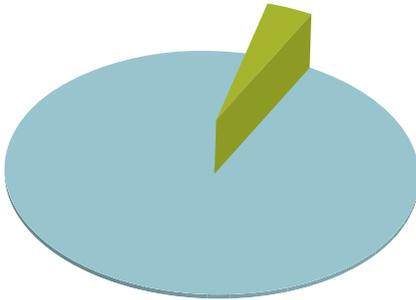
"I was asked what my thoughts were [that night], and my thoughts were that I would die, never seeing my children or grandchildren again," she says. "Each morning I wake up and am just thankful to see the sunlight."



# Investing in Community Partners

## Financial Contributions

### FINANCIAL AND IN-KIND CONTRIBUTIONS



COMMUNITY BENEFIT INVESTED  
**\$16,206,000**

PERSONS SERVED  
**31,303**

Clarian Health recognizes that it can extend its impact farther by strategically supporting the efforts of community partners who share Clarian's mission of improving the health and well-being of our neighbors and our neighborhoods.

In 2009, Clarian directly invested in partners to carry out such diverse activities as delivering low-cost medical services, raising funding for research, and providing health education. In fact, Clarian contributed more than \$16 million to 133 community organizations carrying out important work throughout the state, who together served over 31,300 people as a result of Clarian's investment.

Several of these partnerships are highlighted below.

### HealthNet

For more than 41 years, HealthNet has been a mainstay in the Indianapolis community. Through its network of five community-based health centers, one OB/GYN care center, a pediatric and adolescent care center, and eight school-based clinics, HealthNet annually serves over 47,000 individuals and families. Many of these residents are uninsured or underinsured and live below the federal poverty level. HealthNet's mission to improve lives with compassionate health care and support services, regardless of ability to pay, adheres to Clarian Health's values. Our organization supports HealthNet's services by providing financial contributions to help ensure this vital nonprofit can continue to make a difference in our communities of need. HealthNet physicians are credentialed by Clarian Health and are on staff at Methodist Hospital.

### Indianapolis Public Schools

The Indianapolis Public School corporation (IPS) is the largest school district in Indiana and has one of the highest percentages of students from low-income families with more than fifty schools that have at least 75% of students living in poverty and many that have more than 90%. In 2009, Clarian partnered with IPS to deliver education programs focusing on fitness & nutrition, violence prevention, and family health. One initiative in particular, *PE without Boundaries*, a high school physical education program, provided a significant impact by decreasing students' Body Mass Index by 5.4% and increasing the amount of physical activity after a year of programming.

### Sheltering Wings

Clarian West has supported Sheltering Wings, Hendricks County's only residential domestic violence shelter for many years. The mission of Sheltering Wings is to provide emergency housing for women and children suffering from any form of domestic abuse. This organization helps to build stable and independent lives through essential programs offered in a supportive and Christ-centered environment. Recently, the Sheltering Wings' executive director began an online blog to share her thoughts and some stories of the women and children who come to the shelter for protection and a fresh start. Clarian West will enhance its partnership with Sheltering Wings in 2010 to do two things: support a much-needed renovation and expansion of the facility to relieve overcrowding, and support a new outreach education coordinator position at the shelter, with the goal of working to prevent domestic violence before it happens and perhaps, make this expansion the last the shelter will ever need.





### Volunteers in Medicine (VIM)

VIM is an association of volunteer medical, dental and mental health professionals dedicated to serving the uninsured and underinsured populations in the Indianapolis area. The Clarian Health VIM program has been in existence since 1995 when the original founder, Dr. Hunter Soper, former Vice President of Physicians Relations at Methodist Hospital, initiated the program based upon the VIM model in Hilton Head, South Carolina. Clarian provides free medical malpractice insurance and overall program management to those qualifying health professionals wishing to volunteer at local VIM clinics. During 2009, Clarian's VIM program supported nine free or sliding-scale clinics throughout the Indianapolis community.

### Ruth Lilly Health Education Center

Clarian Health's long-standing partnership with The Ruth Lilly Health Education Center helps to provide financial assistance to support their role to offer schools across Indiana with 35 dynamic health education programs for ages 3 to adult, covering seven different aspects of health. In 2009, this partnership expanded with the initiation of the Start Strong program, funded by a Robert Wood Johnson grant, which promotes healthy teen dating relationships.

### The Children's Museum

The Children's Museum of Indianapolis has been providing the children of Indiana with world-class exhibits and unparalleled family learning experiences for more than 80 years. In partnership with Clarian, in February of 2009, the museum opened a Riley Safety Store and also added Riley Kids Meals to its restaurant offerings to provide more nutritious options for families. The Riley Safety Store stocks home safety items, including furniture corner cushions, outlet plugs, child-safe thermometers, childproofing kits and other household helpers designed to prevent childhood injuries. Riley Safety Stores serve all children, including children with disabilities or special health care needs, and offers families, staff and the general public access to a broad inventory of low-cost or free child safety products and injury prevention education.



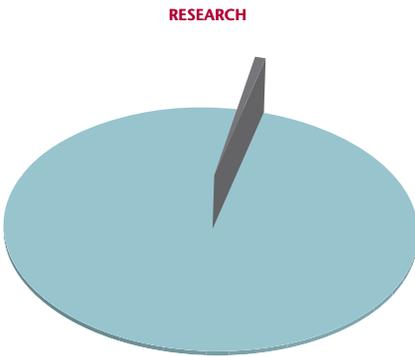
## Saving Lives Through Volunteer Efforts

Two years ago, a middle-aged man we'll call Joe entered the Shepherd Community Clinic unemployed and without health insurance. His blood pressure was dangerously high—so high, in fact, that if it hadn't been caught at this stage, Joe likely would soon have suffered organ damage or worse.

The Shepherd Community Clinic is a VIM clinic, an association of volunteer medical, dental and mental health professionals dedicated to serving un- and underinsured people just like Joe. Clinicians placed him on antihypertensive medications, analyzed blood tests and talked to Joe about changing his diet and lifestyle.

Today, rather than being rushed to an emergency room or being hospitalized, Joe has kept his blood pressure under control and continues to visit Shepherd Community Clinic for care.

# Conducting Leading Edge Research Research



Breakthroughs in medical care begin with research. As Indiana's most comprehensive academic medical center, research conducted by IU School of Medicine faculty is brought to life in the halls of Clarian Health's hospitals, giving physicians and their patients access to the most cutting edge and comprehensive treatment options. As of the end of 2009, approximately 700 investigators were leading more than 2,600 research studies within Clarian facilities.

The IU School of Medicine conducts a broad range of basic, translational and clinical research in order to improve health, prevent disease, and better train physicians. The school holds more than \$225 million in research grants and contracts and hosts federally-designated centers of excellence in cancer, kidney disease, Alzheimer disease and related disorders, alcohol research, arthritis and sexually transmitted disease centers on both the pediatric and adult levels.

In addition to its important partnership with the IU School of Medicine, Clarian wholly owns the Methodist Research Institute (MRI), a nonprofit institution that conducts basic, clinical and outcomes research aimed at improving hospital care. MRI investigators conduct a variety of research, including research in cardiovascular disease, neurologic disease, cancer, molecular nutrition, organ transplantation and hypothermic tissue preservation. MRI scientists are physically located on the Methodist Hospital campus and routinely interact with practicing clinicians, creating a fertile ground for the translation of basic science knowledge into clinical research, clinical outcomes evaluation and hospital practice improvement.

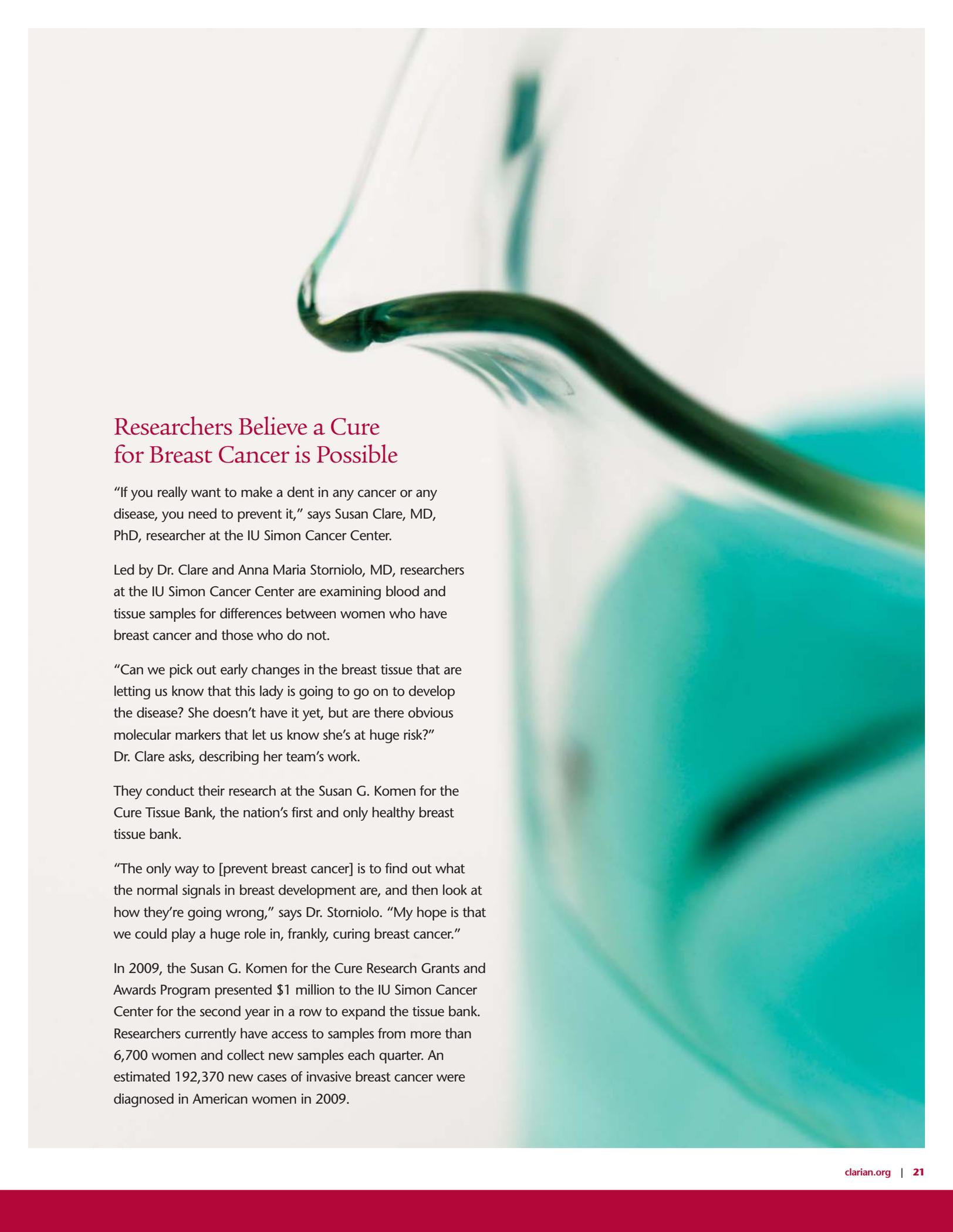
Clarian is also a partner in the Indiana Clinical and Translational Sciences Institute (CTSI). The Indiana CTSI brings together academia, commercial enterprises and community groups with expertise in a wide range of relevant fields. The goal is to foster an infrastructure that promotes the translation of basic lab and population-based research into clinical trials and health practices.

COMMUNITY BENEFIT INVESTED  
**\$3,043,000**

PERSONS SERVED  
**4,200**

PRINCIPAL INVESTIGATORS  
**700**

RESEARCH STUDIES  
**2,600**



## Researchers Believe a Cure for Breast Cancer is Possible

“If you really want to make a dent in any cancer or any disease, you need to prevent it,” says Susan Clare, MD, PhD, researcher at the IU Simon Cancer Center.

Led by Dr. Clare and Anna Maria Storniolo, MD, researchers at the IU Simon Cancer Center are examining blood and tissue samples for differences between women who have breast cancer and those who do not.

“Can we pick out early changes in the breast tissue that are letting us know that this lady is going to go on to develop the disease? She doesn’t have it yet, but are there obvious molecular markers that let us know she’s at huge risk?” Dr. Clare asks, describing her team’s work.

They conduct their research at the Susan G. Komen for the Cure Tissue Bank, the nation’s first and only healthy breast tissue bank.

“The only way to [prevent breast cancer] is to find out what the normal signals in breast development are, and then look at how they’re going wrong,” says Dr. Storniolo. “My hope is that we could play a huge role in, frankly, curing breast cancer.”

In 2009, the Susan G. Komen for the Cure Research Grants and Awards Program presented \$1 million to the IU Simon Cancer Center for the second year in a row to expand the tissue bank. Researchers currently have access to samples from more than 6,700 women and collect new samples each quarter. An estimated 192,370 new cases of invasive breast cancer were diagnosed in American women in 2009.

# Strengthening our Communities

## Community Building Activities

COMMUNITY BENEFIT INVESTED  
**\$1,391,000**

PERSONS SERVED  
**8,871**

DISASTER READINESS REACHED  
**500**

WORKFORCE DEVELOPMENT  
PEOPLE SERVED  
**5,184**

Clarian Health leaders participate in a wide array of community-building activities that go beyond healthcare to address the underlying quality of life in the communities Clarian serves. Clarian invests in economic development efforts across the state, collaborates with like-minded organizations through coalitions that discuss and address key issues, and advocates to improve the health status of vulnerable populations. In 2009, Clarian spent \$1,391,000 to carry out community-building activities and served nearly nine thousand individuals in need.

**Coalition Building.** Clarian collaborates with organizations throughout Indiana to advance important causes connected to our mission. For example, in 2009, Clarian was an active member of a diverse coalition whose mission is to protect Hoosier workers by eliminating secondhand smoke from local workplaces; supported several working groups promoting domestic violence prevention; joined forces with local partners to advance injury prevention activities; and collaborated with government agencies and community groups to fight obesity.

**Habitat for Humanity.** Habitat for Humanity of Greater Indianapolis is committed to eliminating poverty housing and making home ownership available to low-income families, most of whom have children and live in unsafe, overcrowded or substandard conditions. Clarian Health supports Habitat for Humanity's efforts financially and by providing a hundred volunteers to help build a home for a family in need. Additionally, a team from Riley Hospital for Children assembled customized Safe Start baskets that were donated to all families being presented with new homes by Habitat in November of 2009. Each Safe Start Basket included low-cost child safety products from the Riley Safety Store.

**OASIS.** Clarian builds the older adult community through its support of the Oasis program. OASIS is the largest, most comprehensive national nonprofit education and volunteer service program for mature adults. OASIS serves over 26,000 members in the Indianapolis area. OASIS members are vivacious, active adults that are lifelong learners. In the OASIS Intergenerational Tutor program, members also share their love of learning with those in need, serving as valuable mentors to students in area school districts.



## Improving Lives Through Tutoring

Jim, a former OASIS Intergenerational Tutor, now deceased, shared the most compelling story during a monthly tutor meeting of a student that he tutored in the second and third grade. The student's family left one local school district and moved out of state. Through the years, Jim's student sent him a letter every Christmas. Those letters were typical of a younger child, talking about school and friends and what her hopes were for Christmas. Jim explained that there was a period of time when he did not receive any letters and he thought that indeed time had erased her need to send her childish notes. However, several years later an unexpected letter arrived as Christmas approached from this now young lady who was in high school. The note read, in part:

“I just wanted you to know that every time I enjoy reading a book or go to class and feel like I can learn, I think of you. Thank you for all the time you spent reading with me when I was a little girl. I hope I can go to college and be a teacher.”

The OASIS Intergenerational Tutoring Program's 480 volunteers gave 15,900 hours of their time to positively impact the lives of over 500 students in 2009.

# Clarian Communities by the Numbers Indianapolis and Surrounding Communities



## Methodist Hospital

For more than 100 years, Methodist Hospital has provided excellent, cutting-edge medical care in downtown Indianapolis. Methodist Hospital was recognized in 2009 as the top-ranked hospital in the country for quality and safety by University HealthSystem Consortium, having received that group's prestigious Quality Leadership Award for the third consecutive year. Methodist is nationally ranked for transplant care, orthopedic services and urology care and has an award-winning cardiac critical care unit. Methodist operates a Level One Trauma Center, one of only two in the state.



## Riley Hospital for Children

As the only comprehensive children's hospital in Indiana, Riley Hospital for Children has spent 85 years caring for children. Its family-centered care philosophy is just one reason families turn to Riley for treatment more than 200,000 times each year. Riley Hospital's neonatal intensive care unit and pediatric pulmonary program have been ranked among the top five in the nation, and its cancer, cardiovascular surgery and diabetes programs are among the largest and best of their kind. Riley has been ranked number one in the United States in treating complex illnesses by the National Association of Children's Hospitals and Related Institutions (NACHRI), and its doctors are in the top one percent of their specialties.



## Indiana University Hospital

As a major teaching hospital and a recognized leader in technology, Indiana University Hospital offers people access to advanced treatments, therapies and procedures, many of which start in the Indiana University School of Medicine research laboratories. This collaboration has translated into such recognition as the ranking of the hospital's clinical programs throughout the years as among the best in the nation by *U.S. News and World Report*. Moreover, the expertise housed at Indiana University Hospital is passed on to Indiana's future doctors, as more than half of the state's physicians are trained at Indiana University Hospital.



## Clarian North Medical Center

Clarian North Medical Center is a full-service hospital committed to providing exceptional care and service for the whole family. With dedicated pavilions for surgery, women, children and emergency care, Clarian North brings together physician offices, inpatient beds and operating rooms in a 189-bed hospital with attached medical office building.



## Clarian West Medical Center

Clarian West is a full-service, community-based hospital that offers a full range of patient care services, all delivered in an extraordinary Sanctuary of Healing environment designed to exceed patients' expectations of a typical health care experience. Clarian West is a 129-bed hospital with attached professional office center.

# 2009 Community Benefits Highlights

- Methodist Hospital provided over \$2.2 million of free prescriptions to patients in need.
- The Clarian Diabetes Center provided education and treatment to 5,586 individuals to help manage their chronic condition.
- Health professionals from Methodist Hospital delivered school-based health education programs focusing on nutrition & fitness, violence prevention, and family health reaching 9,408 children in the greater Indianapolis area.
- The Pediatric Center of Hope provided guidance and counseling related to child sexual abuse to over 400 children and their families; in addition, specially trained child abuse pediatricians provided extensive consultation and guidance to Clarian and non-Clarian clinicians across the state.
- In partnership with the IU School of Medicine, Riley Hospital's Safety Store makes safety products affordable and accessible to all children – selling over 8,000 safety products in 2009. Riley Hospital's staff trained 12 other children's hospitals across the nation to implement a Safety Store.
- Indiana University Hospital provided \$2.1 million in free prescriptions to patients in need.
- The Clarian Tobacco Control Center provided the Best Practices in Tobacco Cessation, an online curriculum, for health professionals ensuring patients are receiving evidence-based tobacco cessation around the state.
- Indiana University assisted in screening 9,880 women for domestic violence and provided resources for those at risk.
- Clarian North donated to 20 nonprofit organizations, including the March of Dimes and Healthy Families of Hamilton County.
- The annual Carmel Mayor's Wellness Challenge, a dynamic 12-week program, provided an opportunity for close to 300 community members to improve their overall health and wellness.
- Clarian North provided valuable support groups, screenings, and education focusing on heart disease, cancer prevention, women's and men's health benefiting 7,271 local residents.
- Clarian West provided 5,757 health, wellness and safety screenings at the hospital and with community partners.
- Over 1,000 community members were educated on topics like cancer prevention, fitness, and breastfeeding by Clarian West's healthcare workers.
- Clarian West's generous donations to nonprofits benefited 128 children staying at Sheltering Wings domestic violence shelter, as well as many more children in local schools and after-school facilities.

## Indianapolis and Surrounding Communities Investment

Activity	2009 Community Investment
Charity Care	\$84,751,000
Unreimbursed Costs of Medicaid, HIP & CHIP	213,960,000
Community Health Improvement Services	11,541,000
Health Professions Education	44,390,000
Subsidized Health Services	4,037,000
Research	2,902,000
Financial and In-Kind Contributions	15,295,000
<b>Total Community Benefit</b>	<b>\$376,876,000</b>
Unreimbursed Costs of Medicare	339,038,000
Bad Debt	45,178,000
Community-Building Activities	1,295,000
<b>Total Other Investments</b>	<b>\$385,511,000</b>
<b>Total Community Investment</b>	<b>\$762,387,000</b>



## Saving Lives through Injury Prevention Programming

Clarian Health-Methodist Hospital not only helps thousands of individuals in need of medical care but has a far-reaching positive impact on central Indiana communities by preventing injury and saving lives by partnering with initiatives like the Indiana Criminal Justice Institute's Traffic Safety Mini-Grant Program. Area high schools benefit from Clarian Health grant dollars awarded to promote traffic safety for novice teen drivers over an eight-month period. In past years, research has shown that schools who promoted the critical importance of using seat belts through school and community events saw a rise in seat belt usage among their student drivers and their community overall. The 2008-09 school year showed a 5% increase in seat belt usage among districts participating in the Mini-Grant Traffic Safety Program, which equates to an estimated 787 lives being saved according to the National Highway Traffic Safety Administration. One of the lives saved included a senior who began diligently wearing his seat belt as a result of the traffic safety program offered at his high school. This student survived a horrific car crash prior to the end of the school year while wearing his seat belt.

## New Volunteer Program Connects Clarian Health Professionals with H1N1 Vaccination Efforts

With its launch in early 2009, timing could not have been better for Clarian Health to enlist volunteers through *Clarian Serves*, its employee volunteer program, to assist the Marion County Health Department (MCHD) in administering the vital H1N1 vaccine to thousands of children in Indianapolis Public Schools (IPS) last fall.

The Marion County Health Department's mass vaccination campaign offered the H1N1 vaccine to elementary schools, middle schools and high schools within IPS during November 2009. The campaign was a huge success thanks to the collaborative effort of the MCHD and more than 80 *Clarian Serves* volunteers, who together donated more than 300 hours toward the effort.

A volunteering nurse practitioner commented, "I participated in the H1N1 vaccination clinics at IPS because I believe it is important to give back to our communities. A mass vaccination program in our schools is one way to keep our children healthy. I am proud to be an employee of Clarian, an organization that gives back to the community, honoring its mission statement."

Officials from the Marion County Health Department expressed their appreciation for Clarian's involvement. "The Marion County Health Department appreciates Clarian and its nurses for being so willing to help us provide H1N1 vaccine to our school-aged children," says Virginia A. Caine, MD, Director, Marion County Health Department. "Clarian's support is necessary in order to ensure we can accommodate as many of our school-aged children as possible."

Through the collaborative efforts of Clarian and MCHD, 10,500 students were vaccinated against the H1N1 virus.



“I believe it is important to give back to our communities ... I am proud to be an employee of Clarian, an organization that gives back to the community...”



# Bedford

## Bedford Regional Medical Center

Bedford Regional is a critical-access hospital with inpatient, outpatient and ambulatory care services and 24-hour emergency room and EMS services. This rural health care facility brings up-to-date technology and medical practices to its neighbors.

### 2009 Community Benefit Highlights

- Bedford Regional Medical Center partnered with over 17 other nonprofit organizations to provide support to better their local community.
- Over 4,000 Bedford residents improved their knowledge and health by attending health education seminars & screenings including skin cancer, chronic disease, and first aid.
- Bedford’s clinical staff helped to educate 285 nursing, medical, and health professional students working to enhance their healthcare expertise.

NUMBER OF PATIENTS  
INPATIENT  
**1,433**

OUTPATIENT  
**81,418**

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NUMBER OF EMPLOYEES  
**499**

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NUMBER OF BEDS  
**25**

#### Bedford Investment

Activity	2009 Community Investment
Charity Care	\$1,445,000
Unreimbursed Costs of Medicaid, HIP & CHIP	3,013,000
Community Health Improvement Services	76,000
Health Professions Education	8,000
Subsidized Health Services	543,000
Financial and In-Kind Contributions	4,000
<b>Total Community Benefit</b>	<b>\$5,089,000</b>
Unreimbursed Costs of Medicare	2,516,000
Bad Debt	1,071,000
Community-Building Activities	13,000
<b>Total Other Investments</b>	<b>\$3,600,000</b>
<b>Total Community Investment</b>	<b>\$8,689,000</b>

## Living Better with Diabetes is a Reality at Bedford Regional Medical Center

The team of caring and experienced diabetes educators at Bedford Regional Medical Center has created a comprehensive program to help patients gain the knowledge, skills and attitudes needed to achieve and maintain control of their diabetes.

This three session self-care program includes education on medication management, diet and nutritional requirements. Overwhelmingly, attendees reported feeling satisfied and confident in their ability to manage their diabetes more effectively and were especially pleased with the useful meal planning information and recipes provided by the educational team.



# Lafayette

## Clarian Arnett Hospital

Clarian Arnett Hospital is a full-service, 152-bed hospital with an adjacent outpatient surgery center committed to providing exceptional care and service for your whole family.

### 2009 Community Benefit Highlights

- Clarian Arnett served 7,470 community members by providing valuable health screenings, CPR classes, parenting and breastfeeding education classes.
- Dedicated staff at Clarian Arnett helped shape 902 future medical professionals by providing training and education.
- To expand Clarian Arnett’s reach nationwide, a passionate rheumatologist spent one week in Haiti providing care to those in need.

#### Clarian Arnett Investment

Activity	2009 Community Investment
Charity Care	\$3,616,000
Unreimbursed Costs of Medicaid, HIP & CHIP	7,984,000
Community Health Improvement Services	30,000
Health Professions Education	53,000
Financial and In-Kind Contributions	15,000
<b>Total Community Benefit</b>	<b>\$11,698,000</b>
Unreimbursed Costs of Medicare	27,528,000
Bad Debt	12,679,000
Community-Building Activities	16,000
<b>Total Other Investments</b>	<b>\$40,223,000</b>
<b>Total Community Investment</b>	<b>\$51,921,000</b>



NUMBER OF PATIENTS

INPATIENT  
**7,153**

NUMBER OF EMPLOYEES

**1,679**

NUMBER OF BEDS

**152**

## Clarian Arnett Health’s Child Safety Seat Program Provides Peace of Mind

Motor vehicle crashes are the leading cause of death among children under age fourteen in the United States. This sobering statistic reminds us that even if you’re a careful driver, you can’t eliminate the possibility of an auto accident. An age- and weight- appropriate child safety seat is a crucial step to keeping your child safe in the car. Statistics show that at least four out of five car seats are used incorrectly. Improper use of a child safety seat can lead to severe injury or death. To help educate parents and ensure that every child-carrying vehicle has a properly installed car seat, a permanent child safety seat fitting station is located at Clarian Arnett Hospital.

By appointment, parents, grandparents and other caregivers can meet with a certified technician who will teach them about car seat safety and provide a “check-up” to ensure that their seat is appropriate – and correctly installed – for their child’s age, size and weight.





## La Porte Regional Health System

NUMBER OF PATIENTS

INPATIENT

5,691

OUTPATIENT

97,573

NUMBER OF EMPLOYEES

1,515

NUMBER OF BEDS

222

## Starke Memorial Hospital

NUMBER OF PATIENTS

INPATIENT

405

OUTPATIENT

8,609

NUMBER OF EMPLOYEES

197

NUMBER OF BEDS

35



## La Porte/Knox

### La Porte Regional Health System

The mission of La Porte Regional Health System is to make a positive difference in the communities served by providing patients with safe, efficient, quality healthcare through excellence in service, technology and education. La Porte Regional Health System includes La Porte Hospital and Starke Memorial Hospital. La Porte Regional Health System has obtained Magnet designation for excellence in nursing services.

Starke Memorial Hospital is an acute-care facility in Knox, IN. The only hospital in the county, it has a primary service area of approximately 28,000 county residents and a secondary market from surrounding counties accounting for an additional 15,000.

### 2009 Community Benefit Highlights

- La Porte staff assisted 270 residents and their children in registering for health insurance through the Senior Health Insurance Assistance Program (SHIP).
- La Porte & Starke together served close to 9,500 community members by providing chronic disease support groups, health screenings, and parenting classes.
- By supporting Meals on Wheels, La Porte helped to provide food for 25,596 needy individuals in the La Porte area.
- La Porte's staff provided education and training to 196 nursing, medical, and health professional students working to enhance their healthcare knowledge and skills.

#### La Porte and Starke Investment

Activity	2009 Community Investment
Charity Care	\$2,880,000
Unreimbursed Costs of Medicaid, HIP & CHIP	9,298,000
Community Health Improvement Services	336,000
Health Professions Education	107,000
Subsidized Health Services	1,069,000
Research	55,000
Financial and In-Kind Contributions	478,000
Community Benefit Operations	44,000
<b>Total Community Benefit</b>	<b>\$14,267,000</b>
Unreimbursed Costs of Medicare	21,238,000
Bad Debt	5,963,000
Community-Building Activities	38,000
<b>Total Other Investments</b>	<b>\$27,239,000</b>
<b>Total Community Investment</b>	<b>\$41,506,000</b>



## Giving Health Care Support and Building Confidence

Jim and Laverne, both cancer survivors, had experienced the medical care and support of La Porte Hospital through the WeCAN Cancer Support Group. So when Laverne suffered a stroke in 2004, Jim and Laverne once again turned to La Porte Hospital. Suffering from aphasia, an acquired disorder most commonly caused by stroke that impairs a person's ability to communicate, Laverne was temporarily paralyzed on her right side and unable to walk, speak or write.

After months of therapy, Laverne eventually regained her voice and mobility. Soon, the couple became avid attendees of both the Stroke Support Group and the Aphasia Support Group at La Porte Hospital. The lifelong Michigan City residents enjoyed the group settings provided to them free of charge. These groups encouraged them to share their feelings and experiences with others who understood what they were going through, participate in helpful rehabilitative activities and learn from professional speakers. "I feel so good knowing that there are people like me," Laverne said. Jim added, "You feel like you are on a high when you leave those meetings. Boy is that a blessing."



### Ball Memorial Hospital

NUMBER OF PATIENTS  
INPATIENT

16,808

OUTPATIENT

254,461

NUMBER OF EMPLOYEES

2,866

NUMBER OF BEDS

396

### Blackford Community Hospital

NUMBER OF PATIENTS  
INPATIENT

737

OUTPATIENT

15,066

NUMBER OF EMPLOYEES

150

NUMBER OF BEDS

15



## Muncie/Hartford City

### Ball Memorial Hospital

Ball Memorial Hospital was founded in 1929 as both a teaching hospital and regional tertiary referral center. Today, Ball Memorial Hospital encompasses 1.2 million square feet of facilities and is home to nearly 400 physicians and more than 45 medical specialties. It is the only facility between Indianapolis and Fort Wayne to offer perinatology services and a level III-B NICU for the care of high-risk newborns.

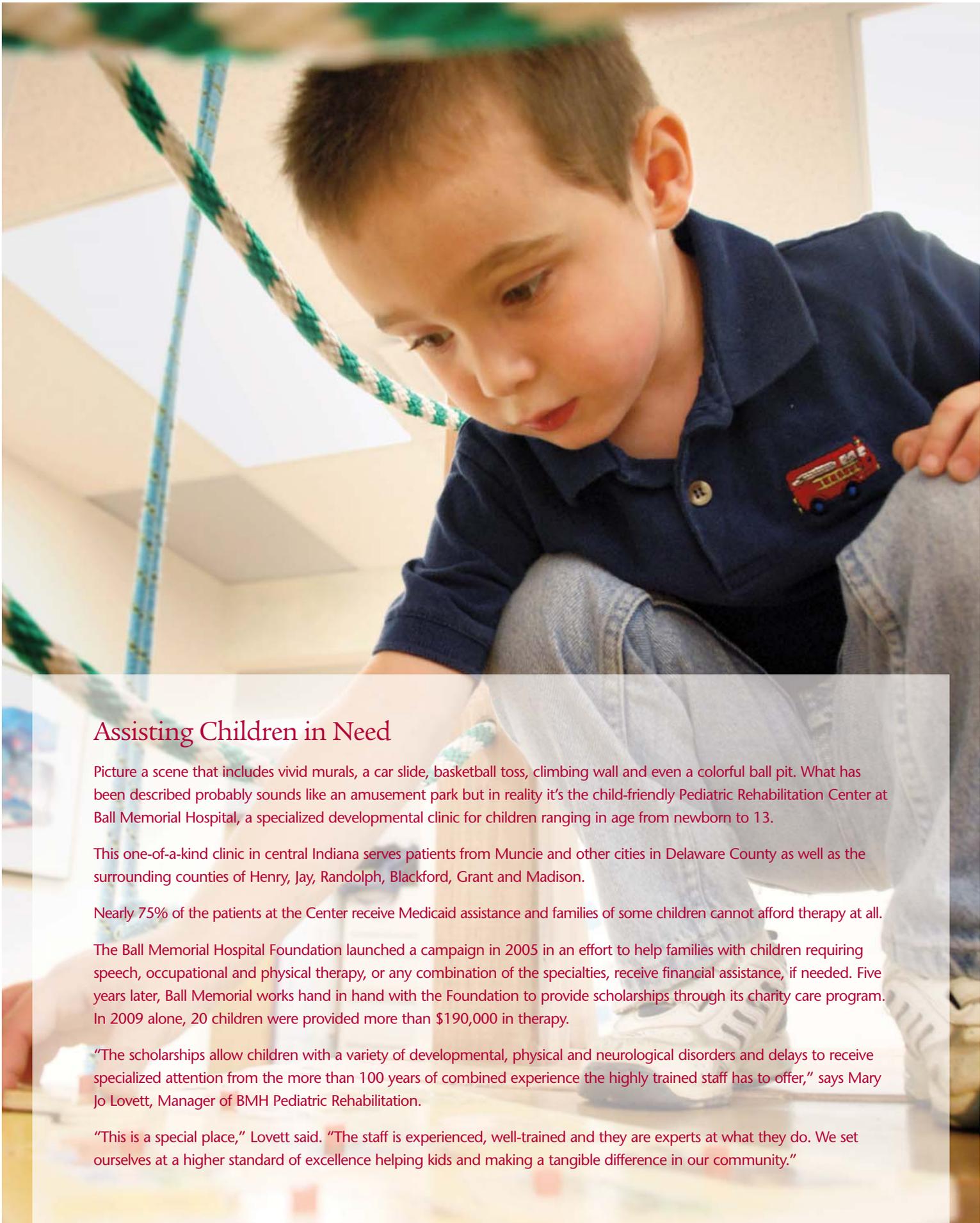
Blackford Community Hospital in Hartford City is a 15-bed facility designated by Medicare as a Critical Access Hospital. The hospital offers a variety of medical services in a modern facility and provides a 24-hour emergency room and paramedic ambulance service.

### 2009 Community Benefit Highlights

- Together Ball and Blackford Hospitals impacted 12,256 community residents through health fairs, health screenings opportunities, support groups, and health education classes.
- Ball Memorial Hospital staff helped train nearly 2,000 current and future physicians, nurses, and other health professionals.
- Ball Memorial addressed community-wide workforce issues by engaging 4,947 community members with mock interviews, computer software training, and other job skills activities.

Ball and Blackford Investment

Activity	2009 Community Investment
Charity Care	\$13,994,000
Unreimbursed Costs of Medicaid, HIP & CHIP	24,964,000
Community Health Improvement Services	385,000
Health Professions Education	4,554,000
Research	86,000
Financial and In-Kind Contributions	62,000
Community Benefit Operations	48,000
<b>Total Community Benefit</b>	<b>\$44,093,000</b>
Unreimbursed Costs of Medicare	34,036,000
Bad Debt	7,340,000
Community-Building Activities	22,000
<b>Total Other Investments</b>	<b>\$41,398,000</b>
<b>Total Community Investment</b>	<b>\$85,491,000</b>



## Assisting Children in Need

Picture a scene that includes vivid murals, a car slide, basketball toss, climbing wall and even a colorful ball pit. What has been described probably sounds like an amusement park but in reality it's the child-friendly Pediatric Rehabilitation Center at Ball Memorial Hospital, a specialized developmental clinic for children ranging in age from newborn to 13.

This one-of-a-kind clinic in central Indiana serves patients from Muncie and other cities in Delaware County as well as the surrounding counties of Henry, Jay, Randolph, Blackford, Grant and Madison.

Nearly 75% of the patients at the Center receive Medicaid assistance and families of some children cannot afford therapy at all.

The Ball Memorial Hospital Foundation launched a campaign in 2005 in an effort to help families with children requiring speech, occupational and physical therapy, or any combination of the specialties, receive financial assistance, if needed. Five years later, Ball Memorial works hand in hand with the Foundation to provide scholarships through its charity care program. In 2009 alone, 20 children were provided more than \$190,000 in therapy.

"The scholarships allow children with a variety of developmental, physical and neurological disorders and delays to receive specialized attention from the more than 100 years of combined experience the highly trained staff has to offer," says Mary Jo Lovett, Manager of BMH Pediatric Rehabilitation.

"This is a special place," Lovett said. "The staff is experienced, well-trained and they are experts at what they do. We set ourselves at a higher standard of excellence helping kids and making a tangible difference in our community."



# Tipton

## Tipton Hospital

Tipton Hospital is dedicated to high quality, compassionate health services and education for all citizens of Tipton County and neighboring areas. More than 50 board-certified physicians in more than 20 specialties work at Tipton Hospital, which offers a high nurse-to-patient ratio and state-of-the-art diagnostic equipment.

### 2009 Community Benefit Highlights

- Tipton Hospital staff educated over 80 future physicians, nurses, and other health professionals.
- 3,300 Tipton residents benefited from health screenings and diabetes, heart disease, and weight management education.
- Tipton Hospital's healthcare staff impacted over 2,000 students in the classroom with health education messages.

NUMBER OF PATIENTS  
INPATIENT  
**1,585**  
OUTPATIENT  
**48,634**

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NUMBER OF EMPLOYEES  
**392**

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NUMBER OF BEDS  
**25**

Tipton Investment

Activity	2009 Community Investment
Charity Care	\$839,000
Unreimbursed Costs of Medicaid, HIP & CHIP	1,821,000
Community Health Improvement Services	63,000
Health Professions Education	41,000
Financial and In-Kind Contributions	8,000
<b>Total Community Benefit</b>	<b>\$2,772,000</b>
Unreimbursed Costs of Medicare	2,602,000
Bad Debt	1,549,000
Community-Building Activities	7,000
<b>Total Other Investments</b>	<b>\$4,158,000</b>
<b>Total Community Investment</b>	<b>\$6,930,000</b>



## Riley Safety Store and Project Connect

Through the Riley Safety Store, which is dedicated to the safety of children in the Tipton community, low-cost child safety products and injury prevention education was made available to all members of the community. In 2009, The Riley Safety Store at Tipton Hospital distributed 128 “Kids Dart Drive Smart” signs that were posted throughout the community, provided education on low-cost safety products to over 105 families and provided safety education sessions through various outreach efforts. In addition, Tipton Hospital partnered with the local Kiwanis Club to feature a bicycle safety course and local preschools to offer bicycle safety presentations. Those initiatives, along with the hospital’s annual health fair and helmet and life jacket fittings at Clarian Health Cicero, provided numerous opportunities to instill safety measures throughout Tipton and the surrounding area.

The Tipton Hospital Foundation, through its “Project Connect, Connecting Youth and Their Community,” involves area juniors and seniors in local volunteer projects, providing these youth with the opportunity to learn about a variety of career options, improve leadership and life skills, and earn a Certificate in Leadership and Service.



# Goshen

## Goshen General Hospital

As a community hospital, Goshen General Hospital is committed to providing care in an innovative and dynamic environment. Goshen General Hospital has more than 150 physicians on its medical staff in almost 20 specialties. Goshen General Hospital has achieved the Magnet designation for nursing excellence.

### 2009 Community Benefit Highlights

- Through the Elkhart County Childhood Obesity Initiative, Goshen Health System educated 7,829 students on healthy foods and physical activity.
- Goshen offered 17 different health screenings, totaling 5,845 screenings provided in the community.
- Goshen Health System awarded 39 local nonprofit organizations a Community Benefit Fund Grant in 2009.

NUMBER OF PATIENTS  
INPATIENT  
**7,127**

OUTPATIENT  
**133,150**

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NUMBER OF EMPLOYEES  
**1,438**

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NUMBER OF BEDS  
**116**

Goshen Investment

Activity	2009 Community Investment
Charity Care	\$2,761,000
Unreimbursed Costs of Medicaid, HIP & CHIP	5,621,000
Health Professions Education	15,000
Financial and In-Kind Contributions	344,000
<b>Total Community Benefit</b>	<b>\$8,741,000</b>
Unreimbursed Costs of Medicare	17,952,000
Bad Debt	7,008,000
<b>Total Other Investments</b>	<b>\$24,960,000</b>
<b>Total Community Investment</b>	<b>\$33,701,000</b>

## Goshen Health System Offers “New and Improved” Version of Community Screening Day

In 2009, Goshen Health System and the Community Wellness and Education Department hosted an expanded version of their well-attended “Community Screening Day.” Due to the popularity of the event, Goshen Health System turned a day of screenings into months of screening offerings to accommodate the community. Offered each month, over 480 community members received access to the following free screenings: cancer screenings, including lung health assessments, prostate, colon and skin cancer screenings, and non-cancer screenings, such as personal wellness profiles, body mass index, muscle, bone and joint screenings, risk assessment for diabetes, bone density, enzyme levels and cholesterol screenings. These screenings were available for a nominal fee along with free heart monitor patterns.

These community screening days give participants a chance to receive a complete health profile aiding them with information to make healthy lifestyle changes and detect potential issues early.





A private, nonprofit organization, Clarian Health is Indiana's most comprehensive health system.

*Affiliated with Indiana University School of Medicine, Clarian Health operates Methodist Hospital, Indiana University Hospital and Riley Hospital for Children campuses as a single hospital under Indiana law.*



[www.clarian.org](http://www.clarian.org)