A healthier future for Hoosiers is here.
OUR MISSION

Indiana University Health is dedicated to improving the health of our patients and communities through innovation and excellence in care, education, research and service.
How do you define “community benefit?” For the uninsured, it might be access to free or reduced-cost care. For a student at risk for obesity, it might be participation in an IU Health Strong Schools pedometer program. A hungry family might point to the help they get from an IU Health-sponsored food pantry.

Serving the community is at the heart of our mission at Indiana University Health—“to improve the health of our patients and community through innovation and excellence in care, education, research and service.” We are committed to creatively and proactively addressing the healthcare needs of the communities we serve; it’s an integral part of who we are as a nonprofit healthcare organization.

In 2015, IU Health provided more than $522 million in total community benefit, serving more than 1 million Indiana residents. This includes more than $351 million in free and reduced-cost care to qualified patients. And through our IU Health Strength That Cares volunteer program, more than 3,600 team members devoted thousands of hours to making a difference in the Indiana communities we call home. We believe we can make Indiana a healthier place to live and we will persistently pursue this goal individually and through collaborations with others.

I encourage you to browse this report, where you can read more about how we’re working to make a difference in communities across Indiana. On behalf of the IU Health Board of Directors and all of our team members, I invite you to join us as we strive to provide a strong, healthy future for all Indiana residents.

Dennis M. Murphy
President and CEO
Indiana University Health
We’re investing in improving Indiana.

In 2015 IU Health invested more than $121 million in financial assistance and $522 million in community benefit. Our efforts are focused on serving both the broader community and the most vulnerable populations in the state of Indiana. We work with community partners to provide resources, programs and support to help improve the quality of life now and in the future for the IU Health communities we serve.

<table>
<thead>
<tr>
<th>Financial Assistance</th>
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<tr>
<td>Unreimbursed Costs of Medicaid</td>
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<td>TOTAL COMMUNITY INVESTMENT</td>
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\*The bad debt included in the report as community investment is unpaid patient expenses, at cost, as reported to the Internal Revenue Service.

IU Health invites community members to review the community health needs assessments and provide comments to communitybenefit@iuhealth.org

For a full, detailed listing of each IU Health implementation strategy, you can visit iuhealth.org/getstrong
To gain a better understanding of the most critical health needs throughout our communities, Indiana University Health conducted a comprehensive Community Health Needs Assessment (CHNA) in 2012 in every community we serve.

The CHNA process, which included input from community members, leaders, and partners, identified four common priority health needs throughout the state. These four needs were endorsed by the IU Health Board of Directors and shaped the organization’s community outreach priorities from 2013 through 2015:

**Priority 1**  **Access to Healthcare**

**Priority 2**  **Behavioral Health**

**Priority 3**  **Obesity Prevention**

**Priority 4**  **Pre-K – 12 Education**
“I really get excited to come to work everyday.”

– Bre-Anna, IU Health Financial Navigator

19% of Indiana adults lack health insurance coverage

SOURCE: Indiana Indicators, 2015
“At IU Health, I have the opportunity to make changes in people’s lives that make a positive impact on the whole community.”

When Hoosiers have access to the best doctors in the state from healthcare plans they can afford, they can live longer, happier lives, which means our communities grow even stronger. Making sure that happens is part of IU Health team member Bre-Anna’s job as a financial navigator.

My department is always in touch with people around the community to ensure they’re receiving the care they need at the lowest cost possible. I recently helped a local family during a tough time. They lost their son in a car accident and their small business had closed.

As if that was not enough heartache, now they had a new problem: medical bills were piling up because they did not have the right health insurance coverage to treat the wife’s cancer. This is a mistake I see all too often. Given everything they had already been through, I considered it more than just my job to do everything I could to reduce at least some of their stress.

I worked with the family until we were able to find a solution. They enrolled in a better plan for their needs, one that meant they could continue treatment at IU Health at less of a cost to them. When we were finished, the wife broke down and cried. She said she was very relieved to stay with IU Health because she loved all of her doctors.

It was very rewarding to help reduce their financial stress and ensure her continued high quality care. They thanked me and then called me after they made their first payment to say hello. They even sent me a holiday card to thank me again.

IU Health is helping Hoosiers get access to healthcare.

Improving health and wellness throughout Indiana is crucial to building a bright future for the communities IU Health serves. We strive to provide everyone the opportunity to find the right healthcare for their needs, and to assist them throughout the process so they can live happy and healthy well into the future.

IU Health has 153 financial navigators like Bre-Anna – more than any other healthcare system in the state. These financial navigators signed up 14,311 patients for insurance in 2015.
Breaking the cycle of domestic violence and inspiring positive change for Indiana families.

A healthier future for Indiana starts with our children. Unfortunately, kids are often the silent victims of domestic abuse. Without intervention, their early experiences may lead them to become abusers or victims in their adult lives, continuing the cycle of domestic violence. IU Health and Sheltering Wings are helping families overcome volatile living situations. Here’s one woman’s story, in her own words.

Little by little, domestic abuse crept into our daily family life. Eventually I noticed my two boys showing signs that the abuse was affecting their behavior. My two-year-old was starting to say things like, “Mommy I am going to hit you in the back of the head and you will die.” At one point, the violence even led to the tragic ending of our family pet’s life. I realized that my sons or myself could easily be next, and I was frightened to even think about where things might end up in the future. That’s when I found help.

Sheltering Wings has given my boys the stability of positive love, attention and direction. It has resulted in a tremendous change of personality and attitude. I knew it would take more than simply getting out of that living situation to save our future, and luckily Sheltering Wings has counseling programs that have changed our lives forever.

My best friend couldn’t believe the change in my kids after being residents here for just a few months. Her exact words were, “Wow, they are completely different kids, they just seem so calm and happy! If they had a change of attitude in just a few months, I can imagine what kind of effects the shelter is going to have on the rest of your lives!”
IU Health and Sheltering Wings are helping Indiana youths learn how to live a future without violence.

IU Health helps to fund the shelter’s outreach program in the hopes of bringing all families a future without domestic violence. Together, we’re stopping the cycle of violence with a proactive approach that properly educates pre-teens and teens on what is right and wrong, regardless of what behaviors they might have been exposed to in their own upbringing.

The youth program at Sheltering Wings includes 24-hour crisis intervention services, support groups, and age-appropriate classes focused on restoring a normal daily life and building relationships.

Children exposed to domestic violence at home are more likely to have health problems, including anxiety and depression.

SOURCE: safehorizon.org

Participants of the youth programs supported by IU Health increased their ability to recognize abusive behavior by 40%.
During the 2015 Day of Service across the state, more than 2,200 team members:

- Revitalized 18 Parks and Trailheads
- Mounted 7 Swingsets
- Distributed over 200 Bicycles and Helmets
- Created 3 Miles of Walking Trails
IU Health works to help communities Get Strong.

Obesity is a top health concern for communities throughout Indiana. When a person is obese, they are more at risk for diabetes, hypertension, heart disease, arthritis and even some cancers. In order to curb these trends, IU Health has taken its mission outside the walls of its hospitals to create places in our communities where people can make better health happen. In cooperation with schools, community centers and other agencies, IU Health is educating children and their families about nutrition and staying fit, creating healthier school environments and increasing access to safe places where people can enjoy the benefits of physical activity. IU Health is committed to helping our communities get active, get healthy, and get strong.

A Day of Service dedicated to obesity prevention.

The IU Health Day of Service is a high-impact event aimed at engaging IU Health team members in activities that address community outreach priorities. In 2015, the Day of Service focused on creating healthy environments for community members to be physically active. Over 2,200 IU Health team members from across the state joined together to provide lasting assets for their communities.

IU Health Arnett Hospital’s creation of pickleball courts at McCaw Park has been a big hit throughout the community. The additional courts are bringing people together for better health with both physical and social connections. “Before I discovered pickleball, I didn’t do any sort of organized exercise or sport activity. Now I play pickleball at least 3 times per week. It improves my mobility, my mood, my muscles and my overall health,” says Cheryl Parker, a pickleball fan.

IU Health Ball Memorial Hospital’s 2015 Day of Service included team members decorating paver stones with inspirational messages aimed at promoting fitness and obesity prevention, as well as the construction of a picnic shelter and tables at the Medford Trailhead. “The shelter gives trail users a nice place to take a break,” said Jerall Ross, a longtime user of the trail with his wife, Joanie, who is a RN at IU Health Ball Memorial Hospital. “It’s also a good safety feature, because it provides shelter from the sun on hot days or a nice place to wait out a rainstorm.”

27% of Indiana adults report no leisure time physical activity.
Source: Indiana Indicators, 2015
50% of Hoosier children arrive in kindergarten lacking basic academic and social skills needed to be successful in the classroom.

SOURCE: Indiana Early Learning Advisory Committee Annual Report, 2015
Preparing Indiana students for a life of learning.

An education lasts a lifetime, and the sooner a child can start learning, the more our communities will thrive throughout their lifetime. When children don’t have access to early childhood education, they’re more likely to drop out of school, become a teen parent, get arrested for a violent crime or live in poverty. In order to secure a healthier future for Indiana, this trend must be reversed.

IU Health recognizes the need to fully prepare our children—academically and socially—to enter kindergarten. Early learning is one of the best investments we can make in our youth. It’s important we do whatever we can to give every child the opportunity to enter the education system fully prepared to reach their full potential in mastering the curriculum. That’s why IU Health invests in different school readiness programs.

Here are some of the ways IU Health is helping children get ready for kindergarten:

**Preschool Scholarship Program:** Indiana University Health pledged $1 million over a 3-year period to support Indianapolis Preschool Scholarship Program and On My Way Pre-K. These funds will go toward providing high quality preschool programs for 1,525 disadvantaged children in Marion County.

**Early Learning Indiana:** IU Health and Early Learning Indiana engaged in a 2-year collaboration to serve low-income pre-K students in two Indianapolis charter schools. This first-of-its-kind initiative served as an experiment and possible model for pre-K expansion in the state. The student assessments conducted at the end of the first year of the initiative showed that an average of 89% of the students were on track/proficient in appropriate age-level expectations.

**Kindergarten Countdown:** Kindergarten Countdown was a free four-week summer camp designed to help prepare children with little to no preschool experience for their new roles as kindergartners. It was offered to incoming kids who are at risk of falling behind their kindergarten classmates. IU Health campers gained an average of 24% in pre-literacy skills. Some classes improved as much as 57%.

IU HEALTH PLEDGED 1 MILLION DOLLARS TO GO TOWARDS 1,525 DISADVANTAGED CHILDREN

Community Outreach and Engagement

2015 REPORT TO THE COMMUNITY
Improving the health of Hoosiers now and for the future.

As the state’s leading healthcare system, IU Health has a far-reaching impact on local communities. Every day, we treat patients with the best possible care from our top doctors and we support the community outside our hospital walls with programs that improve health and wellness. Our coordinated outreach efforts are designed to meet pressing community health needs, as well as secure a healthier, happier future for everyone in the state. Investing in the health and development of our communities is central to who IU Health is as Indiana’s most comprehensive healthcare system.
2016–2018 Community Health Priorities and Plan

In 2015, IU Health completed a round of community health needs assessments (CHNAs) across the system. IU Health identified the following community health needs, in which we will focus our community benefit efforts from 2016–2018:

Access to Affordable Healthcare
- Increase the number of underserved community members receiving health services, including primary care and connecting to healthcare resources
- Increase understanding of healthcare system and coverage plans
- Increase number of underserved community members receiving vaccinations and health screenings

Nutrition and Healthy Weight
- Increase daily physical activity
- Improve knowledge of healthy habits
- Increase availability of healthy and affordable foods

Behavioral Health and Substance Abuse
- Increase number of underserved community members who receive needed behavioral health care and access substance abuse programs and services
- Increase number of teens connected with mental health and substance abuse services
IU Health invites community members to review the community health needs assessments and provide comments to communitybenefit@iuhealth.org

For a full, detailed listing of each IU Health implementation strategy, you can visit iuhealth.org/getstrong

A private nonprofit organization, Indiana University Health is Indiana’s largest comprehensive health system and is comprised of hospitals, physicians and allied services dedicated to providing preeminent care throughout Indiana and beyond. Our unique partnership with the Indiana University School of Medicine gives our highly skilled physicians access to innovative treatments using the latest research and technology.

Discover the strength at iuhealth.org

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