

REPORT TO OUR COMMUNITY

Our Values in Action

A LETTER FROM OUR LEADERS

As the healthcare landscape evolves, providing affordable, quality care in rural America continues to be a challenge. Like many rural hospitals, 2019 was a difficult fiscal year for Margaret Mary Health. Yet, we remain financially stable and are proud of our achievements and the progress we have made in fulfilling our mission to improve the health of our communities. The strength of MMH lies in the combination of our people, our services and our facilities — all of which are vital to providing exceptional care and outcomes.

In 2019, we expanded our school telehealth program, which now covers four local school systems, and opened a robust orthopaedic practice. Providing convenient access to care for the nearly 70,000 people we serve is always at the forefront as we strive to deliver programs and services that benefit our communities.

Equally important in 2019 was the redefining of our values. These values are the backbone of our culture and how we aspire to conduct ourselves every day. As you read through this report, you will see our values are more than just words. They guide us toward delivering on our mission.

As we look ahead at the remainder of 2020, there is a level of uncertainty and fear our nation has never faced. It is in times of crisis that heroes are born. Healthcare workers have risen as heroes during the COVID-19 pandemic, although you would be hard pressed to find one who feels like a hero. To them, it's simply part of doing their job.

During this difficult time, we have seen MMH's values shine. We have witnessed the extra effort, commitment and compassion our providers and team members give our patients, and in return, we recognize the incredible support our communities have provided us over the past several months. We are proud of the way our team members,



George E. Junker II, *Chair, Board of Directors*

Timothy Putnam, DHA, *President and Chief Executive Officer*

providers and communities have risen to this challenge — with flexibility, courage and a caring heart. We are undoubtedly stronger together. Thank you for your generosity, encouragement and continued trust in us as we face the challenges ahead.

OUR LEADERSHIP TEAM



TIMOTHY PUTNAM, DHA
President and
Chief Executive Officer



BRIAN DAEGER
Vice President of
Operations and Chief
Operating Officer



KIMBERLY INSCHO
Vice President of
Human Resources
and Marketing



JULIE KEENE
Vice President of
Physician Services



LIZ LEISING, RN
Vice President of
Patient Services and
Chief Nursing Officer



OUR VALUES IN ACTION
ACCOUNTABILITY

INTRODUCING CRAIG POLKOW

VICE PRESIDENT OF FINANCIAL SERVICES AND CHIEF FINANCIAL OFFICER



Craig Polkow joined MMH's leadership team as Chief Financial Officer and Vice President of Financial Services in June of 2020. Previously, he worked as Vice President of Finance for the Southern Region of St. Vincent Health in Evansville.

With more than 25 years of healthcare accounting and financial leadership experience, Craig has worked for a variety of healthcare organizations including critical access hospitals, independent community hospitals and large health systems. He earned both his bachelor's degree and MBA from Indiana University.

In his new role, Craig is responsible for MMH's overall financial management and provides oversight for a number of areas such as patient accounts, medical records and the business office.

Craig and his wife, Cathy, have three grown children and three grandchildren. He looks forward to getting to know our community and making a positive contribution at MMH.

OUR BOARD OF DIRECTORS



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Retired, Family Medicine
Physician



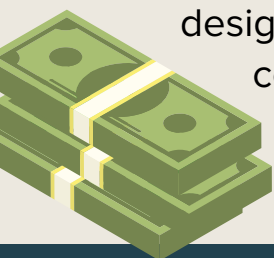
TIMOTHY PUTNAM, DHA
President and Chief
Executive Officer, MMH



TOM TEPE
Retired, Chevrolet
Dealer/Property
Manager

8.1 million

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



2,013
INPATIENT
admissions



2019 BY THE NUMBERS

19,713

emergency
and minor
care visits



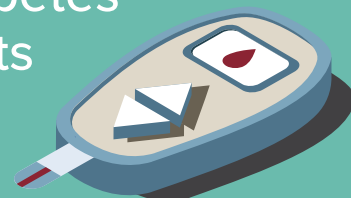
782

team
members



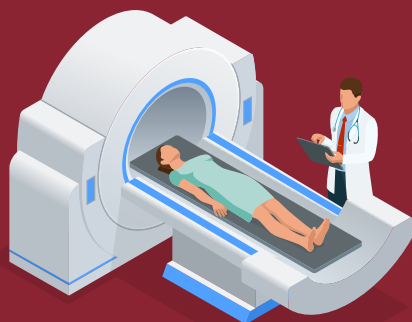
759

diabetes
visits



235,958

OUTPATIENT
visits



494

babies
delivered



\$22,000

awarded in scholarships
for healthcare degrees



1,295

cardiovascular screenings
(cholesterol/blood
pressure/blood glucose)



OUR VALUES IN ACTION

Values can be defined as the fundamental beliefs that guide or motivate our attitudes or actions.

In 2019, after gathering insights and input from our team members and medical staff, MMH introduced a new set of core values for our organization. These qualities embody our past, reflect our present and are guideposts for our future.

Our values — which include accountability, collaboration, excellence, innovation and respect — were chosen to guide our decisions, inspire our actions and influence our relationships with our patients, colleagues and communities. They help us determine what matters most to us and reflect the behaviors that shape our next steps as we strive to be the best healthcare provider.

On the following pages, you'll read patient stories that demonstrate how our healthcare providers and staff put our values into action each and every day.



COLLABORATION
WE WORK TOGETHER.



EXCELLENCE
WE STRIVE TO BE THE BEST.



INNOVATION
WE EMBRACE CHANGE.



ACCOUNTABILITY
WE DO THE RIGHT THING.



RESPECT
WE VALUE EVERYONE.

COLLABORATION

Stroke Survivor Grateful for Second Chance at Life

“

I was in the right place at the right time. With my job, I can be working far from the hospital and often alone. I give all the credit to my buddy, John, and the ER staff for reacting so quickly. I recovered in less than two weeks with no side effects.

”

Whether or not you believe in luck, there's something to be said for being in the right place at the right time. Ask stroke survivor Neil Dudley of Batesville. Last fall, the ETC employee was working in a Batesville subdivision alongside his coworker, John Loichinger, when he suddenly had trouble talking.

“I felt weird and my words weren't coming out right,” said Neil, 53. “I had a couple tools in my hand, and I dropped them. When I went to pick them up, I couldn't grab them. Luckily, John was with me. He knew it was serious and took me to the ER right away.”

With an EMT background, John suspected Neil might be having a stroke and acted quickly. A stroke occurs when the blood supply to your brain is interrupted, preventing brain tissue from getting oxygen and nutrients. When this happens, brain cells begin to die in minutes and prompt treatment is crucial. The longer a stroke goes untreated, the greater the potential for brain damage or disability.

When Neil arrived at Margaret Mary's emergency services department, Dr. Robert Lambert and his team quickly confirmed Neil was having a stroke and administered an IV injection designed to restore blood flow to the brain by dissolving the blood clot causing the stroke.

“The ER staff got me stabilized quickly,” said Neil. “I remember my nurse, Chloe. She was calm, focused and professional even though there had to be a tremendous amount of pressure on her.”

Once stabilized, Neil was transferred to UC Health for further testing and monitoring. For patients who are having a stroke, MMH is proud to partner with the UC Stroke Team. This means our emergency services department has received thorough training to ensure we are prepared to recognize and treat stroke patients quickly and effectively.

“I was in the right place at the right time,” said Neil. With my job, I can be working far from the hospital and often alone. I give all the credit to my buddy, John, and the ER staff for reacting so quickly. I recovered in less than two weeks with no side effects.

“I'm only 53,” added Neil. “At my age, you take a lot for granted. When something like this happens, you realize life is short.”



Neil Dudley with Chloe Sidell, RN and Robert Lambert, MD

VALUE #1

COLLABORATION:

We work together.



At MMH, collaboration is at the heart of everything we do. It takes every single member of our team — from our doctors and nurses to our housekeepers and registration staff — to provide our patients with exceptional care.

Of course, one of the most important examples of collaboration is the relationship we have with you, our patient. Whether you need help managing your cholesterol or want to improve your eating, we are grateful when

you choose us to be your partner in health.

The value of collaboration doesn't stop within the walls of our hospital. We are proud of the care we provide at MMH, however we realize we can't do it all. For situations that require more advanced treatment than we can provide, we are proud to partner with some of our region's finest health systems ... UC Health, The Christ Hospital, IU Health and Riley Children's Health, to name a few.



Mary Geckle and Katie Enneking, PT

VALUE #2

EXCELLENCE:

We strive to be the best.



At MMH, we strive for excellence every day in every single thing we do. This means we want to provide you with the best patient experience possible.

When you enter the doors of an MMH facility, there are two different types of care we provide. One involves how we treat your injury, illness or condition. The other involves how we treat you personally. To achieve excellence, we must focus on both.

As your healthcare provider, we hope you know we are committed to your safety and physical well being. Our professionals are well trained, our technology is up to date and we are committed to reducing infection rates and medication errors.

Our commitment to excellence doesn't end there though. Just as important as our clinical skills is our drive to treat you with kindness, compassion, patience and understanding.

EXCELLENCE

Joint Replacements Allow Patient to Stay Active

Over the past few years, the pain in Mary Geckle's knees had gotten so bad she found herself requesting a wheelchair to get from one end of the airport to another. Her whole life she had considered herself to be an independent woman and at the age of 74, she wasn't about to let that change.

"Being independent is important to me," said Mary. "My knees had gotten so bad they were bone on bone. I couldn't walk far without a cane. The pain held me back tremendously."

Having moved to Batesville from Cincinnati in 2016, Mary admits she was skeptical at first about using a community hospital for her care. Her first experience with MMH was a cataract surgery.

"I was so pleased with the care I received during that surgery," Mary said. "I've lived all over the U.S. and been in other hospitals. Many of them were great facilities but none of them were as personable as Margaret Mary. Here, the staff is connected and people work together well. Even the food is good, and I'm picky!"

Having built trust with the team at MMH, Mary met with Orthopaedic Surgeon Dr. William G. McDonald III and scheduled a total knee replacement on her left knee last fall. The surgery was so successful, she went ahead and had her right knee replaced three months later.

"I love Dr. McDonald," Mary said. "He's extremely good at what he does. The first surgery was so easy that I said, 'Sign me up for the next one!'"

Up until the COVID-19 pandemic hit, Mary was undergoing physical therapy at MMH's Rehab Center located on State Road 129 in Batesville.

"One month after my first knee replacement, I was walking without a cane or walker!" said Mary. "My therapists were fantastic. When they pushed me to do a little more, I found myself being able to do more."

As for what the future holds, Mary's goal is to keep living life to the fullest.

"I've been truly blessed," said Mary. "My plan now is to stay healthy and drive to Pennsylvania to visit friends. I'm too young to sit at home."

“

I was so pleased with the care I received during that surgery. I've lived all over the U.S. and been in other hospitals. Many of them were great facilities but none of them were as personable as Margaret Mary. Here, the staff is connected and people work together well. Even the food is good, and I'm picky!

”

INNOVATION

Cutting-Edge Technology Without the Drive

“

I was told I needed both radiation and chemo to fight my cancer. Margaret Mary had just installed new radiation equipment and it was state of the art. For me, it was an easy decision. Why would I drive far for treatment when I could get the same technology and services seven minutes from home?

”

For Batesville resident James Dickey, receiving his cancer diagnosis was a moment he'll never forget. At the age of 55, he was in good health and experienced no real symptoms other than a suspicious spot which had formed on the back of his tongue.

“My doctor had taken a biopsy of the area,” said James. “I remember the day I went into his office to get the results. He looked me in the eye and told me I had cancer. I felt numb.”

A man of faith, James took some time to pray and research his options before proceeding with traditional cancer treatments. When alternative options didn't work, he started investigating cancer centers throughout the region.

“I was told I needed both radiation and chemo to fight my cancer,” said James. “Margaret Mary had just installed new radiation equipment and it was state of the art. For me, it was an easy decision. Why would I drive far for treatment when I could get the same technology and services seven minutes from home?”

MMH's linear accelerator is designed to directly destroy cancer cells while delivering the lowest dose of radiation possible to surrounding, healthy tissue. Thanks to its pinpoint accuracy, the system can be used to treat many different types of tumors, including those in the most sensitive areas.

After meeting with MMH's cancer care team, James soon began a comprehensive treatment plan which included weeks of radiation and chemotherapy. He also took advantage of other support services, like massage therapy and nutrition counseling.

“I was impressed with how knowledgeable the doctors and staff were,” said James. “They explained in detail what I could expect. It was evident they had treated countless patients. They were accurate, compassionate and sincere.”

It's been three years since James received his cancer diagnosis, but now he reflects back on those days and how they helped him grow and strengthen his faith.

“Everyone has a physical, emotional, mental and spiritual side,” said James. “I'm grateful to my cancer team for addressing all of these areas. Thanks to their guidance, I sit here today and I can say I'm healed of my cancer. Praise God.”



Sandy and James Dickey

VALUE #3

INNOVATION

We embrace change.



MMH PARTNERS WITH THE CHRIST HOSPITAL FOR MEDICAL ONCOLOGY COVERAGE



Innovation is defined as the development of new and improved solutions to services and processes. At MMH, this means we encourage our team members to look at situations from different angles. It also means we embrace change, even when it's difficult.

In 2020, after thoughtful consideration for how we provide the highest-quality patient care, we decided to partner with The Christ Hospital for medical oncology coverage. This relationship provides patients with expanded access to experienced, specialized oncologists and clinical trial research. The physicians at our cancer center will be new, but our patients can rest assured they will still be supported by the same compassionate nurses and staff.



The Brad and Krista Herd Family

VALUE #4

ACCOUNTABILITY:

We do the right thing.



To be accountable means to take responsibility and follow through with what is promised. At MMH, our mission is to improve the health of our communities. Since 1932, we've been committed to that mission, but never has that commitment been so apparent as during the COVID-19 pandemic.

As cases of COVID-19 started appearing in Indiana in March, MMH's staff responded by stepping up to assist with a multitude of responsibilities not listed in their job

descriptions. Leadership went to work, ensuring the hospital had access to plenty of hospital beds and ventilators in case our floors were filled with critically ill patients. Nurses were cross trained to work in areas where they'd never worked. Some team members even spent long days fielding phone calls that came in through the COVID-19 hotline. It was a difficult time, but our staff made the commitment to do whatever it takes to serve our community. That's accountability.

ACCOUNTABILITY

COVID-19 Patient Grateful for Quality Care

When COVID-19 began to spread across the United States, Brad Herd of Milan wasn't overly concerned about contracting the virus. At the age of 47, he was told it wouldn't likely pose a threat to him as he was under the age of 65 and had no underlying health conditions.

Yet, when he came down with a severe headache, fever, cough and shortness of breath, his wife, Krista, who's a nurse, grew concerned and took him to MMH's emergency department.

"It all went smoothly in the ER," said Brad. "They took me straight to an exam room and decided to admit me pretty quickly. There's a lot to be said for a local, hometown hospital and the personalized care you receive."

After spending two nights on MMH's inpatient unit, Brad's health continued to decline, and hospitalist Dr. Desmond Wah called Krista with some disappointing news. He suggested Brad be put on a mechanical ventilator, a machine used to move air into and out of a patient's lungs so the body can fight infection. At that point, it was too early to know the success rate of ventilators in the fight against COVID-19, but Krista agreed, afraid the alternative could be far worse.

Over the next few days, Brad's health declined further, and Dr. Wah made the difficult decision to transfer him to one of MMH's long-standing partners, UC Health. A large, academic health system, UC Health could provide him with access to more specialists, technology and experimental medications.

Brad doesn't recall the details of the weeks he spent on a ventilator, but his medical team was amazed with his progress as he battled and beat not only COVID-19, but also MRSA pneumonia and a blood clot.

"After 19 days on a vent, my phone rang," said Krista. "When I answered, the FaceTime opened up and there he was, looking me right in the eye! That's when we knew we were over the hump."

Today, Brad is doing well and back where he belongs — home with his wife and kids.

"The decision the doctor made to put me on a vent when he did and transfer me to a bigger hospital with more resources probably saved my life," said Brad.

"He's our guy," added Krista. "He's an awesome dad and a great husband. The thought of him not coming home was tough. He's done awesome."

“

There's a lot to be said for a local, hometown hospital and the personalized care you receive. ... The decision the doctor made to put me on a vent when he did and transfer me to a bigger hospital with more resources probably saved my life.

”

RESPECT

Couple Welcomes Twin Boys Amidst Pandemic

“

I was overwhelmed. I knew the hospital was treating a lot of sick patients, and I was prepared for chaos. It was nothing like that. When the doors to the maternity unit closed, everything was quiet. We were obviously nervous, but nothing Coronavirus-related seemed relevant.

”

Pregnant with twins, first-time mom, Morgan Hooten, couldn't help but feel anxious as her due date drew near in the midst of the COVID-19 pandemic. As if giving birth to two babies wasn't scary enough, she had been notified her obstetrician had contracted the virus and may not be available at her delivery.

"I was overwhelmed," recalls Morgan. "I knew the hospital was treating a lot of sick patients, and I was prepared for chaos. It was nothing like that. When the doors to the maternity unit closed, everything was quiet. We were obviously nervous, but nothing Coronavirus-related seemed relevant."

Up until the last few weeks before she gave birth, Morgan described her pregnancy as smooth and uneventful. She had chosen Dr. Jeffrey Hatcher as her obstetrician and recalls how relaxed he was at every appointment.

"I remember reading about twins and everything that could go wrong," said Morgan. "Whenever I'd see Dr. Hatcher, I'd bring my questions for him. My husband, Adam, and I always felt at peace when we left."

After reaching her 37th week of pregnancy, Morgan experienced a few hurdles. Visitor restrictions were in effect so her husband could no longer accompany her to appointments, her doctor was still out sick with COVID-19 and her blood pressure was concerningly high. Obstetrician Dr. Emily Housley had taken over for Dr. Hatcher in his absence and scheduled her for an induction.

On April 3, after laboring for 16 hours, Morgan gave birth, via C-section, to two healthy baby boys — Jaxon Joseph and Jason Howard.

"Our doctors and nurses were awesome," said Morgan. "We didn't know what we were having, so everyone was excited and making guesses. Over the next few days, the OB staff took such great care of us. We truly enjoyed our time there, and didn't even mind not having visitors."

Today, Jax and Jase are growing strong, and their parents are happy to report they're not as tired as they thought they would be.

"Life is good," said Morgan. "We will definitely choose Margaret Mary again if more babies are in our future. I always tease Adam we'll get twin girls next!"



Adam, Morgan, Jaxon and Jason Hooten

VALUE #5 RESPECT

We value everyone.



The word respect has different meanings to different people, but at MMH, we view it as the belief that every single person — from our team members to our patients — is important. It also means we treat others with care and compassion.

For many patients, receiving medical care can leave them feeling incredibly vulnerable. Our cancer patients may worry about whether they've chosen the best treatment plan. Our

hospice patients may be anxious about the burden they place on loved ones. Even our pregnant moms arrive worried about everything from labor and delivery to whether they'll be able to breastfeed successfully. It's moments like these when patients need respect most.

At MMH, we believe you should be an active participant in your care. We pledge to honor your wishes, whenever possible, and treat you with the utmost dignity and respect.

Caring for our

COMMUNITIES

When communities have convenient access to care, local residents almost always benefit from improved health. At MMH, we're committed to recruiting quality medical professionals to all of our facilities throughout southeastern Indiana. Pictured with his daughter, Chelsea, Dr. Darrell Brimhall started seeing patients in Brookville in 2020.



BROOKVILLE

Health Center of Brookville:
765.647.5126 • 765.647.3547



MILAN

Physician Partners of Milan:
812.819.8500





Introducing **DR. BRIMHALL**

With 10 years of clinical experience and four children of his own, Dr. Darrell Brimhall knows a thing or two about caring for people of all ages. Last winter, Dr. Brimhall joined Margaret Mary's team at the Health Center of Brookville. Board certified in family medicine, he enjoys treating a variety of patients, ranging from newborns to the elderly, and specializes in mental health concerns.

Dr. Brimhall and his wife, Kendra, recently moved their family to Brookville from Arizona after falling in love with the area's small-town feel, rolling hills and nearby lakes and rivers. In his free time, he enjoys gardening, growing lavender, collecting rocks and spending time with his family.

To schedule an appointment with Dr. Brimhall at our Brookville location, call **765.647.5126**.



OUR VALUES IN ACTION
COLLABORATION

OSGOOD

Health Center of Osgood:
812.689.3424



BATESVILLE

Medical Arts Center: 812.934.6400
Physician Center: 812.934.5252





Brian Albers, MD
Surgery



Cindy Allen, FNP-C
Family Medicine



Edson Alonso, CRNA
Anesthesiology



Katie Bailey, NP-C
Minor Care



Soumit Basu, MD
Medical Oncology



Marcy Baumer, PA-C
Family Medicine



Erica Bayoneto, DDS
Pediatric Dentistry

Meet our **MEDICAL** STAFF



Michelle Shorten, MD



Frank Fiorito, MD
Emergency Services



Kelley Fitzpatrick, MD
OB/Gynecology



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



Krista Bedenkop, FNP-C
Emergency Services



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, MD
Internal Medicine



Darrell Brimhall, MD
Family Medicine



Thomas Brown, MD
OB/Gynecology



James Browne, MD
Radiology



Douglas Bruns, DO
Radiology



Trisha Candelot, FNP-C
OB/Gynecology



James Coots, MD
Emergency Services



Jeff Coy, ACNS-C
Family Medicine



Katie Davis, DNP-C
Family Medicine



James Devitt, MD
Pathology



Andrew DuBois, MD
Dermatology



Stephanie Eckerle, PA-C
Orthopaedics



Shelly Eisert, FNP-C
Family Medicine



Hassan Elhewan, MD
Inpatient Services



Anna Ertel, ANP-C
Medical Oncology



Jonathan Feist, MD
Family Medicine/OB



Joanne Guttman, MD
Family Medicine



Allison Halcomb, FNP-C
Minor Care



Duncan Hamilton, DO
Surgery



Ryan Hammock, MD
Inpatient Services



Joshua Harrison, PsyD
Behavioral Health



Jeffrey Hatcher, MD
OB/Gynecology



Leah Hildebrand, FNP-C
Pediatrics/
Family Medicine



OUR VALUES IN ACTION
EXCELLENCE



Emily Housley, MD
OB/Gynecology



Autumn Hurm, PNP
Pediatrics



Robert Hurm, CRNA
Anesthesiology



Paul Jarvis, MD
Urology



Amy Jelinek, DPM
Podiatry



Brandey Kendall, FNP-C
Family Medicine



Kimberly Kick, MD
Family Medicine/OB



William Lovett, MD
Emergency Services



Becky Lovins, 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



John Neukam, CRNA
Anesthesiology



Kenneth Pahren, MD
Family Medicine/
Minor Care



Michael Parker, DO
Occupational Health



Katie Payne, APRN
Emergency Services



Frank Peyton, MD
Radiation Oncology



Mary Robertson, MD
Internal Medicine



Christine Romani, APRN
Minor Care



Bryan Stegman, MD
Emergency Services



John Todd, FNP-C
Emergency Services



Sarah Todd, FNP-C
Oncology



Richard Turner, MD
Pediatrics



Lynn Tyrer, PA-C, DMSc
Occupational Health



Beth Villani, FNP-C
Family Medicine



Desmond Wah, MD
Inpatient Services



Kristina Wang, MD
Pediatrics



David Welsh, MD
Surgery



Roberta Woeste, FNP-C
Emergency Services



Teresa Wuestefeld, FNP-C
Family Medicine



Ira Younger, MD
Ophthalmology

NOT PICTURED: Mohanad Abu-Speitan, MD (Inpatient); Opeyemi Awe, MD (Inpatient); Christopher Dull, MD (Psychiatry); Jibran Durrani, MD (Inpatient); Steven He, MD (Inpatient); Madhuresh Kumar, MD (Inpatient); Vinh-Truyen Nguyen, MD (Inpatient); Assem Sherich, MD (Inpatient); Ahmed Siddiqui, MD (Inpatient); Haris Sirag, MD (Inpatient); Matthew Snyder, MD (Inpatient); Samantha Stegman, NP-C (ESD)



Robert Lambert, MD
Emergency Services



Trevor Loftis, DO
Emergency Services



Bev Metze, FNP-C
Hospice



Edward Negovetch, MD
Physiatry



Michelle Shorten, MD
Family Medicine/OB



Kathleen Simon, FNP-C
Family Medicine

NATURE HEALS

Nurse Practitioner Theresa Fullenkamp utilizes the grassy area at our Six Pine Ranch campus to unwind.

In 2018, MMH donated three acres of this property to the City of Batesville for development of a new recreational space. Named Freedom Park, it features a walking trail, playground and picnic tables.





Our inpatient care team celebrates the recovery of one of our patients.

FIGHTING A PANDEMIC

At a time when most Americans were asked to stay home to prevent the spread of COVID-19, our staff showed up to bravely serve the communities we love.

A virus unlike any we'd ever experienced, COVID-19 changed, and continues to change, everyday life as we knew it. Starting in March, flexibility became a must as elective surgeries and screenings were canceled and our organization prepared for an influx of critically ill patients. Leadership went to work securing additional hospital beds, ventilators and face masks, all items that were in short supply nationwide.

Staff, whose traditional roles had been temporarily suspended, stepped up to take on new responsibilities and assist in areas they hadn't previously worked. At MMH, the COVID-19 pandemic truly put our values of collaboration and respect to the test.

On our inpatient unit, nurses and doctors were treating some of the sickest patients they had ever encountered. Suited up in extensive personal protective

equipment, we cared for patients who were not only struggling to breathe, but also anxious because their loved ones weren't able to visit. Often overwhelmed with emotion, our staff mourned for the patients we lost and celebrated those who recovered.

What went on inside the walls of MMH during the pandemic was nothing short of inspiring. Yet, it was the support of our communities that fueled us to keep fighting.

When local residents were asked to make face masks, they pulled out their sewing machines to answer the call. Donated meals began showing up around the clock to ensure our frontline staff had convenient access to food.

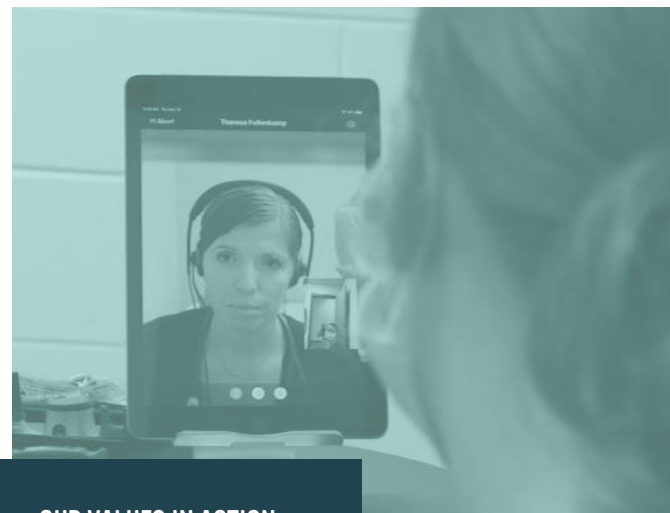
Even our mailroom was overwhelmed with handwritten notes and cards of encouragement.

Over the past few months, "stronger together" has been the motto we've repeatedly shared with our team members and community. COVID-19 brought with it many moments of fear and uncertainty, but it was our ability to pull together that will be remembered most.

As we look toward the future, we know the COVID-19 pandemic is not yet behind us and we encourage you to continue to do your part to prevent the virus from spreading. As always, we are proud to be a part of your community and we thank you for putting your trust in our team.

SAFETY FIRST

In an effort to improve access to care and keep our sick patients separate from our healthy, MMH partnered with Batesville Primary School to open an additional clinic during the pandemic. Through the use of telehealth equipment, our medical professionals were able to safely and effectively care for patients at a distance.



OUR VALUES IN ACTION
EXCELLENCE



COMMUNITY SUPPORT

From handmade face masks to Hill-Rom hospital beds, the generosity of our community during the COVID-19 pandemic was inspiring. Read on for a list of all those who made contributions as of June 17, 2020. Due to the overwhelming support, we apologize for any inadvertent errors or omissions in this publication.



THANK YOU TO OUR COMMUNITY FOR YOUR

Anonymous (8)
Misti Adams
Alpha Kappa Delta Phi Sorority -
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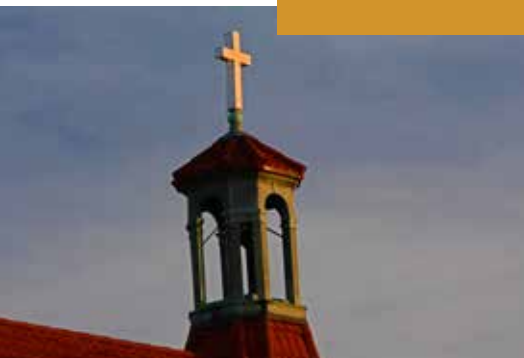
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A NURSE'S PERSPECTIVE ON COVID-19

"I leaned on my coworkers a lot to keep my spirits up when times got tough. Our team is so supportive of each other. We're in this together. We celebrated our successes but also cried together when we needed to cry."

-Amber Schornick, RN

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THINKING "OUTSIDE THE BOX"

Finding creative solutions to problems became a must during the pandemic. A special thanks to a concerned citizen and engineer, Michael Cambron, who generously designed and constructed intubation boxes and swab shields for the protection of our healthcare workers. Pictured, Dr. Frank Fiorito demonstrates how to use the box.



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TEAMWORK AT ITS FINEST

During the pandemic, our team members pulled together and volunteered to help out wherever needed. Some answered calls received through the COVID-19 hotline while others agreed to assist our inpatient care team. Pictured below, Mammography Tech Louise Bishoff helped screen patients for illness at our front entrance.



OUR VALUES IN ACTION
COLLABORATION

A LETTER FROM OUR FOUNDATION



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

1932 SOCIETY

Recognizes those who have included
the Foundation in their estate plans

Nancy Lee Cory*

Dorothy Nobbe*

Norma Kessens Roberts

Neal Wiggerman & Susan Kayser

“Unprecedented.”

This is a word that has been used over and over to describe the times in which we are living.

Yet, what is also unprecedented are the extraordinary ways you, our donors and friends, have so generously gone above and beyond to support our team members, patients and community. Whether you donated to the COVID-19 Relief Fund, sewed masks or gowns, donated PPE or sent food or notes of encouragement to our team members, please know each and every gesture was sincerely appreciated.

Throughout 2019, your kindness allowed us to provide more than \$18,000 in funding to support the telehealth initiative in Ripley County schools and more than \$70,000 to create the Hope Fund for cancer patients in need. A Safe Haven Baby Box, featured in this report, was installed thanks to generous funding from the William A. & Martha H. Hillenbrand Foundation. Additionally, through a variety of community and individual initiatives, more than \$7,000 was raised to provide wigs for cancer patients. These are just a few of the highlights!

We all make a difference everyday by the choices we make. We are humbled and honored so many of you continue to choose to support our mission of improving the health and wellness of our communities.

**Deceased*

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HOPE FUND

In 2019, with help from our Health Foundation, the Hope Fund was created to relieve financial burdens of cancer patients in need. Examples include indirect costs associated with needing cancer treatment, like utilities, transportation, food or caregiving. Thanks to our generous donors, more than \$70,000 was raised for the fund!

A SAFE HAVEN

in times of crisis



Thanks to a grant from our Health Foundation, MMH recently installed a Safe Haven Baby Box which allows a mother to safely, securely and anonymously surrender her newborn if she's unable to provide care. Funded by the William A. & Martha H. Hillenbrand Foundation, the Baby Box has been installed

on the exterior wall of the hospital which faces Mitchell Avenue.

In 2000, Indiana enacted the Safe Haven Law to allow a mother to give up her unwanted infant under the age of 30 days without fear of arrest or prosecution. The Baby Box automatically locks when a newborn

MAJOR GIFTS (CUMULATIVE GIVING)

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This June, MMH officially unlocked its Safe Haven Baby Box, which allows mothers to safely surrender their newborns. The Baby Box was opened by Lisa Tuveson, William A. & Martha H. Hillenbrand Foundation Board Member, with assistance from Monica Kelsey, Safe Haven Baby Boxes Founder and CEO.



In attendance at the event were, from left, George Junker, MMH Board of Directors Chair; Mary Dickey, MMH Foundation Executive Director; Linda Znachko, He Knows Your Name Ministry Founder; Monica Kelsey, Safe Haven Baby Boxes Founder and CEO; Lisa Tuveson, William A. & Martha H. Hillenbrand Foundation Board Member; Megan Fitzsimmons, Community Supporter; Sr. Diane Jamison, MMH Board Member; Timothy Putnam, MMH President and CEO; Chad Hartsock, MMH Safety Coordinator and Bonnie Ploeger, MMH Quality and Risk Management Director.

 OUR VALUES IN ACTION
RESPECT

is placed inside and a notification is sent to medical professionals. An MMH team member can quickly secure the surrendered newborn from an interior door.

In the last year, six babies have been surrendered inside Baby Boxes in the state of Indiana alone. Ours was the 25th Safe Haven

Baby Box installed in our state. The Safe Haven Baby Box organization also staffs a 24-hour hotline (866-99BABY1) to give women the opportunity to talk to a trained professional as they consider safely surrendering their baby. Nationwide, 76 surrenders have resulted from calls to the hotline.

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We gratefully acknowledge the following donors for their support and contributions in 2019. 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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Wanita Linkel, remembered by
Sheryl McCreary

Mildred Lovell, remembered by
Marian Mollaun

Sue (Werner) Lowe, remembered by
Eric & Karen Lanham

Jason Luers, remembered by
Anonymous

Joe Lunsford, remembered by
Carl & Joni Lunsford

James N. Mahle, remembered by
Mary Jo Mahle

Jack Martin, remembered by
James & Donna Huneke

Vonda McClanahan, remembered by
James & Donna Huneke

Aiden Mehlbauer, remembered by
Rick & Mary Sue Koch

Claude & Margorie Metcalf, remembered by
Michael & Darci Metcalf

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Donald & Melanie Barber

Gerald Meyer, remembered by
Jennifer Meyer

Judy Meyer, remembered by
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Frances Mullins, remembered by
Thomas & Rebecca Baumer
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Gloria Thacker
Terry & Paula Volz
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Anonymous
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Nicholas Riehle, remembered by
Anonymous
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John Schoettelkotte
Sr. Celie Schroeder, remembered by
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Lynn Struewing, remembered by
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Brian Wilhelm
Thomas Wilkening, remembered by
Don & Janet Stork
Kimberly Marie Willenbrink, remembered by
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Malcom Wurtz, remembered by
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Timothy & Marcy Wurtz
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Christine Romani
James Zinser, remembered by
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