

INVESTING IN TOMORROW

Report to Our Community







George E. Junker II, Chair, Board of Directors **Timothy Putnam, DHA,** President and Chief Executive Officer

A letter from our

LEADERS

Years like 2018 remind us we're all in this together, working hard to fulfill our mission to provide quality healthcare for years to come. As the year began, we faced the implementation of one of the most significant projects we have ever undertaken. The transition from multiple electronic health record platforms to one unified Cerner platform across the entire organization had considerable impact on our staff and financial resources. While not without its challenges, we successfully made the transition and foresee this investment as the next step in delivering better coordinated care and improved outcomes for our patients.

As you read this report, you'll see we have much to celebrate from 2018. We aligned many of our strategic initiatives with other organizations that have the same passion for improving access to care and creating healthier communities. Some of these partnerships include:

- Providing care at the Batesville Tool & Die onsite Health and Wellness Center for employees and their families
- Working with the Ripley County Court System to provide an intensive outpatient substance abuse program for individuals in need of intervention
- Launching a new Health Rides program with Lifetime Resources to provide patients with transportation to and from appointments
- Offering telehealth services for students at South Ripley Community School Corporation with the support of the Indiana Rural Health Association

Although challenging, 2018 was another successful year in furthering our mission. We're extremely grateful for your continued support and trusting us with your healthcare needs. We are investing in the future and remain optimistic about our ability to further advance rural healthcare.

MEET OUR **LEADERSHIP TEAM**



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KIMBERLY INSCHO Vice President of **Human Resources** and Marketing



JULIE KEENE Vice President of Physician Services



LIZ LEISING Vice President of Patient Services and Chief Nursing Officer

Margaret Mary Health is proud to be recognized as a

2019 TOP-PERFORMING HOSPITAL



Centers for Medicare & Medicaid Services

MMH is proud to receive the five-star rating, the highest rating possible, from the Centers for Medicare & Medicaid Services. This honor is based on a variety of measures, including hospitals' mortality, safety, readmission, effectiveness of care, timeliness of care, patient experience and efficient use of medical imaging. Less than seven percent of hospitals nationwide, and only 13 hospitals in Indiana, received this rating.



The National Rural Health Association recently announced MMH as a Top 20 Critical Access Hospital. The only hospital in the state of Indiana to receive this designation, MMH was honored for excelling in managing risk, achieving higher quality, securing better outcomes, increasing patient satisfaction and operating at a lower cost than its peers.

MEET OUR **BOARD OF DIRECTORS**



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Physician



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Executive Officer, MMH



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Dealer/Property
Manager



MARY ANN WISE-CASTNEROwner, Realty Exchange



CANCER PATIENT ENCOURAGES ANNUAL MAMMOGRAMS

With a busy job and growing family, time had slipped away from 57-year-old Susie Stirn before she realized it had been nearly three years since her last mammogram. Fortunately, after attending Think Pink, MMH's breast cancer awareness event, last October, she was reminded of the importance of the screening and soon scheduled an appointment at MMH's Women's Imaging Center.

"It's a good thing I scheduled when I did," said the Batesville resident. "I had developed an aggressive form of cancer in both breasts four tumors total. I was scared to death, but the staff at the Cancer Center was great. They cried with me, but then, we made a plan. I decided right then I was going to fight this head on."

Beginning in December, Susie received three months of chemotherapy at MMH's

Cancer Center. During that time, she didn't tolerate her treatments well, so much of her care involved managing her side effects through the use of IV treatments, nutrition and massage.

"I felt pretty bad, so I was glad I didn't have to drive far," said Susie. "What impressed me most, though, was the quality of care I received. This Cancer Center is a godsend for our community."

To celebrate the end of her cancer treatment, Susie is already planning a girls' trip to Cabo next spring. In regards to her journey, she offers the following advice:

"Don't sweat the small stuff," Susie said. "Life's too short to focus on the negative. Oh, and don't forget to keep up with those annual mammograms!"



Located at 24 Six Pine Ranch Road in Batesville, Margaret Mary's Cancer Center offers chemotherapy and radiation oncology, as well as a variety of support services. To learn more, visit **mmhealth.org/cancer** or call **812.932.4673**

A PATIENT STORY:

CANCER SERVICES





Investing in our

NEIGHBORS >>>

At MMH, we are committed to stepping outside the walls of our hospital to provide quality care to patients where they live, work and play. That's why we are proud to offer the following services in our neighboring communities.

When communities have convenient access to quality care, local residents almost always benefit from improved health. Having recently joined MMH's medical staff, Nurse Practitioner Becky Lovins provides primary care services to patients in both Osgood and Milan.



OSGOOD

LOCATION: 112 N. Buckeye St., Osgood, IN

PHONE: 812.689.3424

SERVICES OFFERED: Primary Care,

Minor Care, Lab and X-Ray

MILAN

LOCATION: 930 N. Main St., Milan, IN

PHONE: 812.819.8500

SERVICES OFFERED: Primary Care, OB/GYN

BROOKVILLE

LOCATION: 11137 U.S. 52, Brookville, IN

PHONE: 765.647.5126

SERVICES OFFERED: Primary Care, Minor Care, Pediatrics, OB/GYN, Dermatology, Occupational

Health, Behavioral Health, Lab and X-Ray

MEET OUR PROVIDERS



OSGOOD: From left, Becky Lovins, FNP-C; Cindy Allen, FNP-C; Marcy Baumer, PA-C



MILAN: From left, Trisha Candelot, FNP-C; Katie Davis, DNP-C

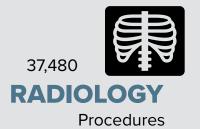


BROOKVILLE: From left, Joanne Guttman, MD; Kenneth Pahren, MD; Teresa Wuestefeld, FNP-C; Jeff Coy, ACNS-C

2018: BY THE NUMBERS

2,129
INPATIENT
admissions

19,496
Emergency and Minor Care Visits





dollars spent on programs designed to improve the community's health

Delivered a record-breaking





awarded in scholarships for healthcare degrees











SCHOOL-BASED TELEHEALTH SERVICES

Last August, MMH, in partnership with the South Ripley Community School Corporation and the Indiana Rural Health Association, began offering school-based telehealth services to South Ripley students. Through this program, students who are ill can be seen by a licensed MMH healthcare provider without leaving school.

Telehealth uses technology to deliver care at a distance. Assisted by Marie Menchhofer,

South Ripley's school nurse, a "virtual office visit" is conducted using cameras, telehealth equipment and speakers. This technology allows the provider to examine the student's ears, eyes, nose, throat, lungs and skin.

A variety of minor illnesses and injuries can be diagnosed and treated via telehealth. In 2019, MMH looks forward to expanding this service to additional schools in Ripley County.



DID YOU KNOW?

In addition to using telehealth services in local schools, MMH also uses this innovative technology in a variety of other areas, including:

- Telestroke with UC Health
- Telenephrology with UC Health
- Teleneonatology with Riley Children's Health
- Telecardiology with The Christ Hospital



TWICE THE BLESSINGS. TWICE THE LOVE.

Having spent some time in a larger-city hospital during her pregnancy, Laura Phillips knew one thing for sure. She wanted to deliver her twin girls at MMH.

"I was thrilled when I reached the 35-week mark of pregnancy, because I knew I could deliver in Batesville," said the Brookville resident. "At Margaret Mary, the care was more personal. It felt more like home."

On Feb. 19, with the help of Dr. Emily Housley (pictured), Laura, and her husband, Tyler, welcomed two healthy baby girls into the world — Laney Marie and Lexey Sue. Despite a smooth delivery, complications occurred during the last stage of childbirth sending Laura into emergency surgery.

"I went from feeling happy the girls had arrived to upset I was being taken to surgery. Luckily, everything turned out OK," said Laura. "The care I received, start to finish,



was amazing. During delivery, my nurse, Pam, insisted she stay by my side until the girls were born — even though her shift had ended. Following surgery, my night nurse, Tara, helped take care of the girls while I was coming out of anesthesia. It was a tough night, but she was so personable. I couldn't have asked for a more caring group."

Today, the Phillips family is doing well and Laura and Tyler are soaking up every minute with their sweet girls. Twice the smiles. Twice the blessings. Twice the love.



There is nothing more special than bringing a new life into this world, and our OB staff is here to help make the moment as perfect as possible. To learn more, visit mmhealth.org/maternity or call 812.933.5142.

> A PATIENT STORY: **MATERNITY SERVICES**



Investing in

YOUR CARE >>

Whether you're a competitive athlete or feeling the aches and pains of aging, MMH's expanded orthopaedic program provides convenient access to quality bone and joint care — without the drive.



Leading the program is our newest Orthopaedic Surgeon William Grant McDonald III, MD. He treats patients of all ages, from children to the elderly. For most orthopaedic diseases and injuries, more than one form of treatment can help. That's why Dr. McDonald offers both surgical and non-surgical solutions to treat his patients.

Common surgeries he performs include joint replacements, hand treatment, foot and ankle treatment, hip repairs, rotator cuff repairs and arthroscopic knee surgeries. Common non-surgical treatments involve the use of medication, injections, casting and rehab services.

DON'T LET PAIN SLOW YOU DOWN



About Our Rehab Center

Conveniently located on State Road 129 in Batesville, Margaret Mary's Rehab Center is home to our physical, occupational and speech therapy services. The facility offers a spacious gym, specialized pediatric spaces and state-ofthe-art equipment.

If you suffer from an orthopaedic condition, rehab services can greatly benefit you. Many patients use rehab alone to strengthen mobility of the muscles, ligaments and tissues surrounding an injury. Others benefit from rehab following surgery to help with recovery.

To learn more about our rehab services, visit us online at mmhealth.org/rehab.



Dr. McDonald sees patients at Margaret Mary's Physician Center located at 26 Six Pine Ranch Road in Batesville. To schedule an appointment, call **812.933.3765**.



TAKING ACTION AGAINST SUBSTANCE ABUSE

Substance abuse is a preventable and treatable condition that imposes tremendous financial and social costs. At MMH, we are committed to fighting this crisis in our communities. Pictured, Community Outreach Nurse Meg Applegate documents while

Detective Lieutenant Blake Roope removes unused medication from MMH's safe disposal box. Local police officers are just one of the many groups we partner with in the fight against drug abuse. Below is a list of other organizations that help us make an impact:



Law Enforcement and Legal System



Community Organizations



Area Schools



Local Employers



First Responders



Healthcare Providers

DID YOU KNOW?



In 2018, the Margaret Mary Health Foundation donated **\$75,000** to help support the hospital's newly added addiction services. This outpatient treatment program is designed to provide residents of Ripley and Franklin counties the support they need to fight alcohol and drug addictions.

THE WAR ON DRUGS: BY THE NUMBERS

LIMITING ACCESS

Revised

PRESCRIBING

Guidelines

In 2017, MMH tightened its prescribing guidelines, resulting in a **25% drop** in narcotics distributed.

ALTERNATIVE TREATMENTS

To help patients control pain, we've increased the use of non-opioid treatment options, like local anesthetics and nerve blocks.

Collection of Unused MEDICATIONS

Over the past two years, we've collected **1,608 pounds** of unused and expired medications at our drop-off locations and take-back events.



COMMUNITY EDUCATION

FOR PARENTS



With educational tools like *Hidden in Plain Sight*, parents can view a life-sized replica of a teenager's room to discover hiding places where drugs can be concealed.



FOR STUDENTS

In 2018, **2,685 students** benefited from hearing drug-prevention presentations in area schools.

INTERVENTION SERVICES



MMH has distributed 276 drug storage lock boxes.*

NARCAN



In 2018, MMH provided **42 doses** of Narcan which were administered in our communities.

DRUG Testing

MMH has distributed **127 free drug testing kits** and requires expectant moms to be screened before delivery.*

ADDICTION TREATMENT

COURT-APPOINTED DRUG SERVICES



MMH provides counseling as ordered by the court system.

INDIVIDUAL ASSISTANCE



MMH offers individual assessments and referral to resources.

CHILD IN NEED OF SERVICES



Counseling for parents with substance abuse issues is available.

CHOICES EMERGENCY RESPONSE TEAM

MMH provides support for a 24-hour crisis response team for overdose, substance abuse and mental health issues.

HEART ATTACK PATIENT ENCOURAGES ACTIVE LIFESTYLE

Although he had a family history of heart disease, 53-year-old Bryan Meyer never suspected he could be at risk of having a heart attack. Not only did the Batesville resident stay fairly active, he wasn't a smoker and kept his blood pressure and cholesterol in check. Unfortunately for Bryan, even a heart-healthy lifestyle doesn't always prevent heart disease.

"I was at work one day last February when I started feeling nauseous and uncomfortable," said Bryan. "I wasn't concerned at first but then I started having other classic symptoms of a heart attack — anxiety, numbness in my left arm and tightness in my chest."

Bryan soon went to Margaret Mary's emergency services department where Dr. William Lovett and his team confirmed

he was having a heart attack. He was then stabilized and transferred directly to the Cath Lab at The Christ Hospital where he underwent angioplasty and had a stent inserted.

Less than a week after his procedure, Bryan was feeling well and returned to work. Since then, he's also graduated from MMH's Cardiac Rehab program, an exercise course designed to help patients recover and gain strength.

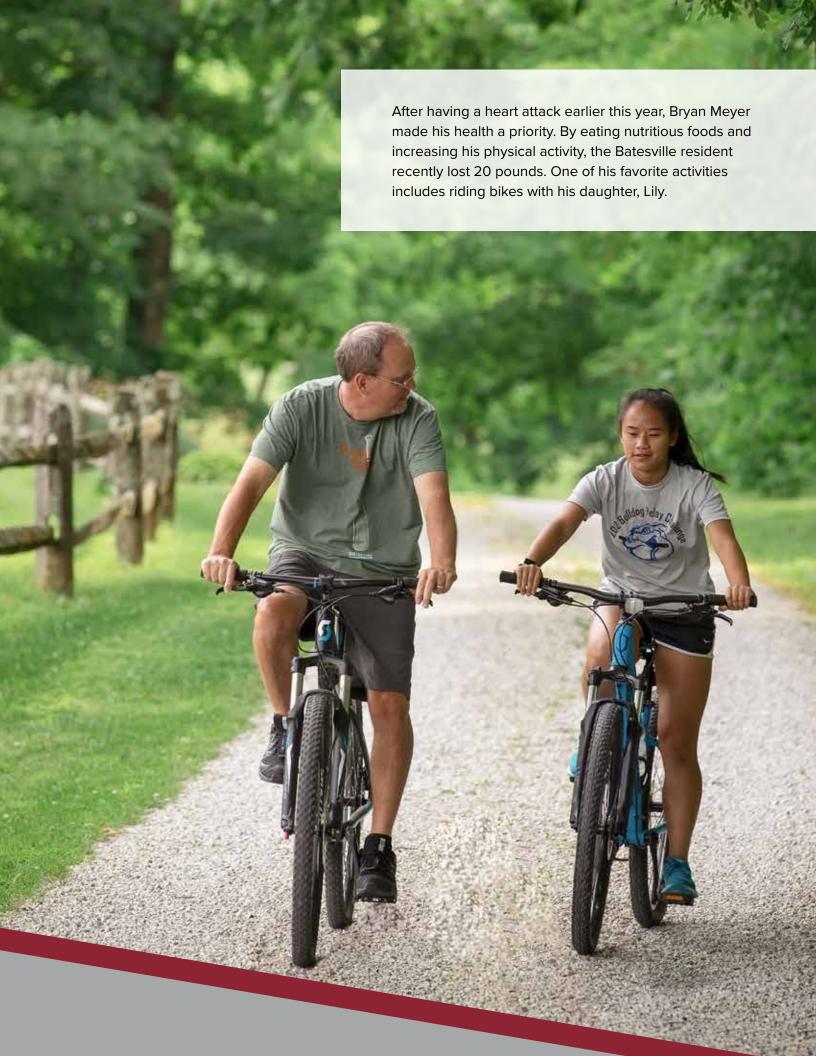
"Everyone at Margaret Mary who took care of me was great," said Bryan. "I tell people this was just a small bump in the road for me. My goal now is to take care of myself and stay active."

And with a 15-year-old daughter who loves sports, camping and bike riding, Bryan has every reason to stick with that goal!



For patients who are having a heart attack, MMH is an accredited member of The Christ Hospital Chest Pain Network. This means our team underwent a rigorous evaluation process to prove that systems are in place to treat and transfer heart attack patients quickly before permanent damage occurs.

A PATIENT STORY: **EMERGENCY SERVICES**





Brian Albers, MD Surgery



Cindy Allen, FNP-C Family Medicine



Katie Bailey, NP-C Minor Care



Lee Ann Bauer, MD OB/Gynecology



Marcy Baumer, PA-C Family Medicine



Erica Bayoneto, DDSPediatric Dentistry



Krista Bedenkop, FNP-C Emergency Services





Jonathan Feist, MD Family Medicine/OB



Theresa Fullenkamp, DNP-C Family Medicine



Mark Gardner, DDS Pediatric Dentistry



Jon Geers, MD Surgery



Stephen Glaser, MD Family Medicine



John Gryspeerdt, MD Family Medicine



Joanne Guttman, MD Family Medicine



Michelle Biltz, MD Family Medicine



Loretta Bischoff, FNP-C Podiatry/Wound Care



Melissa Blanton, NP-C Emergency Services



Holly Bonomini, FNP-C Emergency Services



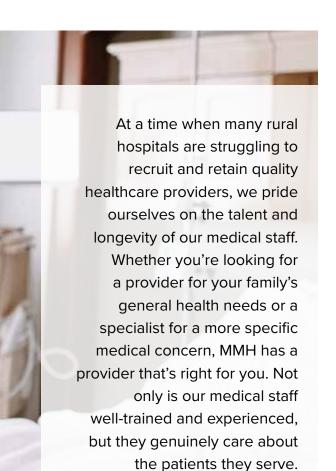
Gloria Brelage, MD Family Medicine/OB



DeAnn Brewer, MDInternal Medicine



Thomas Brown, MD OB/Gynecology





James Browne, MD Radiology



Douglas Bruns, DO Radiology



Caitlin Burke, APRN Emergency Services



Trisha Candelot, FNP-COB/Gynecology



Howard Cooper, DO Oncology/Hematology



Jeff Coy, ACNS-C Family Medicine



Katie Davis, DNP-CFamily Medicine



James Devitt, MD Pathology



Andrew DuBois, MD Dermatology



Stephanie Eckerle, PA-C Orthopaedics



Heather Eckstein, FNP-C Occupational Health



Shelly Eisert, FNP-C Family Medicine



Allison Halcomb, FNP-C Minor Care



Pictured: Gloria Brelage, MD

Duncan Hamilton, DO Surgery



Joshua Harrison, PsyD Behavioral Health



Jeffrey Hatcher, MD OB/Gynecology



Leah Hildebrand, FNP-C Pediatrics/ Family Medicine



Emily Housley, MD OB/Gynecology



Robert Hurm, CRNA Anesthesiology



Paul Jarvis, MD Urology



Amy Jelinek, DPM Podiatry



Brandey Kendall, FNP-C Family Medicine



Kimberly Kick, MD Family Medicine/OB



Trevor Loftis, DO Emergency Services



William Lovett, MD Emergency Services



Becky Lovins, FNP-C Family Medicine



Edward Negovetich, MD Physiatry



John Neukam, CRNA Anesthesiology



Kenneth Pahren, MD Family Medicine/ Minor Care



Michael Parker, DO Occupational Health



Katie Payne, APRN Emergency Services



Olga Petrovic, MD Rheumatology



Frank Peyton, MD Radiation Oncology



Mary Robertson, MD
Internal Medicine



Christine Romani, APRN Minor Care



Gerald Roper, MD
Ophthalmology



Robert Schrimpf, MD Otolaryngology (ENT)



Daniel Shirley, DO Anesthesiology

nationwide physician shortage, MMH is committed to recruiting and retaining quality healthcare providers so you and your family have access to the care you need for years to come. Over the past decade, MMH's medical staff has expanded to include more than 30 advanced practice providers. Specializing in a variety of areas from primary care and pediatrics to emergency services and cancer care, these providers fill critical roles in providing timely patient-focused care.

As concern grows regarding the



Michelle Shorten, MD Family Medicine/OB



Kathleen Simon, FNP-C Family Medicine



Bryan Stegman, MD Emergency Services



Sarah Todd, FNP-C Oncology



Richard Turner, MD
Pediatrics



Lynn Tyrer, PA-C, DMScOccupational Health



Beth Villani, FNP-C Family Medicine



Suzanne Martini, MD Family Medicine



William McDonald III, MD
Orthopaedic Surgery



Micah McKenzie, CRNA Anesthesiology



Sarah McMullen, MD Family Medicine



Sue McMullen, FNP-C Minor Care



Bev Metze, FNP-C Minor Care



Raheem Nazeer, MD Rheumatology





Kristina Wang, MD Pediatrics



David Welsh, MD Surgery



Roberta Woeste, FNP-C Emergency Services



Teresa Wuestefeld, FNP-C Family Medicine



Ira Younger, MDOphthalmology

NOT PICTURED: Curtis Bow, FNP-C (Minor Care); Jibran Durrani, MD (Hospitalist); Hassan Elhewan, MD (Hospitalist); Frank Fiorito, MD (Emergency Services); Ryan Hammock, MD (Hospitalist); Madhuresh Kumar, MD (Hospitalist); Joel McReynolds, MD (Hospitalist); Ravi Shah, MD (Hospitalist); Haris Sirag, MD (Hospitalist); Desmond Wah, MD (Hospitalist); Samantha Walke, NP-C (Emergency Services)



William Hillenbrand II, Chair, Board of Directors Mary Dickey, Executive Director

A letter from our

FOUNDATION

A Special Thanks to our 2018 Gala Title Sponsor:

HILLENBRAND



A Special Thanks to our 2018 Golf Tournament Sponsor:



We are thankful for the opportunity to celebrate the tremendous generosity of individuals, corporations, community organizations and foundations which enables us to continue investing in the health of those we serve.

MARGARET MARY

Whether you donate to the annual campaign or through our Grateful Patient Program, have established a named fund or included us in your estate plans, attend or sponsor events, donate in-kind items or services or are a volunteer - we couldn't do it without you.

In 2018, your kindness allowed us to provide a \$75,000 grant for our new addiction services program – a much needed resource highlighted in this report.

Your gifts have enabled our social workers and care coordinators to eliminate some of the unique barriers to care our patients often face. Through the purchase of inhome monitoring equipment, we are able to better manage patients' chronic diseases. Yet another grant provides emergency medication assistance for patients in need. Finally, thanks to you, all newly diagnosed breast cancer patients receive educational materials regarding their diagnosis and comfort items to help during their treatment.

Your generosity is changing lives and making a difference every day.

On behalf of our Board of Directors, thank you for trusting us and investing in our mission to improve the health of our families today and in the future.

MEET OUR FOUNDATION BOARD OF DIRECTORS



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Recognizes those who have included the Foundation in their estate plans

Nancy Lee Cory*

Dorothy Nobbe*

Norma Kessens Roberts



PROVIDING DEPENDABLE ACCESS TO CARE

When Angela lles was diagnosed with breast cancer last August, she was overwhelmed with all the decisions she had to make regarding her care. Fortunately, finding reliable transportation to and from her appointments wasn't one of them.

In 2018, MMH began offering a new transportation service to its patients called Health Rides. Thanks to a grant from our Health Foundation, the new van was funded by donations made by the William A. and Martha H. Hillenbrand Foundation, attendees at the MMH 2017 gala and MMH team members.

"For almost two months, I used Health Rides to get to and from my cancer treatments," said Angela. "I'm so thankful for this service. It's been a savior!"

ANNUAL GIFTS - COMMUNITY PARTNERS

We gratefully acknowledge the following donors for their support and contributions in 2018. We apologize for any errors or omissions in this publication and invite you to bring these to our attention by notifying the Foundation office at 812.933.5141 or foundation@mmhealth.org.

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Przestwor

Day Spa

Crum Logistics Services
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