

# Harmony

A magazine for and about Indiana hospitals & health care professionals



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*How the simple act of listening helped Parkview better meet the needs of their unique community*



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# Harmony

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The INDIANA HOSPITAL ASSOCIATION's mission is to provide leadership, representation, and services in the common best interest of its members as they promote the improvement of community health status.





JONATHAN S. NALLI

CEO, St. Vincent Indiana

Senior Vice President, Ascension Healthcare,  
and Indiana Ministry Market Executive

## The Impact of Indiana Hospitals

As chairman of the Indiana Hospital Association, I want to thank our member hospitals for all you do for our patients and communities. Indiana hospitals are the cornerstones of their community and care for thousands of patients every day by providing hope and healing.

This issue of Harmony is all about showing the value that hospitals provide to the communities that they serve. Indiana hospitals are committed to providing value—whether it's providing exceptional patient care, training the next generation of our workforce, or working directly with employers to improve outcomes and reduce costs.

The cover story features Parkview Hospital LaGrange, which has done an excellent job establishing trust with the local Amish community to provide health care services in a way that respects their beliefs. You also will want to see how Reid Health based in Richmond is making sure that vulnerable patients who face food insecurity receive nutritious meals to maintain their health.

Another way Indiana hospitals serve patients is by routinely collaborating and sharing best practices to make health care safer.

In fact, Indiana has 11 patient safety coalitions that provide a forum for hospitals to work together to make health care better. You will want to read about the great work being done by the Central Southwest Patient Safety Coalition, which includes hospitals in Clay, Greene, Putnam, Sullivan, Vermillion, and Vigo counties.

Hospitals are large employers providing well-paying jobs for people in their communities. Community Healthcare System, based in Munster, has taken an innovative approach to get high school students interested in health care careers.

Finally, Indiana hospitals are committed to reducing the cost of health care. We feature a story, and plan to feature more hospital examples similar to this in the future, that showcases how hospitals are working directly with employers on new models of care that reduce costs and improve outcomes.

Access to affordable health care is an essential component of well-being. In a multitude of ways, Indiana hospitals are committed to making Indiana a better, and healthier, place to live.

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# THE POWER OF *Conversation*

On a sunny morning at Parkview LaGrange Hospital, situated just south of the Michigan border in northeast Indiana, a small group of Amish and English (the term commonly used to refer to non-Amish) gathered in the Corner Café. While some of them had never met before, there was certainly a familiarity. Because they were gathered just as others had many times before—sitting down at the table to listen and talk to each other. Despite it being nearly lunchtime, there wouldn't be a meal at this meeting. But there would be fellowship. Understanding. Friendly chatter. It was enough to leave anyone feeling full.





Written by TAMI BINGLE  
Public Relations Manager  
Parkview Health



## Education

Cultural diversity in LaGrange County is easy to see. That's because nearly half of the county's population is Amish, and their lifestyle includes a unique way of living, dressing, traveling, and communicating.

"The uniqueness of our community intrigues people," said Jordi Disler, president of Parkview LaGrange Hospital. Outsiders are naturally curious, so the hospital seeks to educate others on how the Amish and English can work together. "Education is key. Rather than focus on our differences, we try to explain the values of our population and how we've forged a relationship," she said.

Disler, who has been in LaGrange nearly eight years, says the hospital's relationship with the Amish has evolved and deepened. But it took time, patience, and work from the entire community.

"This isn't about either of us, it's about all of us," she said, gesturing to everyone seated at the table, both Amish and English. "It's not a novelty, it's a way of life up here," she said.

The Amish representatives at the table agreed. One explained: "We were at a home and garden show once and a man asked, 'How can we learn more about the Amish community?' My friend had the best response. He said, 'The best thing to do is come visit.'"

The Amish believe in living simple, humble lives and never seek attention. They prefer not to be photographed or put in the spotlight, which is why we are not sharing their names or photographs. However, they are happy to talk, listen, and find understanding.

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*"This is about so much more than health care. It's about building relationships and learning from one another to best meet the needs of our community."*

Jordi Disler  
President, Parkview LaGrange Hospital

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## Communication

Two-way communication is the foundation that helps Parkview LaGrange serve the Amish, and vice versa. "That's all we need to understand each other," one of the Amish men said.

Take, for example, the hospital's triennial Community Health Needs Assessment. Historically, the surveys have always been conducted via telephone. However, the Amish don't own personal phones, so not every household has easy access to that form of communication.

Knowing they were missing out on feedback from a large portion of their population, the hospital worked with the Amish to create a paper survey, making the assessment more accessible for 2019. So far, the hospital has received twice as many responses from the Amish as they have in previous years, allowing for a clearer picture of their health needs.

"For the first time in history, the response actually reflects the population," Disler said excitedly. She credited Amish leaders for their help in distributing and collecting the paper copies.

The hospital also provides an opportunity for near daily communication with the Amish. For nine years now, Parkview LaGrange Hospital has employed a plain church coordinator, a full-time co-worker who acts as a liaison between the hospital and Amish patients.



The hospital recently expanded the buggy barn, adding more stalls and enhanced features for the horses' care and safety (left). In addition to the services you might expect to see at a hospital, Parkview LaGrange's directional sign includes the location of the buggy barn (right).





*Buggies parked outside are an everyday sight at Parkview LaGrange these days (left). Inside the barn, a hard-working equine enjoys a well-deserved spot of shade (right).*

The Amish community's Plain Church Group Ministries is in place to handle a lot of health care questions, but having a single point of contact at the hospital makes everyone's job easier. Knowing the Amish community's limited access to telephones, Sondra Geyer, the hospital's plain church coordinator, acts as that single point of reference for information throughout the hospital, or even the larger system, reducing the time spent searching for answers or being transferred to multiple lines.

## Collaboration

Disler explained that the hospital actively seeks the Amish community's input and prefers to collaborate whenever possible, to ensure respect for their culture.

In addition to having a representative on the board of directors, the Amish serve on the hospital's Patient Family Advisory Committee and in volunteer resources. "Their feedback and time are invaluable," Disler said.

The hospital's buggy barns are an excellent example of collaboration. Everyone – the hospital, the Parkview LaGrange Foundation, and the Amish community – played a part in planning and building the structures. Recently, an expansion was completed, adding more stalls and enhanced features for the horses' care and safety.

"The barns wouldn't have been possible without everyone's support," said Rose Fritzinger, director of the Foundation. She expressed gratitude for the Amish community's philanthropic spirit. "Generosity is about more than funding. It's about giving time, energy, and input to make the community better for everyone. Generosity really does heal," she said.

## People

With buggies parked outside, and handmade quilts hanging inside, it's clear to see how the Amish are ingrained in the culture of Parkview LaGrange Hospital.

But the Amish don't just come to the hospital; the hospital comes to them. Disler regularly drives new providers and hospital leaders to the Plain Church Group Ministries' office so they can shake hands, and put faces with names.

More importantly, the hospital wants to keep an open forum for education, communication, and collaboration.



*Sondra Geyer serves as the hospital's single point of contact for the Amish community's Plain Church ministries.*





BRIAN TABOR  
President, IHA

## The Human Element

I recently heard stories that speak to the amazing care provided in Indiana's hospitals from two of our member hospitals that made quite an impression on me. Both stories involved patients at the end of their lives. In the first, the patient expressed a desire to receive a submersion baptism prior to passing away. As you can imagine, this involved a lot of logistics and time was short, but the hospital staff quickly mobilized and was able to bring a portable pool to the unit to accommodate this final wish. In the second story, a dying patient told staff that she wanted a glass of buttermilk. There was no buttermilk on hand, so one of the nurses ran to the grocery store and bought it, honoring this wish mere hours before the patient passed away.

*We frequently focus on other aspects of health care including technology or finances, but these stories show that it is the human connection that truly is at the heart of the health care experience.*

Over the years, I've come to understand that people providing care often do not see these stories as extraordinary. They view them as part of their job in caring for patients. It is important that we share not only these stories, but all our hospitals do for our communities with the public and our state and federal policymakers, in addition to our own organizations. On the opposite page is a graphic that shows some of what Indiana hospitals do every day for their communities.

If you have ever been a patient, you know it can be stressful and overwhelming.

As we think about the challenges facing our industry, we can never lose sight of the human connection at the heart of every health care encounter. A kind word, a listening ear, and a caring attitude can make all the difference.

This summer, a legislative study committee will examine several health care issues, including rising costs. As you will read in this issue of Harmony, we are fortunate to have some thoughtful leaders in the General Assembly committed to making Hoosiers healthier. The legislators who will be shaping these discussions, State Senator Ed Charbonneau and State Representative Cindy Kirchhofer, are two of the most important players. We will need to work with these lawmakers and others to tell the story of how hospitals are addressing affordability while providing the kind of care illustrated above.

Hospitals are some of the largest employers in their communities, which is why we understand the urgency around reducing health care expenditures. Reining in costs is complex and will take the collective effort of all of us — insurance companies, drug companies, hospitals, and employers. As president of the association representing Indiana's hospitals, I can assure you our members are fully committed to bending the cost curve and delivering the highest quality care to Hoosiers. As we begin this important work and look for ways to reduce costs, we must never lose sight of the human element of health care.

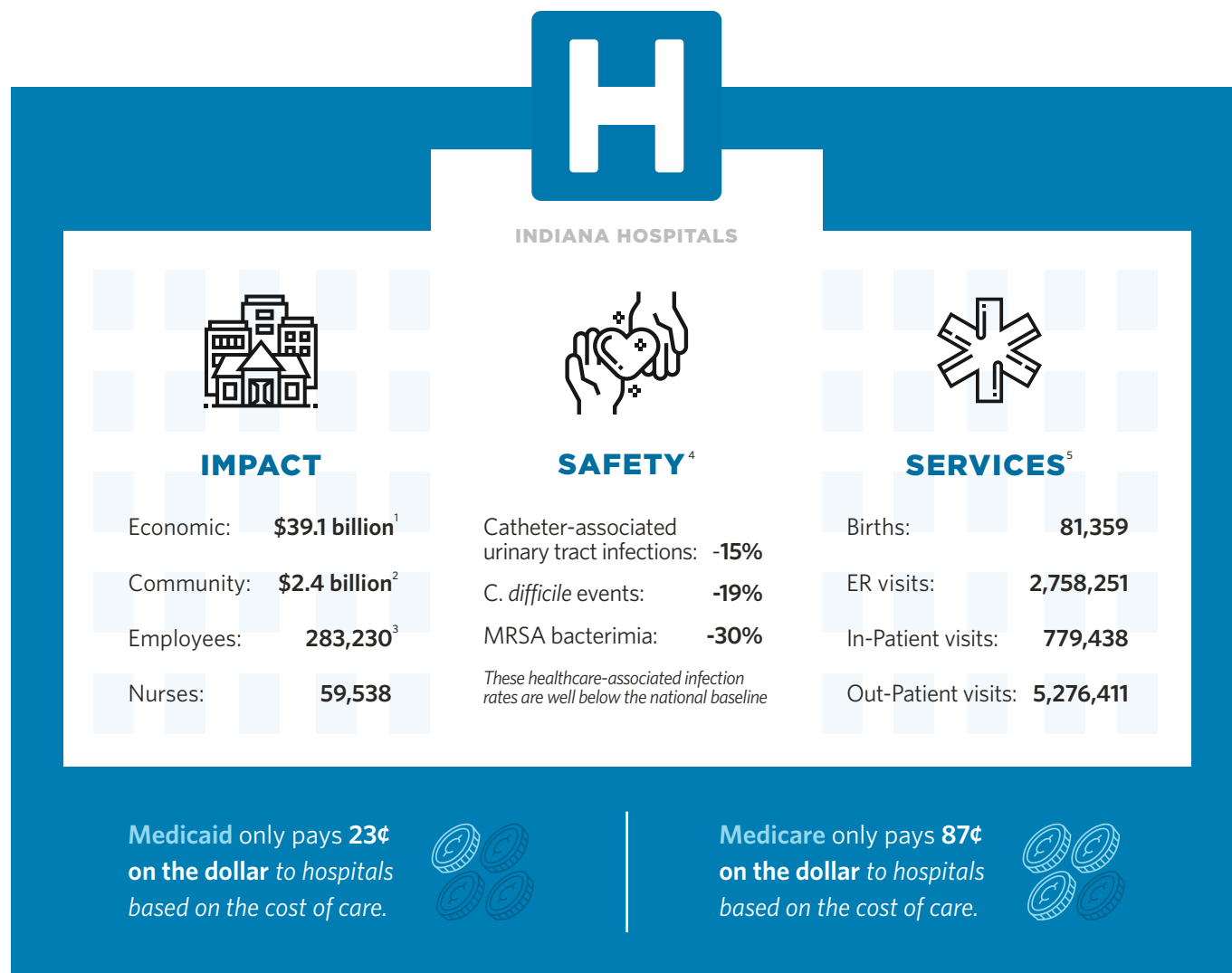
A handwritten signature in black ink, appearing to read "Brian Tabor".



# The Value of Hoosier Hospitals

Indiana hospitals provide impact and value well beyond patient care

174 hospitals care for patients and their families every day across Indiana. Hospitals are there 24 hours a day, seven days a week, to care for all. In addition to providing health care services, hospitals collaborate to improve patient quality and safety and reduce costs through 11 statewide patient safety coalitions and through federal and state grants. Indiana hospitals are some of the largest employers in their communities and are dedicated to providing world class care.



<sup>1</sup>DataGen *Indiana Hospitals Impact on the Economy and Our Communities*, 2018

<sup>2</sup>Latest publicly available data

<sup>3</sup>Bowen Center for Health Workforce Research and Policy, 2017

<sup>4</sup>CDC healthcare-associated infection report data, 2017

<sup>5</sup>IHA Inpatient Discharge Study, 2018





# Meet Your Health Care Legislative Leaders



## Senator Ed Charbonneau (*R-Valparaiso*)

CHAIR OF THE SENATE HEALTH AND PROVIDER SERVICES COMMITTEE

Sen. Ed Charbonneau (R-Valparaiso) was elected to the Indiana State Senate in 2007 and has chaired the Senate Health & Provider Services Committee since 2017. Prior to public service, Sen. Charbonneau held several leadership positions, including CEO and president of The Methodist Hospitals, Inc. In addition to representing all of Pulaski County and portions of surrounding counties in the Indiana legislature, he is an attorney and is licensed to practice in several states and Federal District Court.

### What are you most passionate about regarding health care?

I'm most passionate about ensuring accessible, quality, and affordable health care to all Hoosiers. In particular, I always advocate for health care coverage in rural and low-income areas of the state. I've also worked on legislation helping people have access to clean drinking water. [Last session, Sen. Charbonneau authored legislation establishing a storm water management task force to study issues related to storm water management systems.]

### What issues are you looking forward to working on next session?

I think the next session will be known as the "health care session" due to the intense focus a lot of health care issues will receive. Topics in the upcoming summer study committees, such as health care costs and pharmacy benefit managers (PBMs), usually give a good idea of what to expect in the next session. I look forward to making sure we have all the data to make decisions about underlying issues.

### What health care accomplishment are you most proud of?

I'm most proud of the legislation to reduce infant mortality in Indiana. We've passed some great legislation in recent years, such as our perinatal levels of care bill a few years ago and establishing the navigator program last year. Infant mortality is an issue Gov. Eric Holcomb is focused on, and I look forward to working with Indiana State Health Commissioner Dr. Kristina Box and FSSA Secretary Dr. Jennifer Walthall to make Indiana the "Best in the Midwest" by 2024 when it comes to infant mortality.

### What would you say is the biggest challenge facing health care in Indiana?

Ensuring Hoosiers all around the state have access to affordable health care continues to be a challenge, especially in rural areas. In addition, we should keep encouraging personal responsibility and prevention so Hoosiers can live healthier lives.

*The Indiana Hospital Association enjoyed a successful 2019 legislative session working closely with State Senator Ed Charbonneau (R-Valparaiso) and State Representative Cindy Kirchhofer (R-Beech Grove), who play key leadership roles in health care legislation at the Indiana Statehouse. Sen. Charbonneau chairs the Senate Health & Provider Services Committee while Rep. Kirchhofer serves as the chairwoman of the House Public Health Committee. IHA is grateful for all their work to improve access to quality care and advance health care delivery across Indiana.*

## Representative Cindy Kirchhofer (R-Beech Grove)

CHAIR OF THE HOUSE PUBLIC HEALTH COMMITTEE

Representing the southwest portion of Marion County since 2010, Rep. Cindy Kirchhofer (R-Beech Grove) has chaired the House Public Health Committee since 2016. Rep. Kirchhofer entered the Indiana legislature with several years of experience in public service, including serving two terms as Chairperson of the Perry Township Government Board and Vice President of the Beech Grove Redevelopment Commission. Outside of the Statehouse, she works as a risk manager at Franciscan Health and is very active in her community.



### What are you most passionate about regarding health care?

Ensuring Hoosiers have access to high-quality health care is so critical for our state. In more rural areas, we are seeing communities rely on one hospital within the county for all their medical needs, while some must look outside their county for services, which can greatly impact the health of Hoosiers.

### What health care accomplishment are you most proud of?

In 2015, we established the Safety PIN (Protecting Indiana's Newborns) grant program to provide support and funding to health care organizations working to develop and implement services focused on addressing Indiana's infant mortality rate. This session, I worked with Gov. Eric Holcomb on legislation that builds off the Safety PIN grant program and establishes a perinatal navigator program to connect expectant mothers throughout the state to prenatal care and provides referrals for wrap-around services and home-visit programs in the 13 highest-risk counties.

### What would you say is the biggest challenge facing health care in Indiana?

Substance abuse and addiction is one of the biggest health challenges our state faces. Whether you struggle with addiction or know someone who does, this disease touches so many lives. I have worked on several laws over the years to ensure Hoosiers struggling with addiction are no more than an hour away from a treatment center, and they can seek out the treatment option that best fits their needs.

### What issues are you looking forward to working on next session?

I am looking at additional ways to ensure Hoosiers have access to quality health care that meets their needs. While we have taken significant steps to provide expectant mothers with critical prenatal care and ensure Hoosiers who struggle with substance abuse receive treatment, Indiana must continue to expand health care access.



# Bending the Cost Curve

To improve health and contain health care costs, more employers are counting on near-site health clinics

Written by GENE FORD  
Manager of Public Relations, St. Vincent

*Let's get straight to the bottom line:*

**Employers of all sizes know that, of all the expenses they must manage, health care costs for their employees are among the most difficult to predict and control.**

This is partly due to the rise of emergency room visits and a lower utilization of preventative care measures to catch health conditions before they become serious and harder to treat, which can lead to an uptick in hospitalizations, medications, and readmissions.

According to the Kaiser Family Foundation, **U.S. health care prices have increased a staggering 21.6% since 2008**, driving companies to find creative approaches to manage these costs. Many employers are seeking alternatives to lower their health care costs through direct contracts or bundled pricing.

To address this problem, a growing number of U.S. employers, including Indianapolis-based St. Vincent, have invested in the creation of on-site or near-site wellness clinics to improve employee health and generate related cost savings. The National Business Group on Health reported that **47% of large employers established on-site or near-site health clinics in 2016 and 56% of employers are expected to have done so by the end of 2019.**

In recent years, headlines have highlighted Fortune 500 companies like Apple, Amazon, and Disney for efforts to establish near-site wellness clinics as a benefit providing employees with easier and more convenient access to low-cost or no-cost preventative care. The trend extends to Indiana, when multi-national automaker and long-established health and wellness innovator Fiat Chrysler Automobiles (FCA), partnered with St. Vincent to become the first domestic automaker to establish a near-site health clinic for its employees. The partnership led to last year's opening of the new **FCA Family Health and Wellness Center** in Kokomo – a physician-led, primary care clinic offering no-cost health care services exclusively for FCA employees and their families.

Citing high per capita health care costs and a shortage of primary care physicians in Indiana, FCA established the Kokomo-based clinic to create a more personalized and distinct health care experience. Before opening the clinic, FCA reported that approximately 40% of their employees did not have a primary care physician, which means many of them were visiting costly emergency rooms for their health care needs and missing out on preventative screening opportunities. Frequent and unnecessary ER visits can create highly variable expenditures for employers and partnering with providers like St. Vincent can help to establish a stable, fixed cost.

With this preventative care model, the FCA Family Health and Wellness Center pays for basic care, including primary care doctor visits and consultations with an exercise physiologist and a dietitian. Thanks to the arrival of this new clinic, FCA employees and their families – a group that consists of more than 22,000 people – don't have to pay a penny, not even a co-pay, for such services, which includes personalized, comprehensive primary care services and wellness programs.

The clinic is centrally located to accommodate employees at the five FCA plants in the Kokomo and Tipton areas, which comprise one of the largest automotive transmission complexes in the world.

"Kokomo is the perfect location to launch a primary care, near-site clinic given the size and proximity of the employee community working in our five local manufacturing facilities," said Kathleen Neal, director - integrated health care & disability, FCA. "Sustaining a healthy workplace and promoting the well-being of our employees and their families is integral to the success of our business."

St. Vincent, part of Ascension – one of the leading non-profit and Catholic health systems in the U.S. – was selected to operate the FCA Family Health and Wellness Center. Dedicated to serving Indiana's residents for nearly 140 years, St. Vincent offers FCA employees and their families access to not only primary care providers and wellness

services through this new clinic, but also to local specialists at St. Vincent Kokomo and other sites of care across the integrated St. Vincent health system.

With this preventative care model developed by St. Vincent, the idea is to help catch more health problems earlier, before they become serious emergencies and more difficult and costly to treat.

Earlier this summer, St. Vincent named Kimberley Mendenhall its vice president of direct-to-employer solutions, a statewide service line dedicated to providing companies across Indiana with a comprehensive and collaborative approach to meet the health care needs of their employees, emphasizing prevention and wellness. In this new role, Mendenhall and her team will proactively promote St. Vincent's vast employer-facing health care solutions targeted to top management, benefits administrators, business owners, human resources leaders, safety managers, and fire and police chiefs.



As part of its state and nationwide efforts to increase access to care, St. Vincent is working to strategically provide employers customized solutions with proven clinical results and measurable financial outcomes.

In addition to FCA, over the past several years, St. Vincent has established successful programs with partners including Carmel Clay Schools, Zionsville Community Schools, The Heritage Group, and Public Safety Medical, just to name a few.



The FCA Family Health and Wellness Center, powered by St. Vincent, was officially dedicated during a ceremony on July 26, 2018. The physician-led, primary care clinic is exclusive to FCA employees and their families in Kokomo, Indiana. Pictured from left to right: Kathleen Neal, Director of Integrated Health Care & Disability, FCA US; Barbara Pilarski, Head of Human Resources, FCA - North America; Catherine Stoey, International Benefit Coordinator, UAW; Brian Harlow, Head of Manufacturing, FCA - North America; Eric Holcomb, Governor, State of Indiana; Jonathan Nalli, Chief Executive Officer, St. Vincent Indiana; Dr. Michael Busk, System Executive, St. Vincent Health, Wellness and Preventive Care Institute; and Margaret Johnson, President Northwest Region, St. Vincent, Account Manager, FCA Family Health and Wellness Center, powered by St. Vincent.





# Prescription for a Job in Medicine

Programs help high school students discover different career paths

Written by ELISE SIMS  
Media/Public Relations, Community  
Foundation of Northwest Indiana

High school juniors and seniors are getting a jump-start on their career plans through the hospitals of Community Healthcare System and community partners in Northwest Indiana.

To build key partnerships with healthcare providers, including Community Healthcare System hospitals, the Center for Workforce Innovations has partnered with the School City of Hobart and Ivy Tech Community College to create the Northwest Indiana Healthcare Consortium. The consortium serves as a forum for the schools to learn from employers about the types of positions available in healthcare.

## St. Mary Medical Center

Members of the consortium, Ivy Tech, Hobart High School, and St. Mary Medical Center have successfully partnered on a Medical Assistant (MA) program. The MA acts as an administrator and healthcare professional, performing both clinical duties and managing administrative tasks in physician offices, laboratories, hospital outpatient centers, and other settings.

The MA position has emerged as one of the most in-demand careers in healthcare and along with it a rewarding salary, benefits, and job security. More than 160,000 new jobs are expected to become available to MAs in the U.S. between 2012 and 2022, according to the Bureau of Labor Statistics.

"The MA program is our newest partnership with local school systems that offers employment opportunities and exposes students to the many varied careers

in healthcare," says St. Mary Medical Center CEO Janice Ryba. "The program was developed based on a proactive consortium of leaders committed to each student's success that aligns with local employment needs. It's been a 'win-win' partnership for everyone-the school system, our healthcare system, and, most importantly, the students."

## St. Catherine Hospital

East Chicago students interested in the field of healthcare, but don't know specifically which area, can opt to participate in the I Have Promise project. The pilot initiative is supported by the School City of East Chicago, Foundations of East Chicago, Ivy Tech Community College, and St. Catherine Hospital.

Through the I Have Promise project, high school students are paired with a volunteer mentor from St. Catherine Hospital staff. Twice a month, designated students visit the East Chicago hospital for group shadowing activities and career experiences. They learn about the many job and career paths available.

"Our goal is to help connect East Chicago high school students to the prospect of having a rewarding career in healthcare," says St. Catherine Hospital CEO Leo Correa. "We have made a commitment to help them see firsthand what a future in healthcare would be like through this mentoring program."

## Community Hospital

Like the other Northwest Indiana high schools, Munster High School is working on the new Graduation Pathways

diploma ensuring that students complete coursework toward those requirements.

Every day when school is in session, five students from Munster High School come over to Community Hospital during two class periods (about ninety minutes). They are scheduled to one area for two weeks at a time, then rotate to a different area of the hospital. Five fields are offered including nursing (along with a variety of subcategories), lab, radiology, pharmacy, and biomed.



Mom-Baby Nurse Tina Flynn and Munster High School student Alexandra Vjestica check the vitals on newborn Leo Robinson at the Family Birthing Center of Community Hospital

"Experiencing the work environment in a hospital is a great experience for students," says Community Hospital CEO Lou Molina. "They are getting a close look at what we do, and it's also something that they can put on a resume or college application. Hopefully, they will come back someday and be hired by Community Healthcare System."

**For more please visit [COMHS.org/careers](http://COMHS.org/careers) and click on professional development.**



# Choose Well at Home

Food program aims to improve patient health

Written by LARRY PRICE  
Media Relations Specialist  
Reid Health

**Choose Well at Home**, a new healthy meal delivery program that launched early this year, is providing affordable, healthy meals designed to improve the health of patients referred into the program, says Kris Ankeny, director of food & nutrition services at Reid Health in Richmond. Reid Health not only runs the program but prepares and delivers the meals.

The program essentially replaced a Meals on Wheels program taken on by Reid Health six years ago with one that can reach a broader geographical area. Unlike Meals on Wheels, Choose Well at Home requires a referral. Those trained to make referrals include hospital case managers, Reid physicians, dietitians, transition coaches, social workers, and caregivers in the chronic disease management programs. The program currently serves about 50 participants but is expected to increase.

“This program allows us to reach more people in the area,” Ankeny said. A major goal is to ensure that patients are maintaining good nutrition and diet control by having access to meals planned by registered dietitians. “We believe this will benefit patients with chronic conditions who have trouble maintaining or accessing good nutrition. It can also benefit patients who are medically fragile or malnourished, and thereby reduce complications and avoid readmission to the hospital after they are discharged.”

For individuals who have conditions such as heart failure or diabetes, diet is

a very important aspect to maintaining health. If these patients do not eat appropriately for their condition, it can exacerbate their condition and lead to further complications. Choose Well offers an option for individuals who struggle with knowing what is most appropriate to eat, have difficulty preparing healthy meals, or have trouble accessing appropriate foods for their condition.

Choose Well at Home offers a menu of meals prepared fresh at Reid Health and then frozen so they can easily be

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*“We believe this will benefit patients with chronic conditions who have trouble maintaining or accessing good nutrition.”*

Kris Ankeny, Director of  
Food & Nutrition Services at Reid Health

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reheated. They are delivered weekly to patients who will make choices from the program menu based on their dietary and nutrition needs. Participants order them online.

Delivery driver David Short encounters patients on a regular basis and says they love the program. He recalled one patient who shared that it saves her from having to get someone to take her to the store as often, and she likes “the many different food choices Reid Health offers.” A husband and wife in the program told Short that the meals help them watch their sodium intake. “They also have mentioned the reduced workload of not having to prepare three meals a day. They like the way the meals taste and the ability to order online,” Short said.

**For more information, contact:**  
[Kris.Ankeny@ReidHealth.org](mailto:Kris.Ankeny@ReidHealth.org).



Reid employee Dave Short delivers food to patients with the goal of improving their health.



# IHA Annual Membership Meeting

Oct. 24 – 25, The Westin Indianapolis



Hoosier hospital leaders are encouraged to attend the IHA Annual Membership Meeting at The Westin Indianapolis on Oct. 24 – 25. Watch for more agenda information and registration details at [IHAconnect.org](http://IHAconnect.org) and in the IHA Weekly News emails.

## Annual Awards Ceremony & Celebration Luncheon

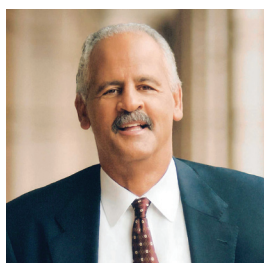
In addition to hearing from inspiring speakers and catching up with colleagues, one of the highlights of our meeting is the Annual Awards Ceremony. This year, we will honor IHA's 2019 award recipients during our closing luncheon on Friday, Oct. 25. This is a departure from the evening event we've held in the past and we are hopeful that this will provide more of our friends, families, and colleagues with the opportunity to join us in celebration.

Nominations are currently being accepted for the Distinguished Service Award, Award of Merit, and the Douglas J. Leonard Caregiver of the Year Award. Email Fay Pitz at [fpitz@IHAconnect.org](mailto:fpitz@IHAconnect.org) to learn about nominating a deserving colleague for one of IHA's top honors.

## Highlights of the Oct. 25 Annual Awards Ceremony will include:

- **The Distinguished Service Award**  
Presented each year to an Indiana hospital CEO or top administrator or executive who has made outstanding contributions to his or her organization, its patients, the community, and the health care profession
- **The Award of Merit**  
Presented each year to an individual who has made noteworthy contributions to the health care field
- **The Douglas J. Leonard Indiana Caregiver of the Year Award**  
Honors an individual whose performance in the delivery of care is considered exemplary by patients and peers
- **The Stella Scholarship**  
Supports students in the graduate program in health administration at Indiana University
- **The Patient Safety Innovation Award**  
Honors those developing innovative ways to enhance or improve patient safety in their organization
- **The Patient Safety Service and Leadership Award**  
Honors those that show exemplary service; going above and beyond to improve patient safety
- **The Patient Safety Partner Award**  
Recognizes those that excel at establishing and growing partnerships to improve quality of care
- **The Administrative Professional Excellence Award**  
Recognizes individuals who provide outstanding support service

## SPEAKER SPOTLIGHT



### Stedman Graham — Creating Growth Through Identity Leadership

Stedman Graham has built a strong reputation for helping organizations and individuals succeed. He is the Chairman and CEO of S. Graham & Associates, a management and marketing consulting firm based in Chicago. As an educator and speaker, Graham lectures and conducts seminars worldwide on the topics of identity development and leadership. Graham considers it his mission to transform followers into leaders and has a passion for helping people have a larger vision for their lives. He has written several books, including two New York Times bestsellers.

His message is based on the philosophy that individuals hold the key to their success or failure and cannot lead others until they can first lead themselves. Leadership, or lack thereof, determines the success or failure of an organization. Leaders understand that identity is their greatest asset, and successful people know who they are and are clear about what matters to them. They have established powerful identities, becoming Identity Leaders who create wherever they go.

Graham is currently a distinguished visiting professor at colleges and universities throughout the country. Active in philanthropy and community work, he is on several boards including the Board of Junior Achievement and the business school at San Diego State University. Graham served in the U.S. Army and played basketball professionally in the European League. He holds a bachelor's degree in social work from Hardin Simmons University, a master's degree in Education from Ball State University, and an honorary doctorate in Humanities from Coker College.

*We are pleased to have Stedman Graham present this year's Leadership Address on Oct. 25.*

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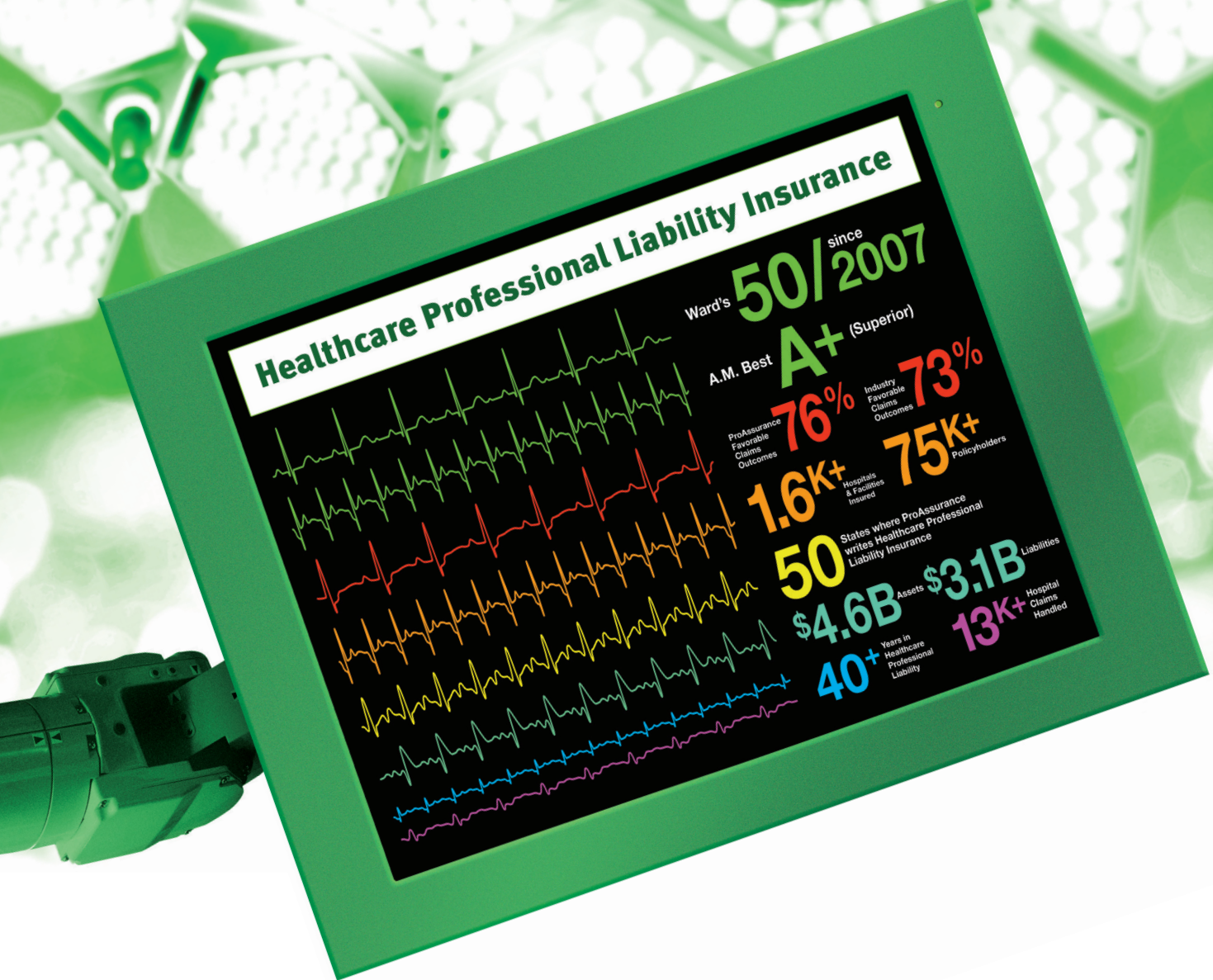
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# IPSC Presents 2019 Indiana Patient Safety Awards

## Patient Safety Innovation Award

**Community Health Network**  
**TempTrak Barrier Analysis Team**



After finding issues with the temperature regulation of some flu vaccines, Community Health Network, based in Indianapolis, created a unique multi-disciplinary team to address the storage of refrigerated products across all areas of the Network. The work led to a decrease in the number of alerts as well as a decrease in the time to respond when alerts do happen.



L to R: Beth Wilhelm, Executive Director Quality, Ginger Breeck, Network Patient Safety Director, and Jessalynn Henney, Network Medication Safety Director

## Patient Safety Service & Leadership Award

**Koula Tsahas, Directory of Pharmacy**  
**St. Catherine Hospital, East Chicago**



With more than two decades of experience in health care and in her role as Director of Pharmacy, Koula Tsahas believes everyone has a role in patient safety. To help patients transition home with needed medications, she developed the "Meds to Beds" outpatient pharmacy program. Pharmacists assist patients by calling physicians for cost-effective alternative medications, working with insurance companies, and providing coupons and patient assistance programs when needed.



## Patient Safety Partner of the Year Award

**Qsource, atom Alliance**



Qsource is a quality consultant that provides a platform for organizations to share programs, insights, data, and innovations to improve patient care. Qsource worked with IHA to share sepsis programming with member hospitals across the state and with the Central Southwest Patient Safety Coalition to improve post-acute care transitions.



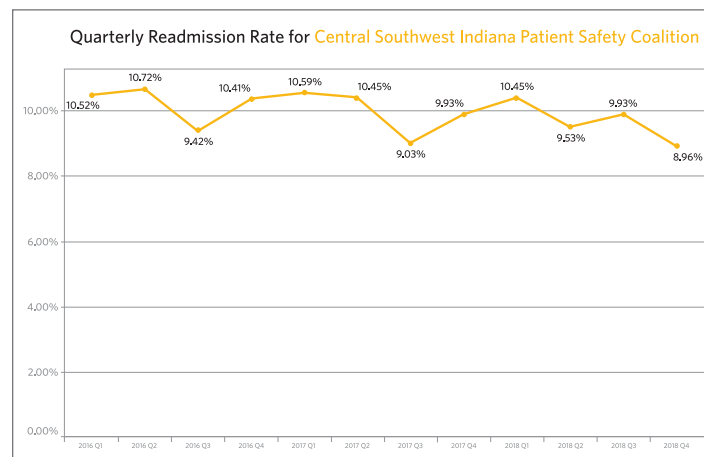
Congratulations to all of this year's award winners and nominees! Their commitment to creating a safer environment for patients and their communities is outstanding, and IPSC looks forward to recognizing the work of award winners in the years to come.

## Central Southwest Region Focuses on Transitions Across the Continuum of Care

Transitions, or hand offs, between health care settings, such as between the hospital and a nursing home, occur daily in hospitals. It can be a difficult time for patients, their families, and caregivers when it's not clear what comes next and caregivers are not on the same page. Effective communication is key to ensure the smooth transfer of responsibility for patient care from one provider to another. Ineffective, or no communication, can lead not only to adverse events but poor patient satisfaction. Clear communication sounds straightforward but coordinating care across health care settings is not always an easy task especially as patients' acute care lengths of stay become shorter. Patients with increasingly complex needs are being discharged to the next level of care after a short hospital stay making the seamless transfer of information critical to reducing adverse events and unplanned readmissions.

The Indiana Hospital Association's (IHA) Central Southwest Regional Patient Safety Coalition and post-acute care providers are engaged in multiple innovations to reduce readmissions and improve care transitions. A driving force for this work is the strong link between IHA's Hospital Improvement Innovation Network and Qsource's Medicare Quality Innovation Network-Quality Improvement Organization goals. And, seeing the need to include all types of health care providers led to the creation of the Wabash Valley Care Coalition. Ann Hayworth, quality improvement advisor with Qsource, provided leadership for the hospitals and post-acute care providers' conversations in the Wabash Valley Care Coordination Coalition. This coalition includes local hospitals, extended care facilities, home health and hospice providers, emergency service transporters, Indiana State Department of Health, and Area Agency on Aging.

Lennie Wilson, manager of population health for Union Health System, and Trudy Rupska, CEO of Visiting Nurse Association



and Hospice of the Wabash Valley, both located in Terre Haute, agree removing barriers between organizations is key to improving care. “We realize that for any of us to be successful, we have to hold each other up. Silos have been removed so we work together to be successful, eliminating competition to work on the same goals for patient-centered care,” said Rupska.

A foundational principle of the patient safety coalitions is that hospitals don't compete on quality. “All presentations must focus on what are you doing to better transitions in the community,” explains Wilson.

IHA's Rebecca Hancock, Ph.D., RN, quality and patient safety advisor, says, “When we listen to shared experiences, sequences of events and behaviors, common themes become evident allowing us to identify patient centered needs and interventions. This process builds communication bridges between different providers of care and ensures further improvements.”

For more information about the transitions of care work in Central Southwest Indiana, contact Hancock at [rhancock@IHAconnect.org](mailto:rhancock@IHAconnect.org).

## Wabash Valley Care Coalition Success

Creation of hand-off forms and the “Transportation Services Guide” as communication tools for warm, verbal hand-offs between respiratory therapy, emergency medical services, durable medical equipment provider, hospital, skilled nursing facility, and home health. **The Warm Handoff** tool for skilled nursing facilities can be accessed on Qsource's website at: [AtomAlliance.org/communication-tool-helps-reduce-hospital-readmissions](http://AtomAlliance.org/communication-tool-helps-reduce-hospital-readmissions).





# Indiana Patient Safety Center



Bringing hospitals together to identify goals, share best practices, and measure improvement to reduce and prevent harm

11

Quality and patient safety coalitions that collaborate on regional and state improvement initiatives

90%

Participation of Indiana acute care hospitals in quality and safety initiatives with IHA

Federal and state grants that support a range of initiatives to help hospitals keep patients safe

6



Prevent patient harm



Improve community health



Increase patient and family engagement



Lead a culture of safety

100% OF ACUTE CARE HOSPITALS NOW HAVE SEPSIS GUIDELINES IN PLACE



14% reduction in sepsis mortality



5% reduction in all-cause readmissions\*

\*IHA Inpatient Discharge Study, 2016-2018



Protecting staff and reducing workplace violence through de-escalation training



Improving the coordination of patient care between rural hospitals, emergency medical services, and long-term care services with training and resources

## Executive Appointments



**Karen Amstutz, M.D.** has been named vice president of community health at Indiana University Health. She previously served as CMO of Magellan Health, and also worked in leadership positions at Evolent Health, xG Health Solutions, and Wellpoint.



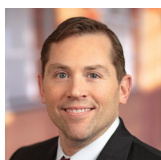
**Marty Mattingly** has been named administrator of St. Vincent Warrick. Mattingly has been serving as Interim Administrator since December 2018, and has more than 25 years of Human Resources and Operational experience in health care.



**Hope Darrow** has been named CNO of St. Joseph Hospital in Fort Wayne. Darrow previously served as national director of emergency and inpatient services at Tenet Healthcare.



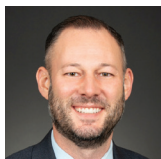
**Mark Medley** has been named market CEO of Lutheran Health Network. Medley most recently served as CEO of Alee Healthcare Advisory Services in Tennessee.



**David Dunkle, M.D.** has been named CEO of Johnson Memorial Health in Franklin. Dunkle is also the vice president of the Johnson Memorial Hospital Foundation Board, and previously served as vice president of medical affairs.



**Natalie Seaber** has been named market CNO of Lutheran Health Network. She previously served as senior director of performance excellence for Dallas-based Tenet Healthcare.



**Jake Golich** has been named CEO of St. Joseph Hospital in Fort Wayne. Golich previously served as CEO of Mountain Vista Medical Center in Mesa, Arizona.



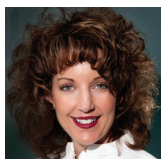
**Lori Shannon** has been named president of St. Vincent Heart Center in Indianapolis. Shannon previously worked at Navion Healthcare Solutions as executive director before joining St. Vincent Heart Center in 2014 as the statewide cardiovascular nurse executive and CNO.



**Michelle Janney** has been named executive vice president and COO of Indiana University Health. Janney had been serving as interim COO for 10 months.



**Erica Wehrmeister** has been named president of St. Vincent central region. She previously served as COO for St. Vincent Indianapolis.



**Trina Marlatt** has been named administrator for St. Vincent Williamsport. Marlatt previously served as CNO and director of patient care at St. Vincent.



**Cathy Wichman** has been named CNO of Decatur County Memorial Hospital in Greensburg. Wichman previously served as the emergency department director for Schneck Medical Center.

# SAVE THE DATE

## Annual Membership Meeting

OCTOBER 24-25, 2019

THE WESTIN INDIANAPOLIS



Indiana  
Hospital  
Association







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in the General Assembly, even this summer.*

Hospitals are foundational to the communities they serve, providing health care services 24 hours a day, seven days a week. As one of the largest employers in communities throughout the state, Indiana hospitals generate positive ripple effects throughout the local economy. It's important that hospitals make our voices heard by providing support to policymakers who stand with us and support our mission of caring for patients.

Twenty-six of our hospitals and health systems made or exceeded their PAC goal in 2018. We thank them for their efforts as well as the efforts of the Champion Club, Ben Franklin Club, and all other club members for their past support.

*2019 will be a pivotal year for Indiana hospitals as we face many threats and challenges. **We need your support now more than ever.***

***Help the Friends of Indiana Hospitals PAC make 2019 our most impactful year ever!*** To coordinate your PAC campaign, contact Melissa Vise at [mwise@IHAconnect.org](mailto:mwise@IHAconnect.org) or visit us at [IHAconnect.org/PAC](http://IHAconnect.org/PAC).

