



## Community Benefit 2014 Report



**“We know that strong, growing hospitals are always associated with strong, growing communities.”**

**Steven Long**

*President and CEO,*  
MHA, MBA, FACHE

## From the CEO

Hancock Regional Hospital was established to provide the residents of our area local access to health care services. For more than 60 years, we have been proudly serving our patients, regardless of their ability to pay. This commitment brings with it the need to absorb an ever-increasing amount of unreimbursed care due to ever-decreasing payment rates from government and private insurance plans. This is added to the substantial amount of care we provide to those who have no insurance or ability to pay on their own. Thanks to a history of visionary leadership and a keen focus on efficiency, we have been able to adapt to these accelerating trends and remain a financially viable institution while continuing to expand the services we provide to our patients.

In addition to providing uncompensated care, our hospital supports local community endeavors through financial support while our associates volunteer for many local organizations, giving their own time, talent, and treasure in support of our community. We know that strong, growing hospitals are always associated with strong, growing communities. A rising tide really does lift all boats.

America's health care system is in the midst of a fundamental transformation. Hancock Regional Hospital is at the forefront of this movement by making exceptional quality of care and outstanding interactions with our associates the norm. We do this by becoming ever more efficient and effective in all of our processes, and by focusing on improving the health of all the residents of our service area, not just those who use the services of our hospital.

In the pages of this brochure, you will see the many ways Hancock Regional Hospital provides benefit to our community and I think you will agree that our focus is on you.

**Our mission:**

To be a Caring Community Partner by healing, improving health and wellness, alleviating suffering, and delivering acts of kindness, one patient at a time.

**Our vision:**

To be nationally recognized for kindness in the delivery of excellent quality patient care, efficient and effective operations, the adoption of proven technologies, the creation of a positive workplace environment, and excellence in community service.

**Our values:****How we care...**

Compassion, Respect, Integrity, Excellence, Commitment





## The Foundation is focused on the future.

When Nancy Davis became the Executive Director for the Hancock Regional Hospital Foundation two years ago, she had some pretty large tasks in front of her. With a staff of two, which she likes to call "small but mighty," and 85 volunteers, the foundation was armed and ready.

In the past year, she led the Foundation to some incredible accomplishments. A record number of people attended the annual Women Helping Women event, and the most money ever was raised for the nursing scholarship with the 36th Annual Golf Benefit.

One of the major goals for the foundation last year was to raise \$100,000 in 100 days for the Rex A. Pasko Hospice Endowment. The Foundation actually raised \$444,000 in 100 days, and has raised nearly \$3 million since the start in 2011.

Currently, the Foundation is busy raising money for the new center for Hancock Cancer Care. \$1,200,000 has been raised so far with the ultimate goal of \$1,500,000 by the end of the year. Nancy says it's no easy task, "For a community our size, that's a pretty big challenge."

The Foundation continues to work hand-in-hand with the community by awarding scholarships, distributing grants to health-related programs, and helping employees through the Associate Crisis Fund. The health care landscape is changing and the Hancock Regional Hospital Foundation will continue to support the advancement of health care and wellness in the communities it serves.



**"We are so thankful for the generosity that has been shared by so many."**

**Nancy Davis**

*Executive Director,*  
Hancock Regional  
Hospital Foundation





**Foundation Board members from bottom to top, left to right:** Lynn Kleiman, Kathy Locke, Dianne Osborne, Jason White, Burl Carmichael, Becky Riley, Mary Jo Shaw, Dr. Mary Lynn Wolfe, Susie Billings, Joe Smith, Star Sanford, Beverly Gard, Sandy Miller and Clarke Mercer



**“The blessing was getting rid of that nicotine. I honestly thought I was going to take that to my grave.”**

**Bill Brook**

## **Commit To Quit Support Group**

Bill and Nicole Brook were both tobacco users. She smoked and he used chewing tobacco. Nicole had quit twice previously when she was pregnant with her first two children, and while trying for a third child, she finally quit for good.

Bill, on the other hand, continued to chew. Nicole had asked him to quit many times and he would try, but with no success. Then Nicole learned about the Commit to Quit Support Group from Hancock Regional Hospital through her work.

Bill had wanted to quit for some time and immediately felt comfortable in a support group. “It was good to see that I wasn’t alone in my fight,” he said. Sometimes will power and a support group aren’t always enough. The Commit to Quit Support Group also offered a six-month supply of medical aids to help him quit. Bill chose to use Chantix and he was happy to have it, “I needed something to help kick my habit; I couldn’t just go cold turkey.”

After using chewing tobacco for more than 20 years, Bill is now tobacco-free, but that’s not the only habit that’s changed. Bill also changed his eating habits and started exercising more, and he has lost 45 pounds. He feels better and is more confident.









"I felt comfortable and confident that the care I was getting was the best. That's

## Women Helping Women

On August 20, 2013, Marie Pleak got news that all women fear hearing. She found out she had breast cancer. Marie had received her annual mammogram at the Andis Women's Clinic, which offers services through our Women Helping Women program. As a result of the screening, some dense matter was found in her breast. She then met with Hancock Regional Hospital's Dr. Goedde who biopsied the lump in her right breast, and the tests came back as breast cancer.

After learning her news, Marie saw Dr. Shultz for chemotherapy, and started receiving sessions at the newly reopened cancer center. While there, she was not among strangers. As an ex-hospice nurse, Marie had taken care of two of the cancer center nurses' parents who suffered from Alzheimer's disease. "It was nice to walk in some place and automatically know somebody."

Marie was happy the center for Hancock Cancer Care was where it was and so were her family and friends. "Everybody was glad I went to Hancock, because I was close to home," she said. The close proximity made it easy for her to drive to and from her chemotherapy.

In January, Marie had a lumpectomy, and today she is free and clear of cancer. Marie was very complimentary "of her care: "I received exceptional care when I was at Hancock. It's nice to know the doctors from Indy are coming out here and taking an interest in the hospital. It seems to be growing and changing."



the care  
is a good feeling."

Marie Pleak





## Programs

### Traditional Charity Care

In today's economy, there are numerous individuals who are underinsured or uninsured. They are husbands and wives, neighbors you see at the grocery store, parents with their children at the park. And they deserve and require quality health care. To make sure they get it, Hancock Regional Hospital provides free or reduced care to those individuals and families that qualify.

### Hoosier Healthwise and Healthy Indiana Plan (HIP 2.0)

Hoosier Healthwise (HHW) is the State of Indiana's health care program for children, pregnant women, and families with low income. Based on family income, children up to age 19 may be eligible for coverage. HHW covers medical care like doctor visits, prescription medicine, mental health care, dental care, hospitalizations, surgeries, and family planning at little or no cost to the member or the member's family.

The new Healthy Indiana Plan (or "HIP 2.0") is an affordable health insurance program from the State of Indiana for uninsured adult Hoosiers. The Healthy Indiana Plan pays for medical expenses and provides incentives for members to be more health conscious. The Healthy Indiana Plan provides coverage for qualified low-income Hoosiers, ages 19 to 64, who are interested in participating in a low-cost, consumer-driven health care program. Hoosiers with incomes of up to \$16,436.81 annually for an individual, \$22,246.25 for a couple or \$33,865.13 for a family of four are generally eligible to participate in the Healthy Indiana Plan.

### Payment Plans

Hancock Regional Hospital will work with you to set up a payment plan. For qualifying accounts, the balance may be spread out into 12 monthly payments interest-free. If you need more than one year to pay your bill, arrangements may be made with a low, 12 percent APR interest rate charged. Please contact Patient Financial Services to set up a payment plan at 317.468.4687.

### Medicare

Hancock Regional Hospital has committed substantial resources to supplement Medicare. Medicare reimbursement continues to lag behind medical industry inflation, placing an increasing burden on hospitals because the reimbursement does not cover the cost of providing services to Medicare recipients.

### Subsidized Health Services

Subsidized health services are services that do not generate sufficient revenue to cover the cost of providing the services, but are offered because of a need in the community. The Knightstown Health Care Center is an example of a subsidized service we offer. Through a grant from the Indiana State Department of Health, the clinic is able to provide quality medical care on a sliding scale for individuals and their families who meet financial guidelines, and who are uninsured, underinsured or who can't afford to pay for an office visit.



“We are so thankful for the generosity that has been shared by so many, and very excited to be a part of bringing comprehensive cancer care here to Hancock County so our friends and families do not have to travel to get the best cancer care.”

**Nancy Davis,**  
*Executive Director,*  
Hancock Regional  
Hospital Foundation

### **Jane Pauley Community Health Center**

Hancock Regional Hospital has teamed up with the Jane Pauley Community Health Center to open a new reduced-cost clinic in Greenfield, to help make health care obtainable and affordable for Hancock County's underserved individuals. Regardless of insurance or income, patients will have access to integrated medical and behavioral health care along with access to various other social services.

### **Heartbeats Health Festival**

An annual event for the entire community that provides education, entertainment, and a wide variety of important health screenings at little or no cost. This event is held each year in April at Hancock Regional Hospital.

### **Hancock HealthFest**

An annual event where people can meet doctors, ask medical advice and get screenings/tests for free or reduced cost. This event is held in October at the McCordsville facility.

### **Support Groups/Classes**

Alzheimer's Support  
Bariatric Support Group  
Better Breathers  
Breastfeeding Support Group  
Cancer Circle  
Caregivers Support Group  
Commit to Quit Support Group  
Diabetes Support Group  
Grief Support Group  
Joint Replacement Seminar  
Look Good...Feel Better  
Lupus Support Group  
Mental Health Peer Support Group  
Mom and Baby Support Group  
MS Support Group

### **Volunteers**

Working in and for the community draws people closer and unites them in a common purpose. At Hancock Regional Hospital, we are always amazed by our volunteers' willingness to give of themselves and the extraordinary impact they make. Our volunteers range from 15 to 75 years of age, and their efforts enhance our care and our entire health system.

**53,647.54 hours**

**345 Volunteers**

**\$56,312 donated to hospital**

## Programs (Continued)

### Our Foundation

#### Contribute to Health Care in Our Community

Since 1982, the Hancock Regional Hospital Foundation has developed relationships and generated awareness to enable the hospital to continue its vision. Today, the foundation remains committed to enhancing quality health care for our community, now and in the future. Our mission is to support the advancement of health care and wellness in the communities we serve.

#### Scholarships

The Hancock Regional Hospital Foundation provides funds annually through the Edith Zike Nursing Scholarship program to promote excellence in nursing care. Since 1977, more than \$160,000 in scholarships have been awarded.

#### Grants

Each year, the Hancock Regional Hospital Foundation provides funds to community

organizations for health-related programs such as nutrition and fitness, tobacco cessation and breast feeding education, just to name a few.

#### Women Helping Women

The Women Helping Women program benefits underinsured women in our community. Through donations to the Hancock Regional Hospital Foundation, Women Helping Women provides mammograms, diagnostic screenings and breast-health education.

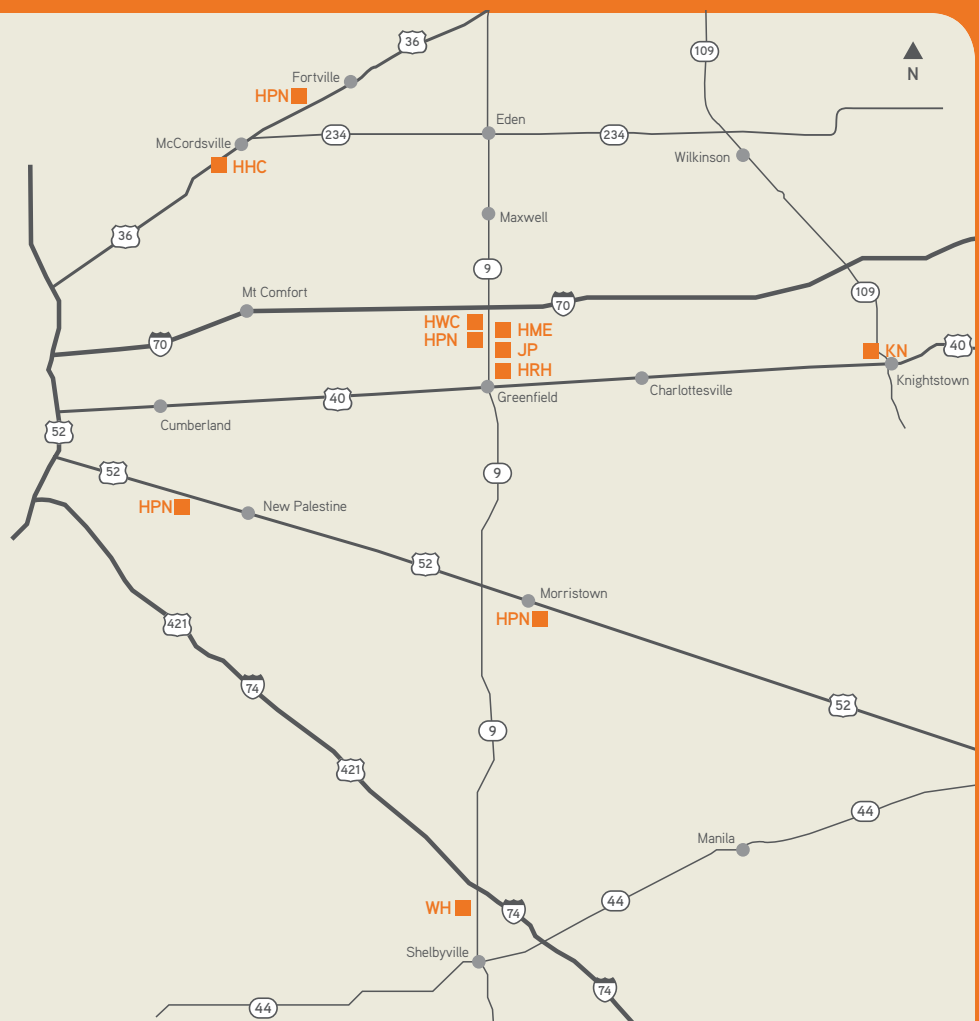
#### Hospital Programs

Hancock Regional Hospital Foundation supports the growth of programs that have an impact on day-to-day patient needs. Programs such as the Critical Needs expansion, James T. Anderson Center for Women's Health, and the Hospice Endowment are supported through the foundation.

## Service Area Map

### Locations

- **Hancock Regional Hospital (HRH)**  
801 N. State St., Greenfield, IN 46140  
317.468.4472
- **Hancock Wellness Center (HWC)**  
888 W. New Rd., Greenfield, IN 46140  
317.468.6112
- **Hancock Health Center (HHC)**  
8535 N. Clearview Dr., McCordsville, IN 46055  
317.335.6919
- **Hancock Home Medical Equipment (HME)**  
1117 N. State St., Greenfield, IN 46140  
317.477.6463
- **Hancock Center for Wound Healing, Shelbyville (WH)**  
30 W. Rampart St., Suite 120, Shelbyville, IN 46176  
317.335.6919
- **Jane Pauley Community Health Center (JP)**  
1107 N. State St., Greenfield, IN 46140  
317.477.JANE
- **Knightstown Health Care Center (KN)**  
224 W. Main St., Knightstown, IN 46148  
765.345.5572
- **Hancock Physician Network (HPN)**  
Family Practice  
Pediatric Services  
OB/Gyn Services  
Surgical Services  
Counseling & Psychiatric Services  
Immediate Care  
[hancockphysicians.com](http://hancockphysicians.com)







## Financials

### Education 2013

Community Education Hours ..... 535

### Community Benefit 2013

Charity ..... \$2,273,204

Unpaid Costs of Public Programs  
(Medicaid Shortfall) ..... \$3,890,119

Uncompensated Care ..... \$4,549,976

Community Services for Poverty  
and Broader Community ..... \$137,742

Total ..... \$10,851,041

Unpaid Cost of Medicare ..... \$18,210,828

Subsidized Health Services  
for the Community ..... \$339,719

Total ..... \$18,550,547

### Total Quantifiable Community Benefits 2013

Total ..... \$29,401,588\*\*

\*\* Total benefits to the poor and benefits to the  
broader community



**Hancock Regional Hospital Board members from left to right:**

Front row: Thomas Haines, Dianne Osborne and Linda Zimmermann. Back row: Dean Felker, MD; Tim Clark; Roy Wilson and Jim Miller.

“Our hospital supports local community endeavors through financial support while our associates volunteer for many local organizations, giving their own time, talent, and treasure in support of our community.”

**Steven Long**



# Hancock Regional Hospital Leadership

## Hancock Regional Hospital Foundation Board of Directors

Armin Apple	Dane Erlewein	Clarke Mercer	Mary-Jo Shaw
Susan Billings	Beverly Gard	Sandra Miller	Joe Smith
Tom Butler	Dr. Linda Gellert	Dianne Osborne	Dr. Mary Lynn Wolfe
Burl Carmichael	Scott Hiatt	Becky Riley	Steve Long
Tania Cruser	Kathy Locke	Star Sanford	

## Hancock Regional Hospital Board of Trustees

Jim Miller <i>Chairperson</i>	Roy Wilson <i>Secretary</i>	Dean Felker, MD <i>Member</i>	Linda Zimmermann, PhD <i>Member</i>
Thomas Haines <i>Vice-Chairperson</i>	Tim Clark <i>Member</i>	Dianne Osborne <i>Member</i>	

## Executive Administration

Steven Long <i>President/CEO</i>	Rob Matt <i>Chief Operating Officer</i>	Michael J. Fletcher, MD <i>Chief Medical Officer</i>
Rick Edwards <i>Chief Financial Officer</i>	Bill Barteau <i>President, Hancock Physician Network</i>	Sherry Gehring <i>Chief Nursing Officer</i>

## Directors

Jon Miller <i>Accounting &amp; Information Services</i>	Russel Jarvis <i>Chaplaincy Services</i>	Laura Nichols <i>Human Resources</i>	Tim Livesay <i>Pharmacy &amp; Home Medical Equipment</i>
Tammy Strunk <i>Acute Care and Emergency</i>	Lisa Wood <i>Diagnostic Imaging Services</i>	Janet Strauch <i>Laboratory Services</i>	David Norris <i>Rehabilitation Services</i>
Theresa Lueder <i>Andis Women's &amp; Children's Unit</i>	Nancy Davis <i>Foundation</i>	Sherry Huggins <i>Medical Staff Services</i>	Brenda Cole <i>Surgical Services</i>
PJ Robbins <i>Building Services</i>	Linda Zerr <i>Hancock Cancer Care</i>	Jill Carr <i>Nutritional Services</i>	Jill Dirbas <i>Hospice, Supportive Care &amp; Reflections</i>
Heidi Phipps-Goble <i>Business Development &amp; Marketing</i>	Sally Carlton <i>Quality</i>	David Flench <i>Hancock Wellness</i>	Stephanie Taylor <i>Center for Wound Healing</i>
	Marc Adamson <i>Suburban Home Health Care</i>	Linda Lane <i>Patient Financial Services</i>	Randy Campbell <i>Sleep Disorders Center</i>

## Guild Board of Directors

Karen Stumph, <i>President</i>	Ann Brewer, <i>Member</i>	Reta Deno, <i>Member</i>	Louise Ross, <i>Member</i>
Phyllis Garvey, <i>Vice President</i>	Carolyn Forsyth, <i>Member</i>	Tammy Shultz, <i>Member</i>	Ron LaVallee, <i>Member</i>
David Willis, <i>Treasurer</i>	Susan Billings, <i>Member</i>	Caryl Kelleher, <i>Member</i>	Sally Schlick, <i>Member</i>
	JoAn Robertson, <i>Member</i>		

