



SERVING EAST CENTRAL INDIANA



JEFF BIRD, MD
President
IU Health East Central Region

Each year I look forward to our annual Indiana University Health Day of Service, when I have the opportunity to roll up my sleeves and join hundreds of my fellow team members in an activity that improves our local community in a significant way. It's important to me because we are able to improve a

park, build a trail or enhance a playground for the long-term benefit of many others. This day also serves as a reminder that, as an organization and as individuals, we can and do have a valuable impact beyond our hospital walls.

As a comprehensive regional hospital, Indiana University Health Ball Memorial Hospital is committed to delivering high-quality, personalized and patient-centered care to the residents of east central Indiana. With that strong foundation, I believe we can also serve our communities by positioning ourselves as a leader in the promotion of health and well-being. That's why in 2016 we worked with multiple community partners to launch the Healthy Community Alliance of Delaware and Blackford Counties. This initiative is designed to harness the collective impact of dozens of organizations striving to influence their employees, customers and other audiences to make healthier choices about nutrition, physical activity and tobacco cessation.

Community partnerships have also enabled us to establish many types of programs designed to educate, inform and influence healthy lifestyle choices. One such offering is our Families at the Farmers Market program, which in 2016 provided more than 50 families an opportunity to learn about the dietary importance of fresh produce while using the Minnetrista Farmers Market as its classroom.

Our highly skilled physicians and team members took their expertise out into the community over and over in 2016, engaging with community members at health fairs, screenings, classrooms, churches and more. Our Walk with a Doc program teamed up IU Health Ball Memorial Hospital physicians with hundreds of local community members for walks on the Cardinal Greenway during the spring and summer. Walkers could ask questions and get advice while taking part in a healthy lifestyle activity.

Sometimes our community initiatives first start inside the hospital as a patient visit and then extend into the community afterwards. One such example is the important work our staff is performing with safe sleep initiatives for newborn babies, which is aptly illustrated in the story of Tomisha Wilson and her daughter, Dru, featured on page 2 of this report.

I am pleased to share this summary of the impact IU Health Ball Memorial Hospital has made in the local community as we continue striving to be a leader in the care we provide, the research we perform, and service provided to our patients and their families.



IU HEALTH BALL MEMORIAL HOSPITAL
Muncie, Indiana

2016 COMMUNITY IMPACT



3,099
EMPLOYEES

IU Health Ball Memorial Hospital is the largest non-government employer in east central Indiana.



16k
INPATIENT VISITS

Inpatient stays are often required in serious and complex cases. We had 15,770 visits this past year.



302k
OUTPATIENT VISITS

Our team of caring medical professionals offered a variety of on-site outpatient specialties and services that accounted for 302,321 visits.



70k
VOLUNTEER HOURS

Men, women and teenagers from all walks of life volunteered 70,137 hours at our hospital in 2016.



1,743
STUDENTS

The hospital is affiliated with the IU School of Medicine and serves as an educational site for students to gain experience.



\$4.9M
IN GRANTS

These funds support renovation projects, medical equipment, graduate medical education, scholarships and community partnerships.



65
RESEARCH STUDIES

Our commitment to research allows us to offer the most advanced knowledge, advice and treatment to our patients.



17k
MEDICAID PATIENTS

We serve patients regardless of their ability to pay. In 2016, 17,566 Medicaid patients were served.



\$6.9M
TOTAL CHARITY CARE

As a nonprofit healthcare organization, serving the community is at the heart of our mission. Indiana University Health Ball Memorial Hospital treats all patients and has a long-standing policy to provide charity care (free or reduced-cost medical care) to the uninsured, low income and medically indigent patients.

HOSPITAL DESIGNATIONS

- Joint Commission Hospital Gold Seal of Approval for Hospital Accreditation
- US News and World Report No. 6 Best Hospitals Regional Ranking
- Blue Distinction - Center for Knee and Hip Replacement
- American College of Surgeons Level III Verified Trauma Center
- Leader in LGBT Healthcare Equality
- Blue Distinction - Centers for Maternity Care
- ACTION Registry - Platinum Performance Achievement Award
- Fit-Friendly Worksite

