Update!

NEWS FROM OUR PILLARS

Around Community is organized in alignment with the six pillars of The Community Way. Here are some highlights.

OUR PEOPLE

Guess who turns 60 this year? We do! The Community celebrations are about to begin.

OUR SERVICE

Each and every team member can create a great experience for our guests and for each other…and it can be pretty sweet when it happens.

OUR QUALITY

A Culture of Safety begins with openness, speaking up and listening, and that’s what our annual survey is all about.

OUR FINANCE

Our central pricing office is helping patients avoid billing surprises. Now the aim is spreading the valuable service to more patients.

OUR GROWTH

We’re expanding and improving our facilities so we can serve even more people.

OUR COMMUNITY

The middle of summer is an ideal time for beautiful music, courtesy of Community.

Telemmedicine: The Future Has Arrived

Community’s vision is to simply create an exceptional experience, with every life we touch. What could be simpler or more exceptional than taking care of your healthcare needs through an online video chat? A new era of virtual care arrives this month, as Community launches a partnership to allow primary care physician “visits” through phone or secured video. Our partner in this innovation is telemedicine provider MDLIVE, and we’ve just begun a “soft launch” that makes the new service available for Community employees as well as their spouses and dependents.

These virtual visits are for treating a range of non-emergency conditions, including allergies and colds, fevers and headaches, nausea and vomiting, sore throats and respiratory issues, coughs and sinus problems, rashes and acne, ear problems and pinkeye, insect bites, diarrhea or constipation, urinary problems and vaginitis. The idea is not to replace your primary care provider, but to help you gain even broader access to physicians for non-emergency conditions.

Through this service, you now can access a board-certified physician or pediatrician via phone or secure video anywhere, anytime 24/7/365—including weekends and holidays. We’re using MDLIVE physicians for the initial launch, but there will be opportunity in the longer-term for our own providers to participate in virtual visits, outside the normal access hours provided at our care locations.

Our telemedicine services are affordable, with an out-of-pocket cost that varies depending on your insurance. If you’re on Community’s Gold medical plan, you’ll pay a $20 copay. If you’re on the Silver plan, the $39 virtual visit fee can be reimbursed through your health savings account. Employees not on a Community plan will be charged $39.

To get started, click on the link below or call 888-792-1147 and choose Option 1.
ANOTHER WAY TO ENHANCE WELL-BEING • • • Community is now handling the day-to-day operational management of The Cupboard of Lawrence Township, a food pantry that assists an estimated 300 families per week, provides healthier food options and helps relieve the strain caused by food insecurity. “The Cupboard plays an important role for the residents of this community and we are proud to be able to do our part to take that role into the future,” says Joe Kessler, Community’s chief financial officer. “Our partnership in this effort aligns well with our mission, and serves as a tangible example of our commitment to this community. This is about enhancing health and well-being, and viewing The Cupboard as a site of care.” Studies have shown that hunger can drastically challenge a community and diminish the quality of life for those wrestling with food insecurity. The Cupboard will remain a client-choice food pantry, serving residents through partnerships with Gleaners Food Bank of Indiana, Midwest Food Bank and local religious institutions and businesses. Please click on the link below to watch a video on this topic.

EPIC CONNECTIONS WITH A NEW PARTNER • • • The Community CareConnect initiative to put Patients First through greater quality, improved processes and better coordinated care continues to gain momentum. Reid Health, an independent health system in Richmond, Indiana, has chosen to join us as a new partner in this effort through the Epic Connect program. The plan will give Reid access to the Epic Systems expertise that Community has developed during the past few years. All of Reid’s care sites ultimately will operate on our version of Epic’s software and its supporting infrastructure. It’s important to note that this is a clinical collaboration, not a merger or acquisition. Reid Health will remain an independent healthcare organization serving several counties in eastern Indiana and western Ohio. This collaboration reflects the direction that healthcare continues to move—with a more connected, seamless and patient-focused continuum of care that maximizes virtual connections with patients and digital delivery of healthcare services, creating exceptional and safe patient care experiences.
KICKING OFF 60  • • • At Community Health Network, we’re in our 60th anniversary year, and several months of celebrations will kick off soon. We’ve got a week of special events planned in early August, leading up to a public 60th birthday party at Community East on August 6, exactly 60 years after we welcomed our first patient there. Our “Throwback Thursdays” will share historical Community information and photos via social media, beginning in August and running through December. We’ll be blogging about the fascinating things we unearthed in the time capsules buried when our first hospital was built, and sharing great patient stories honoring our years of service. And we’ll celebrate the unveiling of a new history book telling the story of how our neighbors joined together to bring our organization to life. Keep an eye on Around Community, your email and other Community news sources to learn about 60th anniversary events—and join in the fun on social media by visiting the link below.

NOMINATE AN EXCELLENT NURSE  • • • It’s time to nominate a Community nurse for the annual Nursing Excellence Awards. As usual, there are five categories representing the guiding principles of Community nursing. Winners will be honored at the annual Nursing Excellence event in November. Click on the link below for more information and to nominate an excellent Community nurse.

WELLNESS PAYS OFF  • • • Are you earning your points in Community’s wellness program? There’s still time to add to your point total to help you qualify for a contribution to your health reimbursement account or health savings account in 2017. The key to success with this program is making the effort by taking part in wellness and preventive screenings, joining a fitness challenge or signing up for a health management program. In fact, you can get a lot of points just by completing the free wellness screening, and more screening appointments have been added for July. Sign up or learn more by visiting mywellness.eCommunity.com.
THE COMMUNITY WAY ALL-TEAM EXPERIENCE

There’s never been an event like this in Community’s 60-year history, and you won’t want to miss it! For our first-ever all-employee gathering, we’ve scheduled six identical sessions across the first three days of November to ensure that every single Community team member can attend. Click on the link below to watch a video and learn more.

HOW YOU CAN WIN WHEN COMMUNITY HIRES A FRIEND

Community is full of opportunities, for you and for the talented people you know. In fact, through the employee referral program, you could earn a bonus if you refer someone for one of the positions that has been identified as high-demand, and that person is hired. Click on the link below for more information.

TEAMING WITH BUTLER FOR LEADERSHIP EDUCATION

About 20 of Community’s leaders are taking part in a leadership development program recently created by Community and Butler University. It’s a six-month course focused on the fundamentals of business in healthcare. The goal is to help leaders boost their business knowledge in areas such as human resources, finance, marketing, performance improvement, leadership, investment and management. The program is led by four Butler professors and an executive education director. Classes will take place once a month, usually at a Community location.

SCHOOL NURSE HONORED AS A PEDIATRIC HERO

Linda Bailey, RN, has been named a recipient of the 2016 Pediatric Hero Award by the Indiana Emergency Services for Children Program. She’s a Community employee and the school nurse at Amy Beverland Elementary in Lawrence Township. Her nomination focused on her clinical and relational skills on January 26, when a bus at the school jumped the curb at dismissal, hitting two students and killing principal Susan Jordan. Nurse Bailey triaged children and an adult as a first responder at the scene. Acting quickly, she cared for those injured and then assisted with ensuring the safe dismissal of more than 700 students. She remained focused, determining the most immediate needs, triaging calls, reassuring parents and being “present” to anyone who needed her. She was one of the last to leave that night, remaining as an available resource.

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NEW VP OF QUALITY & RISK  • • •  LeAnne Horn joins Community this month as vice president of quality and risk. She is a Certified Professional in Healthcare Quality and has achieved Lean Bronze and Silver certifications from The University of Iowa. She brings more than 20 years of experience leading quality, patient safety and regulatory readiness efforts. Prior to joining Community, she served as regional director of quality and the patient safety officer at Indiana University Health Bloomington and the IU Health South Central Region. Her healthcare career began as a respiratory care practitioner, and she continues to hold an Indiana license as a registered respiratory therapist.

DR. SHELBOURNE JOINING THE HALL OF FAME  • • •  Dr. K. Donald Shelbourne, a Community Health Network orthopedic surgeon and former Indianapolis Colts’ team physician, will be inducted into the American Orthopaedic Society for Sports Medicine’s Hall of Fame this month. Those inducted into the Hall of Fame are individuals in the sports medicine community who have contributed immensely and set themselves apart from others in the field. Dr. Shelbourne, who himself had a successful collegiate athletic experience, began his orthopedic sports medicine career in 1982. He served as the team physician for the Indianapolis Colts from 1984 to 1998, and has been an orthopedic consultant to Purdue University, Wabash College and area high schools since 1982. He is an associate clinical professor at the Indiana University School of Medicine, and is also on the editorial board of the American Journal of Sports Medicine and serves as a reviewer for many other orthopedic journals.

RENZ NAMED TO STATE BOARD  • • •  Governor Mike Pence has appointed Holly Renz, RN, sexual assault nurse examiner at Community Anderson, as one of six members on the state’s Sexual Assault Victim Advocate Standards and Certification Board. She has worked at Community for nearly 40 years and has been with the hospital’s Sexual Assault Treatment Center since 1998. She will serve a four-year term through 2020.
Each and every person has the power to provide great service and create exceptional experiences for patients, guests and employees. This month, the Office of Patient Experience is shining the spotlight on Rev. D’Wayne Beamon, a chaplain at Community North. Beyond providing powerful emotional and spiritual support, Rev. Beamon provides a whole lot of gummy bears. When he shows up in one of the areas where he is assigned, he takes a seat in a quiet spot, dons surgical gloves, opens his giant bag of gummy bears, and pours them into plastic cups. He distributes the cups to every nursing area, without a word, being careful to leave extras in a drawer for the next shift, too.

Why gummy bears? “As hospital chaplains, we are here to provide motivation, be a morale cheerleader and pastor to everyone. I very much enjoy lifting the spirits of our hardworking healthcare professionals to show appreciation.”

Says one nurse in the emergency department, “He just comes in from time to time, and poof—we all have gummy bears to munch during the shift. He is kind and supportive to all family and team members. I love having him around!” Sharing treats, says Rev. Beamon, is a tangible way to share goodwill and compassion. “I truly feel the gummies are a valuable part of my ministry, similar to the icing on a cake.”

For more on the impact that each and every team member can make, please click on the “Power of One” link below.

We’re entering the second half of the year, and we’re making great strides in creating exceptional patient and family experiences. The Office of Patient Experience once again has great news to report regarding our measurements of customer service and patient loyalty. Our inpatient loyalty metric tracks how many patients say they would definitely recommend our facility to someone else, and our goal is to improve at least 1 percent over last year. The good news is, we’re already up 3 percent. We’re also seeking at least 1 percent of improvement in the number of patients who rate our providers with a 9 or 10 on patient surveys. As of the most recent figures, we’ve nearly doubled our goal!
You’ve most likely heard the phrase “Culture of Safety” plenty of times. But what, exactly, does it mean? The Institute for Healthcare Improvement offers some thoughts: “In a culture of safety, people are not merely encouraged to work toward change; they take action when it is needed. Inaction in the face of safety problems is taboo, and eventually the pressure comes from all directions—from peers as well as leaders.” The institute says a true Culture of Safety enables all team members to openly share safety information, and that’s what Community’s annual Culture of Safety Survey is all about. The survey is open through July 24, and it’s a great opportunity to express your ideas and concerns. Thousands of Community team members take the survey every year, and last year Community East achieved 100% participation! To be an active part of the Culture of Safety, please click on the link below that matches where in Community you work.

Effective communication is a key to achieving quality results, and at Community, tools such as Cisco WebEx help us meet and communicate effectively and efficiently. We’ll soon be moving to cloud-based WebEx technology to improve functionality and boost some of our telehealth capabilities. It’s a great development, but the changeover will mean regular WebEx schedulers will need to make some preparations. Simply put, any WebEx meetings you’ve already scheduled that are to take place after the end of July will need to be deleted before July 19, then rescheduled using the new technology. Watch for more information and instructions from Knowledge Management.
EXPANDING THE IMPACT OF THE CENTRAL PRICING OFFICE

Pretty much every patient knows just how complicated healthcare pricing and billing can be. Early last year, Community launched a program to help patients remove the mystery of what their out-of-pocket costs will be. The central pricing office is all about answering questions that used to be nearly impossible for the average consumer to answer before having surgery, an imaging scan or some other service. Before the service takes place, our financial specialists provide callers with an estimate that takes into account not just our pricing but also patients’ current insurance situation, with the hope of eliminating billing surprises. The service has been a hit, according to Kipp Finchum, vice president of reimbursement—patients appreciate the information, and state policymakers have called Community’s service a “gold standard” from which other healthcare organizations can learn. The next step, says Finchum, is determining how to make the pricing service available to more Community patients. A recent “workout” session involving the performance excellence team sought to determine what resources would be needed to expand the central pricing office’s reach, making its advance estimates available not just to those who ask for them, but to everyone scheduling certain Community services. It’s one more way to simplify and improve the patient experience—and by helping patients prepare for the bill they’ll be receiving, the effort can help Community get reimbursed for services provided.
**GROWING THROUGH IMPROVED FACILITIES**  

If the $175 million reinvestment and construction project at Community East hasn't already caught your attention, it will be hard to miss very soon. Demolition of Building 1 will happen in the coming weeks, helping to make way for our new hospital tower. Our first hospital building may be history soon, but you can keep history alive by buying a brick. You can even have your brick engraved and placed in the new courtyard/garden area. Meanwhile, construction continues on the North campus in two places. There’s ongoing progress at the new Community Cancer Center North, including the overhead connector walkway that will link the cancer center to Community North. Also very visible is progress on the walkway that will connect Community Heart and Vascular Hospital with Community North. Finally, the new Community Health Pavilion Anderson continues to take shape. The pavilion will feature physician offices, a Community MedCheck and a wide range of other outpatient services when it opens later this year.
SYMPHONY IN THE PARK • • • If it’s July, it’s time again for beautiful music in Ellenberger Park, courtesy of Community and the Indianapolis Symphony. The annual Symphony in the Park is scheduled for Wednesday, July 13, at 7:30 p.m. Bring a picnic supper, folding chairs and a blanket and enjoy the free show! Food trucks will be available. Park at Community East and walk or take the free shuttle. In case of inclement weather, the show will take place at Warren Performing Arts Center.

YOU CAN LEAD A HEART WALK TEAM • • • Community aims to send at least 500 team walkers to this year’s Heart Walk, and raise at least $50,000 for the American Heart Association. That’s no small task, but we’ve historically been one of the event’s biggest supporters. We need team captains, and those who volunteer for the captain’s role can count it as a Serve360° experience. The event takes place Saturday, September 10, downtown at White River State Park. To sign up today as a team captain or join our team, please click on the link below.

LEARN MORE ABOUT PHILANTHROPY • • • Community Health Network Foundation recently launched a new e-learning course for Community employees called “Introduction to Philanthropy.” The course, available in MySuccess Center, will help you and other learners better understand how to recognize gratitude and make a grateful patient referral to the foundation—steps that play a critical part in strengthening the role of philanthropy at Community. The foundation also recently released a new employee orientation video—featuring Community leaders, grateful patients and donors—which illustrates the culture of philanthropy at Community. You can watch the video at the link below.