Around Community

SEPTEMBER 2016 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 • • •
Tornadoes hit our communities and even our own employees, and our teams stepped up to lend a helping hand.

OUR SERVICE • • •
Our new inpatient transfer center makes it a lot easier for providers to find a place at Community for their patients.

OUR QUALITY • • •
Our electronic medical record applications help us deliver quality, and now we’re delivering upgraded applications.

OUR FINANCE • • •
We’re working to make it easier for patients to pay their share of the bill, in the way that works best for them.

OUR GROWTH • • •
The state’s new hospital will start taking shape soon at Community East.

OUR COMMUNITY • • •
With cold weather approaching, we’re gearing up for another drive to help bring warmth to our community.

And the Winners Are…

Last month we spotlighted the finalists in the latest Community Launchpad Innovation Competition, and we invited readers to vote for their favorite to help determine the People’s Choice awards. Now, we’re ready to announce the winners!

FIRST PLACE AND PEOPLE’S CHOICE WINNER: David Choinski, patient care coordinator, Community East. His idea was Hourly Rounding Direct Charting, a bedside charting tool connected to the EMR and designated mobile devices that provides caregivers with icon-based and voice-activated charting options to record common data real-time, reducing charting exhaustion and increasing the accuracy of important information.

SECOND PLACE: Natalie Christy, director, Community Surgery Center North. Her idea was My Procedure, a HIPAA-compliant procedure navigation app connected to the EMR that integrates one continuous, supportive presence into a patient’s healthcare journey, automating tedious forms, streamlining visitations, and letting patients concentrate on healing after their medical procedure.

THIRD PLACE: Amy Ambs, RN, ICU at Community Heart and Vascular Hospital. Her idea was The Reposition Blanket, an ergonomically friendly, inflatable turning device that can be programmed to reposition immobile bedridden patients, reducing their risk of pressure ulcers while increasing the safety of caregivers.

First place in the Innovation Competition was worth $2,500, the second-place winner earned $1,000, and the prize for third place was $500. The People’s Choice Award carried a $500 prize. Even more important, though, was the real purpose of the competition: innovation. Our winning ideas will move forward for potential development, implementation and even commercialization.
Last month, a series of violent storms crossed Indiana. Our team members prepared immediately to serve the community in our role as healthcare providers, preparing for casualties that thankfully never happened, serving extended shifts, gathering emergency supplies. Our thoughts later turned to our own team members. The worst damage was in Kokomo, where about 30 employees at Community Howard felt the impact of tornado damage at their homes. Our Community family stepped up immediately, seeking ways to help. Community Health Network pledged $25,000 to support those team members impacted by tornado damage, and equal amounts were pledged by the Community Howard Regional Health Foundation and the Community Health Network Foundation. Individual employees also began making donations to a fund for fellow team members, and they have pledged more than $10,000. In the meantime, employees also continued to work on behalf of the storm-damaged community in numerous ways, including volunteering on storm cleanup crews and providing sack lunches for relief workers.

It’s just about flu season, which means it’s time for Community’s annual flu immunization campaign. As with other providers in our area, Community has a mandatory flu immunization policy. 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 get an approved 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.
GET YOUR WELLNESS POINTS WHILE YOU STILL CAN  • • • You still have time to earn wellness points and grab extra dollars to pay for your Community healthcare next year, but the clock is ticking. Friday, September 30, is the last day to submit information to earn incentive points for the 2017 benefit year, points that can get dollars deposited into your health reimbursement account or health savings account if you’re on Community medical insurance. Remember, you need at least 500 points for the maximum $750 incentive, while 250 to 499 points will get you a $250 incentive. One great way to get points is through a wellness screening, if you have not already had yours—get yours from your provider or by making an appointment at a Worksite Care Clinic. Click on the MyWellness link below, select “Incentive Summary” to see how many points you have, and choose “Earn More Points” to find out how you can earn more if needed. Contact Health Promotion Services at 317-621-9275 if you have questions.

HOW WILL YOU RECEIVE EMERGENCY ALERTS?  • • • Have you set your preferences in the new Emergency Notification System yet? The new system is now live, delivering vital alerts to keep you, your coworkers, and our patients and guests safe. It’s up to you to specify how you want to receive the alerts…as a text on your cellphone, as a voice message on your cell or land line, on a pager, via email—any combination, in any order. Now, you also have the opportunity to choose additional disaster codes you wish to receive, so please login and update your preferences. To set your alert preferences, please click on the MyInfo tab on InComm and select Emergency Notifications.

THE COMMUNITY WAY ALL-TEAM EXPERIENCE  • • • We’re one month closer to our first-ever all-employee gathering, with six identical sessions spread across the first three days of November. Keep an eye on your mailbox—you’ll get your official invitation this month! At that point, you and your manager will work together to determine which of the six sessions will be the ideal one for you to attend. Click on the link below to watch a video and learn more.

CAREERS WEBSITE GETTING AN UPGRADE  • • • Community’s careers website will be temporarily unavailable through Wednesday, September 14. As part of the upgrades to eCommunity.com (see page 9 of this newsletter), we’re implementing a new job application system. The new job application system will make it easier for internal and external candidate applying for open positions, including the ability to apply via a mobile or tablet device. While we’re transitioning to the new system, though, external candidates as well as Community employees will not be able to apply for open positions. Once the new system is running, all candidates applying for a job will need to create a new password the first time they sign in and complete a new job application.

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NETWORK GETS NEW CHIEF RISK OFFICER  • • • Virginia Ann “Gina” Davidson has been named network chief risk officer. She comes to us after spending eight years focused on risk and compliance matters for an Ohio health system. In the role, she will be a part of the network’s executive leadership team.

JEAN PUTNAM JOINS NETWORK ELT  • • • Another new member of the network executive leadership team is Community’s chief nursing officer. Jean Putnam, RN, MS, CPHQ, was named chief nursing officer near the beginning of the year, having served in the role on an interim basis since March 2015.

NEW VP OF BEHAVIORAL HEALTH SERVICES  • • • George Hurd has been named Community’s new vice president, behavioral health services. In his new role, he’ll serve in a dyad with Dr. Frank Covington, medical director, behavioral health services, as a co-leader of the behavioral health product line. Hurd will be providing strategic, fiscal and operational leadership to support the development of the product line and to ensure that the needs of patients and the network are fulfilled through an integrated and comprehensive continuum of services. He had been serving as the executive director of operations for Community’s Lutherwood partnership with Lutheran Child and Family Services.

KRIS KIRSCHNER NEW MEDIA RELATIONS STRATEGIST  • • • Veteran TV personality Kris Kirschner has joined Community as PR and media relations strategist. Kirschner, who spent the past 19 years as a reporter and anchor at WTHR in Indianapolis, will manage Community’s media relations efforts. An award-winning journalist, Kirschner has earned several Emmy nominations for reporting, writing and anchoring. She most recently took home the Emmy for her reporting craft. She’s also been honored by the Associated Press and Society of Professional Journalists.

PHYSICIAN GROUP CHOOSES PRESIDENT FROM COMMUNITY  • • • Dr. Bernard Richard is now serving as president of Indiana Academy of Family Physicians. The organization’s mission is to promote and advance family medicine in order to improve the health of Indiana residents. Dr. Richard is part of Community Physician Network Family Medicine Care, with an office in Greenfield.
NOW OPEN: THE INPATIENT TRANSFER CENTER • • • We strive to simply deliver exceptional experiences—and Community’s new centralized inpatient transfer center is aimed at making it simpler for patients and referring providers to connect with care across our many hospital locations. The center launched recently and is available 24/7, and it works with referring providers to determine which Community facility is the best fit for an incoming or transferring patient. Experienced nurses take calls from referring providers who have a patient in need of hospital care. The RNs help determine the best available place for the patient, connect the referring provider directly with an accepting physician, and facilitate all of the necessary arrangements, such as registration, transportation and bed requests. Stay tuned, because there are even more improvements in the works to help patients easily find the Community care they need.

EVERY INTERACTION COUNTS • • • During the last quarter, the Office of Patient Experience has partnered with acute care leadership to deliver an “experience studio” at the region operation leadership team meetings, with the theme “Every Interaction Counts—Words Matter.” Each session included a video demonstrating how words matter—it illustrated how a simple change in a few words changed the life of a blind man forever. In addition, those in attendance participated in two individual interactions. One interaction had team members remove their name badges and imagine themselves no longer as healthcare team members but as a family member of a loved one in the hospital. They scribed what crossed their minds as they thought about being the family member of a patient, including how they would like the staff to communicate with them. In the second interaction, all participants wrote on a postcard how they will make every interaction count. Many participants vowed to be better listeners. Both verbal and nonverbal cues are important to consider when thinking about how to make every interaction count. The nonverbal art of listening is a very important part of communication. Listening means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body.

SERVICE PILLAR GOALS FOR 2016

We will achieve at least 1% improvement over our baseline scores in multiple service measures, including how likely it is that patients would recommend our hospitals and ambulatory facilities, as well as how they rate our providers and our emergency departments.
AN UPGRADE FOR EPIC • • • Community Health Network will be upgrading to the 2015 version of Epic Systems applications, with the upgrade scheduled for October 23. An upgrade is part of software maintenance, just like changing the oil in your car. Every new version includes improvements to the software, based upon new technology and user feedback. It’s something we need to do so we don’t fall behind and limit our effectiveness. The upgrade will bring a variety of benefits, including better functionality for both clinical and business applications, improved compliance and regulatory requirements, and rebates that will cut our expenses. If you’re an Epic user, you’ll likely see a number of improvements and benefits specific to the area in which you work—you’ll learn more in the coming weeks, and will be trained on how to use the new features and benefits. Up next is testing of the new functionality, a variety of technical updates that will support the upgrade, and training in late September and early October. Please keep an eye out for CareConnect communications to help keep you informed and up to date about the upgrade.

COMMUNITY BARIATRICS NORTH EARN ACCREDITATION HONOR • • • Community Bariatrics North has been approved as a Comprehensive Center through the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program. The program is a combination of the national bariatric surgery accreditation programs of the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery. A bariatric surgical center achieves accreditation following a rigorous review process during which it proves that it can maintain certain physical resources, human resources and standards of practice.
ACCEPTING PAYMENTS IN WAYS THAT WORK FOR PATIENTS • • • If we’re going to continue to fulfill our mission of enhancing health and well-being for the long-term, we need to do everything we can to ensure that we are reimbursed for the services we provide. Reimbursements come from government and private insurance payers, and also from patients themselves. In fact, health insurance plans these days are placing an increasing share of the payment responsibility on patients—the easier we can make it for patients to chip in their share, the better it is for everyone. That’s the focus of an ongoing performance excellence project focused on point-of-service collections. Simply put, we want to make it simpler for patients to pay their copays at any point in the care and revenue cycle process—before, during or after care—using whatever payment type works best for the patient, and the patient’s preferred payment location, including in the office, on the phone, online, at a kiosk or through the mail. Through the initiative, the revenue cycle education team has conducted more than three dozen training sessions helping teams to better understand eligibility, coverage and benefits in order to identify the proper copayment amounts. Education has also focused on advocacy for helping patients connect with health insurance if needed, along with payment plans and financial assistance options. It’s still early in the initiative, but we’re starting to experience increases in collection rates in targeted education areas, growth in commercial insurance collection rates per encounter, and increased reporting visibility within patient access areas.
GROWTH PILLAR  
GOAL FOR 2016

We will measure our count of total individual lives—which is the sum of all patients we serve in all locations throughout the year—with a target of growing beyond about 509,000 people.

CONSTRUCTION BEGINS AT STATE’S NEW HOSPITAL ON COMMUNITY EAST CAMPUS

Community Health Network leaders, Lt. Gov. Eric Holcomb, and Indiana Family and Social Services Administration Secretary Dr. John Wernert last month broke ground to officially begin construction on the state’s new Neuro-Diagnostic Institute and Advanced Treatment Center. The $120 million, state-of-the-art facility located on the campus of Community East will have 159 beds and the capacity to treat up to 1,500 patients a year. The focus of the new institute will be on the precise diagnosis and assertive treatment of brain-based disorders, including acute and chronic mental illness, chronic addictions, intellectual and developmental disabilities, traumatic brain injury and neuro-degenerative illnesses such as Alzheimer’s disease. The new facility, expected to open for patient admissions in late 2018, will be physically connected to Community East to facilitate a more holistic approach to medical and behavioral health care.

ALPHA HOME PHYSICAL THERAPY JOINING COMMUNITY

Increasingly, patients and payers are seeking ways to enhance health and well-being in the most cost-effective setting, helping patients to return to health while preventing unnecessary hospitalizations or readmissions. One key to achieving this is a stronger coordination across the care continuum—from hospitals to physician offices to rehabilitation facilities to home care. With that in mind, Community Home Health is acquiring Indianapolis-based Alpha Home Physical Therapy, effective at the end of September. The two entities will become one under the Community banner, and Alpha’s employees will join Community Home Health as part of our Ambulatory Care Services vertical. Community Home Health will continue to serve the current patients of Alpha Home Physical Therapy, who are located across 21 counties of Central Indiana.

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COMING SOON...THE NEW ECOMMUNITY.COM

Community’s new website will be unveiled later this month, with a goal of making it simpler and more helpful to connect online. The website has been redesigned from the ground up to take care of the needs of those whom we serve—when, where and how it’s convenient. The new website is designed to function well on every kind of device and computer. The site will be focused on getting things done, such as finding a doctor or medical facility, making an appointment, contacting a provider, paying a bill, applying for a job, or signing up for an event or class.

The improved “find a doctor” feature will let visitors type in a specific healthcare need (such as “joint pain”), then easily locate providers nearby who can help. It’ll be easier than ever for visitors to locate information that answers questions and helps improve health and well-being. Watch your email for more information about the launch of the new eCommunity.com!

NEW ADS PROMOTE CARDIOVASCULAR SERVICES AND COMMUNITY EAST

More new Community advertising starts appearing this month, putting the spotlight on our cardiovascular services as well as on the exciting things happening at Community East. The cardiovascular campaign features specialty areas of our CV product line—electrophysiology and cardiovascular surgery—and provides positioning and awareness of our specialty hospital, Community Heart and Vascular Hospital. The campaign includes print ads, radio commercials, billboards and online ads. The Community East campaign highlights innovative services and clinical excellence offered at Community East and positions our “Exceptional care. Simply delivered.” brand promise through patient stories. It also builds awareness for the significant investment the network is making in the East region. The messages will be shared in print, online and on outdoor billboards.

A FAIR TO REMEMBER

Henry Winkler—the actor, director, producer and New York Times best-selling author—will serve as the keynote presenter at Community Touchpoint’s A Fair to Remember. Winkler is best known for his portrayal of Arthur Fonzarelli (“The Fonz”) in the TV series “Happy Days.” A Fair to Remember is a health event and luncheon designed for adults 55 and older, and will be held Friday, September 9, from 9 a.m. to 2:30 p.m. at the Indiana State Fairgrounds. This is the ninth year Community Touchpoint is hosting the event. Last year’s event, with keynote speaker Leeza Gibbons, welcomed more than 600 attendees, and a similar crowd is expected this year.
COATS OF CARING IS BACK • • • Fall and winter are approaching, which means it’s time again for Coats of Caring in Anderson. Community Anderson and our partners are collecting donations of coats to share with those in need later this fall. And by working with non-profit winter wear provider Operation Warm, the program is able to provide a high-quality, brand-new coat and pair of gloves to a child for about $20. Please consider donating a gently used winter coat or making a $20 tax deductible, dedicated donation at the link below.

A NEW CLASS • • • Project Search Indiana is a high school transition program targeted for students whose main goal is competitive employment. The program is a worksite-based school-to-work program for students with developmental and/or physical disabilities. Community North is once again partnering to make Project Search Indiana a success. We’ve just welcomed a new cohort of students to take part in the program. Project Search Indiana is a collaborative effort with the Indiana Family and Social Services Administration’s Office of Vocational Rehabilitation, the Indiana University Indiana Institute on Disability & Community, Easter Seals Crossroads and Lawrence Township schools.

HEART WALK UPDATE • • • The 2016 Indy American Heart Association Heart Walk is coming up on Saturday, September 10, and Community is leading the way with a full field of walkers. There’s still time to support our efforts by contributing to any of the more than 90 Community teams and more than 600 walkers in the fight against cardiovascular disease. Click on the links below for more information.

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ONE NIGHT, TWO TEAMS, BIG IMPACT FOR CANCER PATIENTS • • • On October 22, the Indy Eleven will host their last home game of the season with Breast Cancer Awareness Night. For every ticket sold in support of Community, the Indy Eleven will donate a portion of the proceeds to Community’s cancer patients in financial need. The same evening, the Indy Fuel will host a 5K run/walk, with a portion of the proceeds also benefitting Community’s oncology patients facing financial challenges. Participants in the 5K will also receive a complimentary ticket to the October 28 or 29 Indy Fuel game, along with a Fuel t-shirt. To purchase your Indy Eleven tickets, visit giveback.indyeleven.com and enter the promotion code “community.” To register for the Indy Fuel 5K, click on the link below.

WALK TO FIGHT BREAST CANCER • • • Community is a proud sponsor of the American Cancer Society Making Strides Against Breast Cancer event on October 22 at Victory Field. Help raise funds for groundbreaking breast cancer research, lifesaving education and critical patient services by walking in the Making Strides of Indianapolis event. When you sign up, fundraise and participate in the walk, you’ll be there to support every person affected by breast cancer. Click on the link below to start a team, or contact Linda Imel at the email link below to volunteer for the Community Health Network water stop.

WALK FROM OBESITY • • • The 2016 Walk From Obesity, presented by Community Health Network, is just around the corner and we’re inviting you to put a team together to support the cause. The event works to bring attention to the disease of obesity by raising awareness in communities all over the country. The Walk from Obesity also provides educational materials regarding obesity and the treatment options available. The event is October 1 at Garfield Park. Click on the link below for more information.