

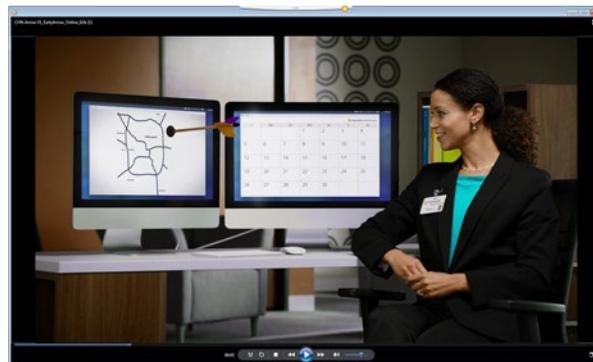
OCTOBER 2017

Issue 1

Around
Community

INVITING PATIENTS TO CONNECT TO CARE ...

Community promises to create *Exceptional care. Simply delivered.* This year we're taking great strides toward bringing to life the second part of that promise... "simply delivered." That's what our new Connect to Care service is all about. It's dramatically simplifying patients' ability to locate and receive the exceptional care that we provide. A call to one Community phone number—317-621-2727—helps callers find the most appropriate and convenient Community care, and even make an appointment. We started promoting Connect to Care via digital and social media advertising in September, and quickly saw a 6 percent increase in calls. Our campaign lets us try out different messages and images to see what works best, and it even provides a "call now" button so those who see it on their smartphones can immediately call Community. This month, we're rolling out more new advertising, including print ads as well as



Connect to Care
One call or click finds you the closest open appointment.

Whether you're injured or just plain sick, Community now offers Connect to Care. With one call or online click we'll find you the closest open appointment. That could be anything from Community Clinic at Walgreens locations or MedCheck, to a primary care doctor or virtual visit right on your screen. Just call 317.621.2727 and a Community concierge will locate convenient options and make your appointment. Should you prefer to search and set an appointment yourself, now you can. Our website is always open. Visit eCommunity.com/connect. The quickest route to feeling better, starts with us. *Exceptional care. Simply delivered.*

12 Community Clinic at Walgreens locations

7 convenient MedCheck locations

Schedule a Virtual Visit right on your computer or mobile device

Choose from over 1000 Primary Care or Specialty physicians



 **Community**
Health Network
eCommunity.com/connect

TV and radio commercials. *The print ad is shown here, and you can watch the commercial by clicking on the link below. Also, please watch the latest Online With Bryan video message, which covers this topic, by clicking on the link below.*





MAKE YOUR VOICE HEARD THROUGH THE EMPLOYEE ENGAGEMENT SURVEY ... The 2017 Employee Engagement Survey will be open from October 11 through October 25. The survey is a vital part of Community's commitment to creating exceptional employee experiences, so it's important to hear from everyone. New this year are three open-ended questions related to your experience on the Community team. The three questions are:

- "What is Community *currently* doing to create an exceptional employee experience for you?"
- "What should Community *start* doing to create an exceptional employee experience for you?"
- "What should Community *stop* doing, which is currently preventing you from having an exceptional employee experience?"

Please remember that all feedback is anonymous. All employees except providers will get an email invitation to take the survey on October 11, sent by IBM Kenexa Surveys (providers will be taking a different survey).

COMMUNITY CLINIC AT WALGREENS REACHES A MILESTONE ... We launched a dozen Community Clinic at Walgreens locations in June, and as October began, we saw our 10,000th patient! Of those patients, more than 3,700 were new to Community. Patients have ranged from 13 months old to 96 years, with an average age of 32.9. Just under two-thirds are female, and fully 89 percent have agreed when prompted with our instant feedback question, "are you happy with your care experience today?"



NURSING EXCELLENCE AWARDS BANQUET: GET YOUR TICKET ... Community's premier nursing event is just around the corner! The 2017 Nursing Excellence Awards banquet will be at the Marriott Indianapolis North on

November 10. Cocktails begin at 6 p.m., dinner at 7 and the awards ceremony at 8. Tickets are \$50, but nominees and past winners may purchase a ticket for \$25. *To get your ticket, please call 800-833-8003, and be sure to share any special dietary requests.*



A FAIR TO REMEMBER ... Actress, comedian and pop singer Vicki Lawrence was in Indiana last month as the keynote presenter at Community Touchpoint's "A Fair to Remember." Well-known as a regular on "The Carol Burnette Show" and the star of "Mama's Family," as well as the voice behind "The Night the Lights Went Out in Georgia," she took time to speak to more than 800 attendees at the 10th annual health event and luncheon. More than 90 vendors were part of the event, organized by Community Touchpoint, our program promoting healthy life transitions for seniors. More than 120 attendees got flu shots, and more than 200 received cholesterol and glucose screenings.

COMMUNITY NOW OFFERS NEW LONG-TERM PAYMENT PLANS ... Community patients now have a long-term payment option through the health services financing program at Commerce Bank. The new program, which is designed for those who need more than 12 months to pay, provides an opportunity for Community patients to obtain a Commerce Bank extended-payment plan that can be used to cover out-of-pocket expenses of up to \$50,000. It is a completely paperless solution, and enrollment is fast and easy with a simple verbal agreement. There is also no credit screening; all patients are approved. The new program goes live in mid-October for Community hospitals with Epic Systems electronic medical records, plus physician offices and Community VEI-operated surgery centers.



TIME TO GET A FLU SHOT ... Community's annual flu immunization campaign is now underway. Everyone on the Community team must be immunized by November 30, or get an approved exemption for medical or religious reasons. Those who have not done so face termination after November 30. It's easy to comply...just get your free flu shot from Community, or get one from your own provider or another clinic, or file for an exemption. You must do one of those things by November 30, and submit any required paperwork by the deadline, in order to be in compliance. *Please watch your email, check InComm or ask your manager for more details on how to comply and remain on the Community team.*



FALL MANDATORIES DUE THIS MONTH ... Time is running out for Community workforce members to complete the annual fall mandatory training. Those impacted include but are not limited to employees, contractors, contingent workers, agency workers and providers. Community Anderson offers a mandatory education fair October 17-18, while all other Community team members take their training online and will find the required modules on their learning plans in MySuccess Center. The deadline to complete the training is October 25. *For the online mandates, just go to InComm > Learn > MySuccess Center.*



Rachel Pritz, RN

RACHEL PRITZ AN INDY'S BEST AND BRIGHTEST FINALIST ... Rachel Pritz, RN, manager of nursing informatics, has been selected as a finalist for the 2017 Indy's Best and Brightest Awards. The program was created by Junior Achievement to recognize the next generation of leaders in the community. She will be honored in the healthcare category at the awards ceremony in November.

FOUNDATION HOSTS VISIT TO HONOR MAJOR DONATION ...

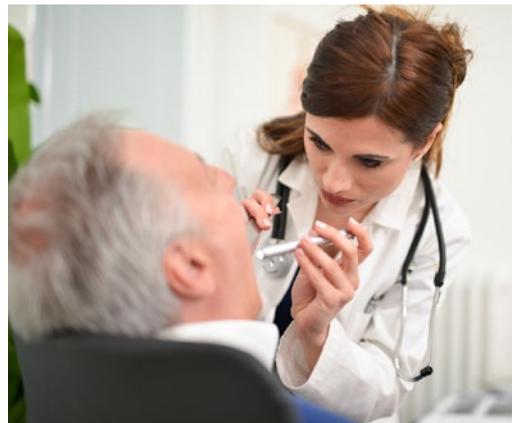
Community recently hosted and honored Lewis Norry, lead managing partner of Rama Drive Realty, which owns and operates several properties in Indianapolis, and

members of the Spurlock family. Rama Drive Realty made a \$1 million gift in late 2016 to Community Health Network Foundation to support financial aid for oncology patients and patients on the east side of Indianapolis. To recognize the gift, Community Cancer Center North features the Sharon and Neil Norry Healing Garden (named for Lewis Norry's parents), and Community East is now home to newly dedicated The Bill Spurlock Support Services Hub (named for Bill Spurlock, a former maintenance operations manager of Rama Drive Realty and friend of Lewis Norry).



Lewis Norry

HELP FOR OUR TEAM DURING DIFFICULT TIMES ... Our aim is to provide exceptional experiences for all on the Community team, and that includes support during difficult times. Thanks to gifts from donors, financial support is available for full- and part-time employees and their immediate family members who may be facing catastrophic illness. The Dale Fleming Employee Assistance Fund is able to offer financial assistance for a variety of qualified expenses related to caring for a terminally ill employee or immediate family member. Launched in 2009, the fund is named in memory of Dale Fleming, an employee of Community's human resources department, who passed away in 2008 after a long illness. *If you believe the Dale Fleming Employee Assistance Fund could be of help to you and your family or if you would like more information, please contact Community's Employee Assistance Program at 317-621-WELL. If you would like to make a gift in support of your Community colleagues, please click on the link below and designate your gift to "Other: Dale Fleming Employee Assistance Fund."*



FREE ORAL CANCER SCREENINGS SCHEDULED ... Community is offering free oral cancer screenings from 10 a.m. to noon on Wednesday, November 1, in Community East's radiation oncology area. The screening is quick and painless and could save a life, especially for those patients who are at higher risk of developing oral cancer. Risk factors include tobacco use (smoking and smokeless), heavy alcohol use, and potential exposure to human papillomavirus (HPV). Also at greater risk are those age 55 and older, especially males. *Schedule an appointment by calling 800-777-7775 or visiting eCommunity.com/screenings.*

NEW NAME FOR INPATIENT LIFE'S JOURNEY ... Our inpatient Life's Journey program is now known as inpatient palliative care. The services are the same...only the name has changed. To place an inpatient referral at one of our Indianapolis hospitals, just search for "palliative" in Epic Orders. The new referral order is titled "inpatient consult to palliative care." *Questions? Please call the inpatient palliative care referral line at 317-621-4900.*

COMING SOON: A NEW INCOMM WITH IMPROVED NAVIGATION! ...

Many Community team members have shared frustrations such as "It's not easy to navigate InComm, and it seems like I waste more time looking for things than it's worth." We've taken your feedback into account and are excited to share that a completely redesigned InComm is on the way. Your feedback, combined with the results of multiple interviews with people around the network, have helped us understand how we can make the Community intranet more effective for you. Be on the lookout for more details in the coming months!

