

Leading the Way to Better Health....AGAIN!

**Methodist Hospitals is the first in
Northwest Indiana to adopt**

EPIC

**The Electronic Medical Records
System that helps deliver the**

BEST PATIENT EXPERIENCE

across our entire system.

**Northlake Campus
600 Grant Street
Gary, Indiana 46402
219.886.4000**

**Midlake Campus
2269 West 25th Avenue
Gary, Indiana 46404
219.944.4160**

**Southlake Campus
8701 Broadway
Merrillville, Indiana 46410
219.738.5500**



Northlake Campus



Midlake Campus



Southlake Campus

2010 Annual Report

Leading the Way to Better Health.



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Dear Valued Community Member,



Ian E. McFadden, FACHE
President and Chief Executive Officer



William G. Braman
Chairman, Board of Directors

The year 2010 has been a time of many accomplishments for Methodist Hospitals. Fueled by the financial turnaround accomplished in 2009 which doubled profitability from last year, we were able to commit \$35 million to hospital improvements in technology, equipment and programs to improve patient care. This transformation would not have been possible without the unwavering support of our community, physicians and employees.

The centerpiece of these accomplishments has been our hospital-wide implementation of the Epic electronic medical record, a system that will transform the way we deliver health care to our community. In August, Methodist became the first hospital in Northwest Indiana to reach this milestone.

In addition to Epic, we invested in patient comfort and safety, with redecorating efforts in patient rooms at both campuses, and a new system to prevent patients with dementia from wandering. We also made significant investments in technology to improve patient care, such as wireless digital IV pumps, new anesthesia equipment and best in class defibrillators.

In 2010, we built upon and enhanced our position as the region's leader in complex acute care, opening the Spine Care Center, a multidisciplinary collaboration of physicians and other clinicians dedicated to returning patients to healthier and more active lives. The hospitals' nationally recognized Neuroscience Institute received Primary Stroke Center designation by the Healthcare Facilities Accreditation Program (HFAP), as well as 2010 American Heart and Stroke Association Silver Performance Achievement Award for stroke care. The Methodist Hospitals Oncology Institute received three-year accreditation by the American College of Surgeons Commission on Cancer, and our laboratory services garnered The Joint Commission's Gold Seal of Approval™ accreditation.

Perhaps most importantly, we have launched a long-term service excellence initiative which will help us to better deliver on our most critical promise: that everything we do at Methodist Hospitals is designed to provide the best patient experience, for all our patients, all of the time.

We are proud of what we accomplished in 2010, and we are confident that we have built a strong foundation for success as we enter 2011. In the coming year, we will set the stage for a bigger and better Methodist, with plans for facility expansion and upgrades, more new programs to improve health care in our region, and growth of our physician network. These are big plans, and they must be executed in a challenging economic climate and in an environment of great change and pressure for health providers. But we are confident that the hard work of our dedicated staff and physicians is will ensure that Methodist will continue to lead the way to better health in Northwest Indiana and beyond for decades to come.

Thank you for your support.

A handwritten signature in black ink that reads "Ian E. McFadden".

Ian E. McFadden, FACHE
President and Chief Executive Officer

A handwritten signature in black ink that reads "William G. Braman".

William G. Braman
Chairman, Board of Directors



MyChart

Methodist MyChart is a tool that allows our patients to access their discharge instructions and non-sensitive outpatient lab results safely and securely from their homes. Patients can go online to view lab results rather than wait for a phone call or letter. Through MyChart, patients can also review health education topics and discharge information provided by their own physicians. Methodist is installing this patient-friendly tool to provide better care for our patients and meet meaningful use guidelines for our facility.

First in Northwest Indiana to Implement Epic EMR Hospital-Wide

The Electronic Medical Record (EMR) is the wave of the future. More and more hospitals and health care providers are preparing to transfer from paper charts to an EMR system. Among the first to use the Epic EMR system are Rush, Northwestern, University of Chicago Hospitals, Evanston Hospitals, and health care giant, Kaiser Permanent.

In Northwest Indiana, Methodist Hospitals is leading the way.

The Epic system links all hospital departments and specialties, creating a single electronic record of a patient's entire medical history. Our hospital-wide implementation of this system is transforming our delivery of patient care, greatly enhancing patient safety, treatment and service.

Improved Care - With Epic, doctors can access any patient's entire medical chart from their computers. Such instant access shortens the length of time it takes to perform care. What's more, instead of just reading about test results, doctors can actually see them firsthand; Epic illuminates, presenting a firsthand view of CT scans, X-rays and more.

Enhanced Safety - Before administering medications, nurses scan them, as well as a bar-coded wrist band worn by the patient. The system checks to ensure that it's the correct medication, the correct dose and right time of day for the dose. EPIC also delivers automatic alerts to warn of drug allergies and potential interactions or complications when a medication is initially prescribed. Treatment orders, medication orders, and chart notes are entered directly into the EPIC system, greatly reducing the chance of miscommunication and misinterpretation. No matter where patients go within the Methodist Hospitals system, their entire history of allergies, medications, surgery, etc...*everything can be immediately known.*

Better Service - Because of EPIC, patients at Methodist no longer have to repeat their medical history and medications to each caregiver they see. Beyond convenience, this can be a great help for some patients who might have trouble remembering the names of their medications and exact doses. Having a complete electronic record also streamlines patient registration, scheduling and accounting.

Methodist Physicians are also leading the way.

Computerized Physician Order Entry (CPOE) - Physicians in our emergency department were the first to start utilizing the CPOE. CPOE has proven to reduce length of stay; reduce repeat tests; reduce turnaround times for laboratory, pharmacy and radiology requests; as well as delivering cost savings. In early April, 2011, all of our staff physicians will be trained and will be going live with physician order entry and documentation via the Epic system.

EpicCare - Methodist began partnering with staff physicians to implement Epic in their practices. A physician practice utilizing EpicCare offers the same benefits to their patients of improved care, enhanced safety and better service and the additional benefit of integrating both hospital and practice based patient information. All physicians in the Methodist's Physician Group network will eventually be utilizing the EpicCare system. Methodist is also offering EpicCare to all physicians on its medical staff.

It is engrained in the culture of Methodist Hospitals to embrace those technological advances that further our mission to provide the utmost in patient care. Implementing this momentous change reinforces our position as a regional leader in Northwest Indiana.

Investing in Our Future

At Methodist Hospitals, every dollar we make is reinvested in people, services, facilities and technology that help us provide the highest quality patient care. In 2010, the hospital committed \$36 million to such projects.

In addition to Epic, 2010 investments included the following:



Equipment - New state-of-the-art wireless, digital IV pumps have been purchased for all hospital units and top-of-the-line Apollo anesthesia machines were installed in all of Methodist Hospitals' operating rooms. This equipment allows better control of the accuracy and consistency of administration of intravenous fluids and medications and anesthetics. Additionally, best-in-class Zoll defibrillators were purchased and deployed throughout the hospitals to provide effective coverage to meet patient needs.



Patient Comfort and Safety - All of our patient beds have been replaced with top-of-the line Advanta 2 beds and new mattresses. These beds aid patient recovery by providing more comfort and better performance in helping to prevent bedsores and facilitate wound healing. They also promote patient safety – falls are less likely because the beds' side rails contain controls for nurse call buttons, television controls and the like and the beds contain built-in scales, so that patients need not leave the bed to be weighed.



All patient rooms are also being redecorated, with new visitor furniture, flat screen televisions and new paint and window coverings. Rooms in the pediatric units are being equipped with pullout sleeper chairs for parents.

To ensure the safety of our patients we are implementing the Roam Alert system. Patients who are identified as high risk for elopement receive special wrist bands upon admission. If the patient leaves the floor of their unit or gets near an exterior door an alarm sounds and sends a signal to staff and security.

The Spine Care Center, a collaboration of physicians and other clinicians specializing in neurosurgery, orthopedic surgery and physical therapy was launched in mid-2010.



Priority Consult, a pioneering patient management system, utilizes digital technology to organize and review the patient's medical history, clinical status and any completed tests and imaging in the early stage of evaluation.

Priority Consult allows the spine care team to determine the most appropriate course of treatment and direct patients to the most appropriate care, from non-surgical to surgical treatments – all without the patient coming into the Center.

Expanding Footprint of Care – In 2010, Methodist Hospitals expanded its community presence with new facilities and physicians in Griffith, Crown Point, and Valparaiso. With a goal to become 100-strong, expansion will continue in 2011.

A **Breast Care Center** is in the planning stages to provide the highest level of quality breast care to our patients.

Quality Awards

Methodist Hospitals is committed to leading the region in quality specialty care. Our physicians, nurses and employees' hard work, commitment and dedication have resulted in the hospital receiving many honors and distinguished awards.

U.S. News and World Report

Methodist Hospitals hold the highest ratings of any hospital in Northwest Indiana on the 2010 US News & World Report best Hospitals Report in six specialties: Neurology and Neurosurgery, Urology, Cancer, Diabetes and Endocrinology, Gastroenterology and Gynecology. Methodist was also ranked in the 2008 U.S. News & World Report Top 50 Hospitals for Neurology and Neurosurgery.

Accreditation with Commendation

Accredited since 1974, Methodist continues to meet all of the standards set by the American College of Surgeons Commission on Cancer. This accreditation comes with an even higher distinction of "Accreditation with Commendation," by collecting commendations for the program's commitment to excellence.



This honor is given only to those facilities that have voluntarily committed to providing the highest level of quality cancer care and that undergo an evaluation process and review of their performance every three years. Only one in four hospitals in the United States achieve basic accreditation by receiving a compliance rating for all standards. Methodist Hospitals Cancer Services has exceeded this standard through its Commendation Award on top of full accreditation.

Five Star Investor & Five Star Community Investor

Methodist Hospitals Cancer Services has also been awarded the Five Star Investor and Five Star Community Investor award in the fight against cancer through the American Cancer Society's Workplace Solutions program - This prestigious award is given to work sites that are active in fighting cancer on multiple fronts through the programs and services of the American Cancer Society.



To earn recognition as a Five Star Investor, work sites must participate in a variety of American Cancer Society initiatives, such as cancer screenings, celebrating cancer survivors, tobacco prevention and cessation, breast and cervical cancer programs, smoke free worksites and special event sponsorship. Event sponsorships include: Relay For Life, Daffodil Days and Making Strides Against Breast Cancer Walk.

Women's Excellence Award™



HealthGrades®, the nation's leading independent healthcare ratings organization, awarded Methodist Hospitals the 2010/2011 Women's Health Excellence Award. Hospitals receiving this award rank among the top five percent of all hospitals nationwide in terms of providing care to women in three areas:

1. Women's Medicine - heart attack, congestive heart failure, pneumonia, chronic obstructive pulmonary disease, and stroke

2. Women's Cardiovascular Procedures – coronary bypass surgery, peripheral vascular bypass, coronary interventional procedures, resection/replacement of abdominal aortic aneurysm, carotid artery surgery, and valve replacement

3. Women's Bone & Joint Health – total knee and hip replacement, spinal surgeries and hip fracture repair

Five Star Ranking

Five Stars is the highest rating a hospital can get from HealthGrades® and in 2010/2011, Methodist Hospitals achieved this for the treatment of respiratory failure, gastrointestinal surgeries and procedures, stroke, and hip fractures.



Center of Excellence for Bariatric Surgery

Recognized as a Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery, Methodist Hospitals ReStart Center has a demonstrated track record of success.



To earn the Center of Excellence designation, Methodist's ReStart Center underwent a series of site inspections, during which all aspects of the program's surgical processes were closely examined and data on health outcomes collected. The ReStart Center and other bariatric surgery centers identified as Centers of Excellence share information to help further improve the field of weight loss surgery. Methodist is the only Bariatric Center of Excellence in Northwest Indiana.

AHA Silver Performance Achievement Award

American Heart Association and the American Stroke Association awarded Methodist Hospitals the Silver Performance Achievement Award in 2010 as a result of our partnership in the "Get with the Guidelines" program, which is a hospital-based quality improvement program, that empowers healthcare provider teams to consistently treat heart and stroke patients according to the most up-to-date guidelines. The 2010 award recognizes Methodist's exemplary adherence to all performance measures set forth in the program for the treatment of stroke.



Primary Stroke Certification by Healthcare Facilities Accreditation Program

HFAP initiated a Primary Stroke Certification program in 2006 using recommendations from the Brain Attack Coalition as the foundation for its standards. Facilities that comply with national standards for stroke are certified as one of those places.



Methodist Hospitals Foundation

Why Give? One hundred years ago, a gift was made that sparked the creation of Methodist Hospital in Gary, Indiana. Twenty dedicated physicians donated \$100 each and the plan was born. Those dollars provided the equipment and resources necessary to operate the hospital. Today, The Methodist Hospitals, Inc. serves over 16,000 patients annually, has 568 physicians on staff and employs 2,300 people at its three campuses.

In furtherance of the mission begun 100 years ago, The Methodist Hospitals' Foundation has been formed as a tax-exempt, 501(c) (3) Foundation. The Foundation exists to provide financial support to and conduct activities which further the programs and services provided by the Methodist Hospitals, Inc. to the Northwest Indiana community.

In honor of that first gift almost 100 years ago, the First 100 Initiative has been created to help the Foundation fund the many needs of the patients and communities served by Methodist Hospitals. The goal is to recognize the first 100 gifts at each giving level by acknowledging these benefactors as members of the Founders Society.

In addition, those who donate \$5,000 or more will be named Charter Members of the Founders Society. The first gifts to the foundation will support the Strategic Plan of Methodist Hospitals, especially Program and Equipment Support for Cardiovascular Services, Emergency Services, The Neuroscience Institute, The Oncology Institute, Women's Services and Charity Care.

Our employees have joined in by creating a committee to raise funds for the foundation called the Foundation Friends and are planning the 2011 Mardi Gras Ball. A King and Queen will be crowned and function as ambassadors during the coming year.

Your gift is needed more than ever...be apart of the future of healthcare in Northwest Indiana by contacting 219.886.4389.

The Methodist Hospitals Foundation Board consists of these community leaders:

Gary T. Miller, Chairman
PROMPT Ambulance Service

Sharon Chambers, *State Farm Insurance - Gary*
Margie Cosentino, *Radisson Hotel at Star Plaza*

Robert E. Johnson, II, *CIMCOR, Inc.*

William Lowe, *Indiana University Northwest*

Heather A. McCarthy, *Geminus Corp.*

Ronald McColly, *McColly Real Estate*

Mamon Powers, Jr., *Powers Construction*

Patrick Salvi, *Gary Southshore Railcats*

Myra C. Selby, *Ice Miller, LLP*

Al Spajer, *United States Steel Corp., Gary*

Michael Suggs, *Nipsco Industries*

Chareice White, *Majestic Star Casino*

Robert J. Hanrahan, III, *Executive Director*

Community Outreach and Partnerships

Methodist Hospitals values its leadership role in the community and is committed to assisting individuals achieve a higher quality of life through providing quality healthcare services, community outreach programs, and partnering with community organizations.

Activities in 2010 included the following:

Health fairs in both Spring and Fall help identify community health problems and direct patients to appropriate medical care. Results of the screenings are sent to participants for follow-up with their primary care physicians.

More than 1,500 people attended these fairs in 2010, at which Methodist physicians also answered questions at the ASK-A-DOC booth.

The 8th Annual Back to School Health Fair in 2010 reached children and families in Gary. Methodist Hospitals Pediatricians and Emergency Department physicians performed pre-scheduled sports physicals.

The Lakeshore Back to School Health Fair, a partnership with Lakeshore Public Access Channel, provided immunizations to children prior to the start of the school year. Methodist Hospitals provided backpack guidelines for proper weight of backpacks and nursing staff to assist with immunization injections. Methodist Hospitals coordinated participation of children and families through the Boys & Girls Clubs in Gary, Merrillville, Hammond and Cedar Lake. Over 500 children attended the fair.

Methodist's participation in the **NW Indiana Health Disparities Initiative** Region 1 continued. This partnership with Lake County Minority Health Coalition and Brothers Uplifting Brothers includes 7 counties (Lake, Porter, Jasper, Newton, LaPorte, Starke, and Pulaski.) Membership is currently over 150 with strong representation from 5 of the 7 counties, four hospitals and a host of community health providers. Five major health programs were held focused on heart health, obesity and HIV/AIDS. The 2010 Annual Luncheon program's focus was health care reform and its effect on hospitals and physician practices.

Methodist continued its series of monthly health education seminars, **Health Matters** in cooperation with the YWCA of Northwest Indiana. These programs focused on monthly National Health Awareness themes. Physicians from Methodist Hospitals' staff served as the primary facilitators for these events, which are designed to provide health education in an atmosphere that promotes exercise and wellness.

Methodist Hospitals has been an active member of the NWI community in addressing the challenges of literacy. Through the Gary Literacy Coalition, the literacy department for Methodist Hospitals recruited over 100 volunteers and donated over 40,000 books community wide. All inpatients on the pediatric units receive books to read and take home upon discharge.



James Meinert (front row with AED unit) is joined by the team that saved his life this summer. Front row: Hoosier Helper Brett Manes, Gary paramedic supervisor Blair Clifford, Methodist ER nurse Sandi Huff, Indiana State Trooper Dale Turner and Hoosier Helper Jim Salkeld. Back row: Methodist emergency physician Dr. Nicholas Johnson and Methodist ER nurse Shannon Hutchens.



Methodist Hospitals conducts a number of additional screening and health education programs, including:

- Monthly Stroke and Cancer Screenings held at our Midlake and Southlake Campus. These screenings measure individuals' risks for breast cancer, colon cancer or stroke.
- Special Screenings and Discount Services offered throughout the year to encourage preventive care including discounted mammograms, bone density scans, heart scans and vein scans.
- Educational Seminars such as childbirth and parenting classes, monthly classes on back pain and fall prevention, seminars for clergy to better assist them in their ministry and raise awareness in their communities on chronic conditions such as obesity, heart disease and diabetes, outreach to high school students encouraging health maintenance and interest in future health care careers.
- Free support groups for community members living with multiple sclerosis, cancer, diabetes, as well as for those who have undergone weight loss surgery or those who have experienced a loss.

Additional Community Partnerships

University Community Partnerships - In addition to the community outreach, Methodist has numerous medical, nursing and allied health partnerships with universities in the surrounding community.

Partnerships with Health Advocacy Organizations

Methodist is committed to supporting community non-profit organizations whose missions are to increase awareness and research dollars to improve the health of the community. We are the Exclusive Hospital Sponsor for the American Heart Association for the Heart Ball, Crown Points Goes Red, Valparaiso Goes Red, Go Red for Women Symposium, and the Heart Walk. In addition, we are the Flagship Sponsor for the Strides Against Breast Cancer Walk with the American Cancer Society, and a sponsor for the March of Dimes Signature Chef Gala, the Pink Ribbon Society, and the National Multiple Sclerosis Society Walk.

**Nurse Museum
First Anniversary**



2010 Highlights

January *On the heels its 2009 financial turnaround in one year, Methodist Hospitals enters 2010 on strong footing.*

First Anniversary of the Methodist Hospitals' School of Nursing Museum - The celebration honored its founder, Hazel Whitte, President of the Methodist Hospital's School of Nursing Association and a group of alumni. The Museum showcases the evolution of healthcare and the nursing profession during the past eight decades.

February *Silver Performance Achievement Award from the American Stroke Association's Get With the Guidelines* - This award recognized Methodist Hospital's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standard and recommendations.

Methodist Hospitals' Auxiliary holds luncheon to install new Officers. - The new officers include: Connie Hickman, President; Frederica Davidson, First Vice President; Nora Diehring, Second Vice President, Charlotte Muldrew, Recording Secretary; Julie Frayley, Corresponding Secretary and Jean Duley, Treasurer.

March *Haiti Relief Fund* - Methodist assisted our employees who made voluntary contributions to Haiti. Over \$2,000 was donated to the Red Cross, Doctors without Borders, Haitian Medical Society and the United Methodist Committee.

April *Women's Health Excellence Award for the second consecutive year from HealthGrades.* - This award acknowledges Methodist Hospitals for providing care to patients that leads to fewer complications, shorter stays, and faster recovery times than 95% of the hospitals in the U.S.

Stroke Care Excellence Award from HealthGrades. - This award recognized the hospital's clinical excellence for treating stroke patients placing the healthcare system in the top 10% nationwide for stroke services five years in a row.

HealthGrades® 5 star ratings for Treatment of Heart Failure, Treatment of Respiratory Failure and Gastrointestinal Surgeries and Procedures.

IUN Health & Wellness Center Partnership continues - Methodist Hospitals partnered with IUN to open the IUN Health and Wellness Center in 2009. This important collaborative effort provides accessible, affordable health services to the IUN faculty, students and staff. Michael McGee, MD, Methodist Hospitals Medical Director of Emergency Services continues to serve as the clinic's Medical Director.

Sixth Annual Weight Loss Surgery Patient Showcase - This annual event showcases patients who have lost the most weight and improved their health as a result of their surgery. The patient showcase featured six patients who together lost over 1100 pounds.

May *National Nurses Week and Hospital Week* - Methodist honored its physicians, nurses, employees and volunteers as we celebrated with the theme Leading the Way to Better Health with the New Spirit of Methodist. The Spirit of Methodist celebration was kicked-off with the employee-initiated hospital-wide Food Drive that resulted in over 1000 pounds of food being donated to the Northwest Indiana Food pantry.

June *Certification as a Primary Stroke Center from Healthcare Facilities Accreditation Program (HFAP).* - HFAP is an independent, nationally recognized accreditation authority.

Innovative Spine Care Center Opens - In partnership with physicians, Methodist launched the innovative Spine Care Center, a multi-disciplinary collaboration of physicians and other clinicians specializing in neurosurgery, Orthopedic surgery and physical therapy.

**Silver Performance
Achievement Award**



Hospital Week Food Drive



National Nurses Week



National Nurses Week



Physician Appreciation Golf Outing



Indiana University (IU) and Methodist Hospitals continue partnership in radiology for IU's 2010 International Human Cadaver Prosection Program. - This partnership allows prosectors and student radiographers the opportunity to obtain MRI and CT images of donors via a hands-on approach.

July *Partnership with Northwestern* - Methodist Hospitals continues its partnership with Northwestern Memorial Hospital as an Emergency Department rotational site at our Northlake Campus. This continues to be an exciting opportunity for both Methodist and Northwestern, as we continue our vision of becoming an academic medical center.

Physician Appreciation Golf Outing - The first annual physician appreciation golf outing was held at White Hawk Country Club. More than 100 physicians from our medical staff attended. The after-golf event was sponsored by Hodges and Davis, Attorneys At Law.

New Board Chair Elected



Methodist Elects New Board Officers - New Board of Directors officers were elected for 2010-2011. Incoming officers are William G. Braman, Chairman, Douge Barthelmy, M.D. Secretary, and Mamon Powers, Jr. Treasurer.

August *Methodist Hospitals becomes the first hospital in Northwest Indiana to implement Epic electronic medical record technology hospital-wide.* - The hospital-wide implementation transforms the way patient care is delivered, linking all hospital department and specialties and creating a single electronic medical record for each patient.

Outpatient Surgery Center and Diagnostic Open House / Health Fair



Service Excellence Initiative - This initiative began with the formation of a reculturization team comprised of Methodist employees. This team, working directly with our CEO, developed a Model of Care and Conduct for all employees to follow. A Leadership Development (LDI) team was then formed and held its first team meeting in August.

September *Methodist Hospitals Auxiliary holds fundraising fashion show.* - Proceeds from this event will benefit the neonatal intensive care units at both campuses that care for our tiniest premature babies.

Healthwise Community Newsletter - Published the inaugural issue of *Methodist HealthWise*. - HealthWise is our community magazine that provides information and education on the latest health topics as well as news about Methodist services, physicians and events.

October *Methodist Outpatient Surgery and Diagnostic Center Health Fair* - The event was a huge success drawing over 300 members from our community. Free Health Screenings were provided along with mini seminars presented by physicians and clinical staff about common health conditions and preventive health topics.

Community Health Expo - The first Community Health Expo in partnership with the Southlake YMCA was held in Crown Point. This event also included physician seminars and health screenings for the Crown Point community.

MPG Griffith Open House



November *Methodist Physician Group* - Methodist expands its physician network by opening offices in Griffith and Crown Point. Ribbon cutting and open houses were held at both locations to celebrate the openings of these facilities.

Ian McFadden named Honoree for the 2010 March of Dimes Signature Chef Auction - Ian McFadden was named Honoree for this year's event for his support and contributions to the mission of the March of Dimes.

MPG Crown Point Open House



December *Senator Edward E. Charbonneau retires from the Board of Directors and is named Life Advisory Member* - With gratitude for contributions and dedication to Methodist Hospitals.

Giving Back to the Community

A Total Commitment Toward Total Community Health

Methodist Hospitals System Community Benefits in 2010

Methodist Hospitals' mission of caring for our local community is fundamental to meeting the complex health care challenges we face today. Our diverse portfolio of community benefit investments ranges from financial advocacy for the uninsured, to participation in public and private programs for the underserved, to financial support for community-based organizations. We focus our community benefit services, partnerships and funding on four core areas:

1. Care and Coverage for Low-income People

Methodist believes everyone has the right to quality care and coverage. We create and support programs that lower financial barriers, so that the uninsured and underinsured can gain access to the care we provide. We accomplish this through the provision of charity care and free or subsidized coverage.

2. Safety Net Partnerships

Methodist is committed to building partnerships with community clinics, local health departments and community-based organizations. Through funding, technical assistance, influencing public policy, training and volunteering, we help these vital health care providers improve care and expand treatment capacity for the communities and vulnerable populations we serve.

3. Community Health Initiatives

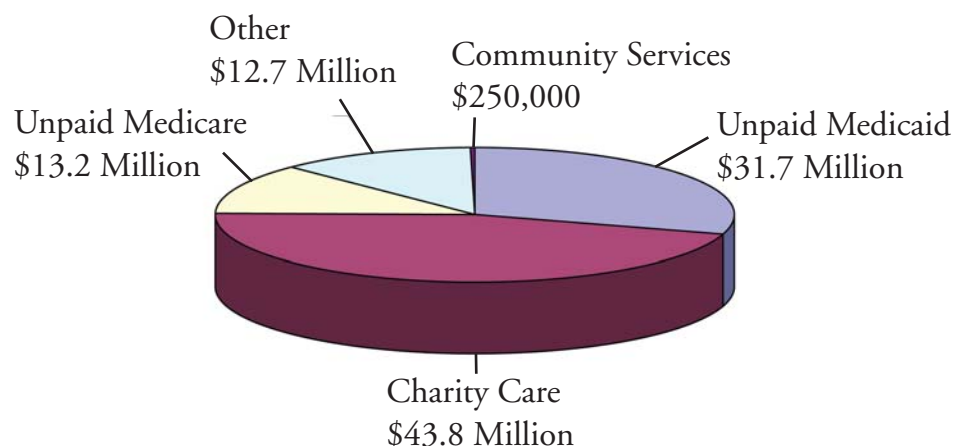
Methodist's community initiatives seek to measurably improve the health of the communities we serve. As an innovator in healthcare, we design, deliver, and sustain long-term programs that engage communities in work to improve the conditions in their neighborhoods, workplaces, and schools to support good health.

4. Financial Advocacy for the Uninsured

Methodist commits significant financial resources to assist our patients with addressing their overall long-term healthcare needs, through application assistance for various local, state and federal healthcare programs, such as township assistance, COBRA, Medicaid, HIP, CHIP, and other grants such as income assistance and food stamps.

The Methodist Community Benefit Program

2010 Total Community Benefits: \$104.6 Million



Methodist at a Glance

Services

Behavioral Health Services
 Bloodless Medicine
 Cardiovascular Services
 - Cardiopulmonary Rehabilitation
 Diabetes Center
 Emergency Services
 Home Health Services
 NeuroScience Institute
 - Gamma Knife Center
 - Stroke Center
 - Spine Care Center
 - Multiple Sclerosis Center
 Oncology Institute
 Orthopedic Services
 Rehabilitation Services
 Surgical Weight Loss / Bariatric
 Women's and Children's Services
 - Advanced Obstetrical Services
 Wound Center

Statistics

Inpatient beds	594*
- Adult	464
- Pediatrics	20
- Rehabilitation	39
- Adult Psychiatric	16
- Adolescent Psychiatric	20
- Neonatal	35
Nursery Bassinets	40*

Physicians

Total	568*
Active / Associate	380
Other	93
Honorary	95

Staff

Paid FTE's	2311*
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Volunteers

Volunteers	181*
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Community Benefit

Total (millions)	\$101.9*
Charity Care	\$43.8
Unpaid Medicaid	\$31.7
Unpaid Medicare	\$13.2
Other	\$12.7
Community Services	\$250,000

Affiliations

- American Cancer Society
- American Heart Association
- American Lung Association
- Anthem Coronary Service Network
- Edgewater Systems for Balanced Living
- Gary Career Center
- Gary Southshore Railcats
- Indiana Hospital Association
- Indiana State Medical Association
- Indiana University Northwest Campus
 Medical School
 School of Nursing
 Radiological Tech Program
 Respiratory Program
- International Association for Healthcare
 Security and Safety
- Ivy Technical Vocational School
- Lakeshore Kids Back to School Health Fair
- March of Dimes
- Multiple Sclerosis Society
- National Alliance for Mentally Ill (NAMI)
- Pink Ribbon Society
- Purdue University Calumet Campus
 School of Nursing
- Purdue University North Central Campus
 School of Nursing
- Valparaiso University
 School of Nursing
- Rosalind Franklin University

Accreditations

- Healthcare Facilities Accreditation
 Program (HFAP)
- Joint Commission Lab Accreditation
- Indiana State Department of
 Health (ISDOH)
- The Commission on Accreditation of
 Rehabilitation Facilities (CARF)
- Anthem - High Risk Fetal Clinic
- Accreditation Council of Graduate
 Medical Education
- American College of Surgeons
 Commission on Cancer
- American College of Radiology
- American Society for Metabolic
 and Bariatric Surgery
- American Diabetes Association
 Program and Education Recognition
- Board of Pharmacy
- Centers for Medicare & Medicaid (CMS)
- Clinical Laboratory Improvement
 Act (CLIA)
- College of American Pathologists (CAP)
- Committee on Accreditation of Educational
 Programs for EMS Professions (CoAEMSP)

Sources

Monthly Financial Statement, Strategic Planning Data
 Monthly Census Report, Recurring Outpatients Counted
 Once Per Month

*Northlake and Southlake Campuses Combined Total as of
 December 2010

Who We Are

Mission

Methodist Hospitals exists to provide quality, compassionate health services to all those in need.

Vision

The best place for employees to work, the best place for patients to receive care, and the best place for physicians to practice medicine.

Values: ICARE

Integrity
Compassion
Accountability
Respect
Excellence

Our People

Medical Staff: 568
Employees: 2311
Volunteers: 181

Board of Directors

William G. Braman, *Chairman*
Douge Barthelemy, M.D., *Secretary*
Mamon Powers, Jr., *Treasurer*
Adolphus Anekwe, M.D.
Amead Atassi, M.D.
B. H. Barai, M.D.
Charles D. Brooks, Jr.
Charles O. Davidson, M.D.
F. Ritchey Eibel
Louise E. Elisha
Glenn C. Hannah
Robert E. Johnson, III
John A. Lowenstine, CPA
Ian E. McFadden, FACHE
Rev. Dr. Cynthia Reynolds
Scott T. Ribordy
I.J. Roberts
Glenn S. Vician
Katrina Wright, M.D.
Bishop Michael J. Coyner, *Ex-Officio*
Connie Hickman, *Ex-Officio*

Executive Leadership

Ian E. McFadden, FACHE
President and Chief Executive Officer
Loren F. Chandler, FACHE, CPA
Vice President, Chief Financial Officer

Michael Davenport, M.D.
Vice President, Medical Affairs
Denise C. Dillard, MPA
Vice President, Government and External Affairs
Rachel A. Gajos
Executive Director, Guest Services
Alex Horvath
Vice President, Human Resources
James M. Kirchner, MS
Vice President, Physician Integration
Shelly M. Major, RN, MS
Vice President, Chief Nursing Officer

Medical Council

B. H. Barai, M.D.
Medical Staff President
Katrina Wright, M.D.
Medical Staff President-Elect
Amead Atassi, M.D., *Past President*
Adolphus Anekwe, M.D., *Secretary*
Ray Sawaqed, M.D., *Treasurer*

Chiefs of Clinical Divisions

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Victorio O'Yek, M.D., *Surgery*
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Raied Abdullah, M.D.

Facilities

Northlake Campus
600 Grant Street
Gary, Indiana 46402

Midlake Campus
2269 West 25th Avenue
Gary, Indiana 46404

Southlake Campus
8701 Broadway
Merrillville, Indiana 46410

Cardiac Rehabilitation
753 East 81st Ave., Suite 4
Merrillville, IN 46410

Center for Advanced Clinical Studies
200 East 89th Avenue
Merrillville, Indiana 46410

Home Health Services
650 Grant Street
Gary, Indiana 46402

Methodist Surgery Center
101 East 87th Avenue
Merrillville, Indiana 46410

Methodist Physician Group
Crown Point - Broadway
11496 Broadway
Merrillville, Indiana 46410

Gary
650 Grant Street
Gary, Indiana 46402

2269 West 25th Avenue
Gary, Indiana 46404

Griffith
1212 N. Broad Street
Griffith, Indiana 46319

Merrillville
8777 Broadway
Merrillville, Indiana 46410

200 East 89th Avenue, Suite 4
Merrillville, Indiana 46410

Valparaiso
60 Valparaiso Street
Valparaiso, Indiana 46385

Outpatient Diagnostic Center
101 East 87th Avenue
Merrillville, Indiana 46410

Rehabilitation Centers
303 East 89th Avenue
Merrillville, Indiana 46410

2269 West 25th Avenue
Gary, Indiana 46404

Model of Care and Conduct

Everyone that enters our facilities is a Guest - Our Guests include, but are not limited to, patients and their families, physicians, co-workers, visitors, and volunteers.

1. I am a team player. I provide professional service with the care and concern our Guests deserve.
2. I demonstrate respect for cultural, spiritual, ethnic, and individual differences.
3. I speak to our Guests with my voice, eyes, and actions. I handle concerns with care and compassion.
4. I smile at our Guests to show that I welcome them and help put them at ease.
5. I listen to our Guests with my ears, eyes, and actions. Even if it's, "NOT MY RESPONSIBILITY", I will help or FIND SOMEONE WHO CAN.
6. In order to reduce anxiety, I introduce myself to our Guests and explain what I am going to do and why.
7. I always show consideration for the feelings of our Guests by respecting their privacy (especially in public places).
8. I am always courteous to our Guests by allowing them to enter through doors and elevators first, stepping off the elevator if there is a guest being transported that needs to get on it, and by keeping the halls as quiet as possible.
9. I am attentive to the needs of our Guests by providing service, directions, and assistance.
10. I always call our Guests by name, because they deserve my personal attention.
11. I look the part by dressing in a professional manner appropriate to my position.
12. I project a caring attitude and always treat our Guests with care, imagining that I am on the receiving end. I care for our Guests as though they were my family or friends.



John J. Betjemann, Jr.

In Memoriam John J. Betjemann, Jr.

Former Methodist Hospitals President / CEO - Mr. Betjemann served Methodist Hospitals from 1980 to 2003 and for 23 years worked diligently to position Methodist as the prominent health care provider in Northwest Indiana.