Our mission, vision and values inspire everything we do.

**MISSION**

Methodist Hospitals exists to provide compassionate, quality health care 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.
In January 2018, after an 18-month exploration, Methodist Hospitals chose to remain independent instead of becoming part of a larger health system. With that choice, we recognized that Methodist must set a future course to maintain its financial strength and to meet future challenges.

To ensure continued growth and success, Methodist Hospitals’ doctors, nurses and staff have rededicated themselves to the belief that we are One Methodist, one institution with a single purpose and mission, instead of two independent hospitals that are not inextricably linked. The need for the entire Methodist family to work together and rely upon one another is more critical than ever. We must look to ourselves, and not elsewhere, for leadership and initiative.

We’re pleased to report that Methodist Hospitals is financially sound and confident in its ability to continue navigating the current marketplace. We are resolute in our commitment to continue to seek the right opportunities to chart a path forward for Methodist Hospitals that will ensure sustainability, continued growth and success.

The pages that follow are a report to our community of the steps taken in 2018 to move forward as One Methodist: to improve the quality and range of health care services offered, and to better deliver on Methodist Hospitals’ commitment to serve all those in need.

Among other things, we opened a high-risk breast clinic, fully renovated our Southlake Campus labor and delivery suites, extended our outpatient service area with the Schererville Imaging Center, brought the Gamma Knife back to Northwest Indiana and launched a partnership with University of Chicago Medicine to bring university-level cardiothoracic surgery to Methodist. We also conducted quality improvement programs that brought Methodist’s survival rate within the top 10 percent of all U.S. hospitals, and completed planning the new Northlake campus outpatient pharmacy opening in the first quarter of 2019.

We are constantly inspired by the compassionate and expert care that the people of Methodist Hospitals deliver to patients every day. We hope that you, too, will find inspiration in these pages. We’re grateful for your continued support of the Methodist Hospitals family.
2018 Quality Improvement Highlights

The Methodist Hospitals’ Vision for Quality and Safety of Care is to be among the top decile nationally by 2020

We are striving for clinical outcomes among the top decile nationally, with zero preventable harm and seamless workflow that produces optimum effectiveness in our Emergency Departments, Operating Rooms and Inpatient units.

Our Quality Score Card for 2018 demonstrates solid progress toward key goals. In 2018 we achieved the following:

- Top decile performance nationally in survival rates
- A 20% overall reduction in Hospital Acquired Infections
- A 20% reduction in sepsis mortality
- A 12% reduction in 30-day hospital readmissions

The Methodist Hospitals Medical Staff is responsible for ensuring a level of high-quality patient care that reflects evidenced based standards. The Medical Staff Quality Committee has a non-biased peer review process to measure, assess and where necessary, improve performance on an organization-wide basis. This helps us to identify areas of opportunity to improve patient outcomes and reduce the risks to patient safety in a manner that aligns with the mission of The Methodist Hospitals.

A number of 2018 initiatives have contributed to significant improvements in patient care and safety. Some examples include:

Eliminating Respiratory Failure Post-Surgery

A task force identified that post-surgical respiratory failure rates, while better than benchmark levels, had been increasing. Actions taken as a result of a Best-Practices Gap Analysis resulted in a 100% improvement in the post-operative respiratory failure rate. These improvements moved Methodist into the top 10% of hospitals nationally on this measure.

Tackling Antibiotic Over-Prescription

An Antibiotic Stewardship Committee created to drive down excessive antibiotic prescribing conducted education and developed procedures that have resulted in a 31% decrease in antibiotic costs over the past 5 years.

Decreasing Readmissions and Length of Stay in TJR Program

The Methodist Hospitals Total Joint Replacement program instituted a variety of patient education, surgical, discharge planning and post discharge follow-up processes that have helped to reduce average length of stay by nearly half a day and reduced 30-day readmissions from 5.5% to 1.3% in just 12 months.

Reducing Hypoglycemia

Methodist participated in the HRET-HIIN Sprint to reduce adverse drug reactions with a program to reduce hypoglycemia in patients receiving insulin during hospitalization. The program included staff education, coordination of meals and insulin administration, refinement of sliding scale insulin regimes and improved availability of data to front line staff. This effort produced a 20% reduction in hypoglycemia episodes among patients receiving insulin in which D50 was used.
Methodist Hospitals is committed to leading the region in quality specialty care. The hard work and dedication of our physicians, nurses and employees have brought the hospital a number of honors and distinguished awards.

**Quality Awards**

- **BREAST IMAGING CENTER OF EXCELLENCE**
  Methodist Hospitals is designated a Breast Imaging Center of Excellence by the American College of Radiology (ACR).

- **CARF ACCREDITATION FOR REHAB**
  Methodist Hospitals has earned accreditation of its inpatient rehabilitation units from the Commission on Accreditation of Rehabilitation Facilities, a sign of program quality and commitment to continuous improvement.

- **CHEST PAIN CENTER ACCREDITATION** was awarded to Methodist Hospitals by the Society of Cardiovascular Patient Care in recognition of its high level of expertise in the assessment, diagnosis and treatment of patients who may be experiencing a heart attack.

- **COLLEGE OF AMERICAN PATHOLOGISTS LAB ACCREDITATION (CAP)**
  Methodist has been awarded accreditation for Laboratory Services, via an inspection process designed to ensure the highest standard of care for all laboratory patients.

- **COMMISSION ON CANCER ACCREDITATION**
  Methodist Hospital’s Comprehensive Cancer Program has been accredited by the American College of Surgeons since 1974.

- **DIABETES CENTER OF EXCELLENCE**
  The American Diabetes Association recognizes Methodist Hospitals for the high quality of its community diabetes education programs.

- **GOLD PLUS PERFORMANCE ACHIEVEMENT AWARD FOR STROKE**
  is awarded by the American Heart Association and the American Stroke Association for exemplary adherence to all performance measures established in its Get With the Guidelines program. Methodist Hospitals was the first Northwest Indiana hospital to earn this award.

- **JOINT COMMISSION ACCREDITATION**
  Methodist Hospitals earned The Joint Commission’s Gold Seal of Approval® for Hospital Accreditation, a symbol of quality that reflects an organization’s commitment to providing safe and effective patient care.

- **LUNG CANCER SCREENING CENTER OF EXCELLENCE**
  Methodist is recognized as a Screening Center of Excellence for its compliance with comprehensive standards to ensure responsible, high-quality screening practices.

- **MAGNET RECOGNITION**
  In 2017, Methodist became Northwest Indiana’s only hospital to achieve ANCC Magnet recognition, the gold standard for nursing excellence.

- **NAPBC ACCREDITATION**
  Methodist Hospitals was first in the region to earn accreditation by the American College of Surgeons’ National Accreditation Program for Breast Centers (NAPBC).

- **OWN THE BONE PROGRAM RECOGNITION**
  The American Orthopedic Association has awarded Methodist Hospitals its Own the Bone Star Performer designation, an achievement reserved for institutions that perform the highest level of fragility fracture and bone health care.

- **PRIMARY STROKE CERTIFICATION**
  by Healthcare Facilities Accreditation Program recognizes Methodist Hospitals’ stroke program as meeting national standards for quality stroke care.

- **TRAUMA DESIGNATION**
  In 2017, Methodist Hospitals became Northwest Indiana’s first verified Level III Trauma Center.

- **WOMEN’S CHOICE AWARD**
  Methodist Hospitals has been designated one of America’s Best Breast Care Centers every year since 2014 by WomenCertified®, home of the Women’s Choice Award, a leading advocate for female consumers.
Schererville Imaging Center

Methodist Hospitals extended the footprint of its outpatient services eastward with the purchase of the Schererville Imaging Center (formerly Advanced Imaging Center.) The Schererville Imaging Center offers a range of imaging services including X-Ray, CT, Ultrasound, Open MRI and Bone Density testing.

Newly Renovated Maternal and Infant Care Centers at both campuses

In 2018, new labor and delivery suites with private bathrooms and showers were introduced at both campuses to better serve our new mothers and their babies. The Centers also include renovated post-partum rooms and advanced infant security systems. New outpatient testing and lactation rooms, and a newly decorated solarium waiting room were also added at the Southlake campus.
Partnership with University of Chicago Medicine
Methodist Hospitals welcomed Dr. Daniel Ciaburri, a renowned cardiothoracic surgeon from the University of Chicago, who brings university-level cardiac surgery services to Methodist Hospitals. Dr. Ciaburri has expertise in the surgical management of a wide range of high-risk and complex heart and vascular conditions.

Tele-psychiatry Program
A tele-psychiatry program was launched to improve access to specialized psychiatric care in our emergency departments and inpatient units.

Installation of Northwest Indiana’s First Gamma Knife Perfexion
Methodist Hospitals, which introduced Northwest Indiana to the benefits of the Gamma Knife in 2003, now offers the Gamma Knife Perfexion – the latest generation of the most advanced radiosurgical technology for the non-invasive treatment of malignant and benign brain tumors, vascular malformations and trigeminal neuralgia.

High Risk Breast Clinic
Our Oncology program opened a high risk breast clinic and launched a new risk assessment tool to improve our ability to diagnose and treat breast cancer in its earliest and most treatable stages.

Sports Medicine Program Expansion
Methodist Physician Group Sports Medicine specialist Dr. Omar Perez was named team physician for the Independent League Gary Southshore Railcats, expanding our longtime community partnership with the Railcats. Dr. Perez also serves as team physician for the Merrillville High School Athletic program.

Pre-diabetes Program
The Methodist Diabetes Center developed and launched a CDC-certified pre-diabetes program to help employees and community members prevent and manage this chronic disease.
Our mission is to provide compassionate, quality health care services to

METHODIST HOSPITALS’ ECONOMIC IMPACT

$300.2 Million  impact of dollars earned by Methodist employees
+ $219.6 Million impact of goods purchased to provide healthcare

$519.8 Million  in economic impact

METHODIST HOSPITALS’ COMMUNITY IMPACT

$21.0 Million  Physician and Community Services
+ $42.7 Million  Uncompensated Care
+ $45.1 Million  Charity Care

$108.8 Million  in community impact

TOTAL ECONOMIC & COMMUNITY IMPACT

$628.6 Million  Economic impact totals based on Indiana Hospital Association formula

METHODIST HOSPITALS’ IMPACT ON HEALTH CARE IN THE COMMUNITY

103,211  Outpatient Visits
+ 67,712  Emergency Room Visits
+ 14,993  Inpatient Admissions
+  4,973  Outpatient Surgery Cases
+  2,920  Inpatient Surgery Cases
+  1,246  Newborn Deliveries

195,055  TOTAL PATIENT ENCOUNTERS
Our mission is to provide compassionate, quality health care services to all those in need.

**METHODIST HOSPITALS’ EMPLOYMENT IMPACT ON ITS COMMUNITIES**

- **2,576** Employees
- **7,728** Northwest Indiana Jobs

*According to the American Hospital Association, each hospital job supports approximately two additional local jobs.*

**2018 FINANCIAL PERFORMANCE**

- **Net Revenue:** $351.2 Million
- **Employee Salaries and Benefits:** $189.9 Million
- **Purchased Goods and Services:** $138.9 Million
- **Excess Revenue Available for Reinvestment:** $2.8 Million

**2018 COMMUNITY OUTREACH**

- **8,233** People Enrolled in HiP2.0 or ACA
- **+ 78** Seminars & Screening Events
- **+ 19** Health Fairs & Other Community Events
- **+ 13** Ongoing Classes & Support Groups
The mission of the Methodist Hospitals Foundation is to inspire philanthropy that supports the work of Methodist Hospitals. Today, patients are benefitting from the generosity of many that allowed for the purchase of critical medical equipment and provision of enhanced care.

2015
Celebrating Methodist Hospitals’ Trauma Services
Proceeds from events paid for the purchase of life-saving equipment. The Methodist Hospitals Trauma Team has treated 3,760 patients since becoming the first trauma unit in all of Northwest Indiana in 2015.

2016
Helping our Most Fragile Newborns – Neonatal Intensive Care Unit
Methodist Hospitals established Northwest Indiana’s first Neonatal Intensive Care Unit in 1988. More than 10,000 high risk babies have been cared for since then. 2016 proceeds allowed the purchase of equipment such as infant stethoscopes, special cribs, newborn hearing devices, neonatal incubator covers, cradle swings, and much more.

2017
Celebration of Life – Cardiology Services
Heart Disease is the #1 cause of death in America, and 2017 proceeds were dedicated to Methodist’s Heart & Vascular Institute and related services.

2018
Improving the Quality of Life Northwest Indiana Orthopedic-Spine Center at Methodist Hospitals
From senior citizens to children and teens, orthopedic and spine problems can have a devastating impact on the quality of anyone’s life. Proceeds from 2018’s events provided for equipment and care of patients treated by the physicians of the Northwest Indiana Orthopedic-Spine Center at Methodist Hospitals.

The Methodist Hospitals Foundation is honored to recognize our premier contributors and the many individuals, organizations, businesses, event supporters and in-kind contributors for their generosity. Their belief in the mission and work of Methodist Hospitals, through their philanthropic giving, further empowers our institution to provide quality healthcare to the citizens of Northwest Indiana.

Shown above (Left) Elian Shepherd, MD, with Orthopedic and Spine Center patient Erica West and her parents. (Lower Right) Mark Jones, DFM, Methodist Physician Group Co-Medical Director speaks at the 2018 Foundation golf outing.
We gratefully acknowledge the gifts received during the fiscal year beginning Jan. 1, 2018 and ending Dec. 31, 2018.

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We respectfully acknowledge gifts given in memory of others.
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We are privileged to recognize the following companies and individuals for their in-kind donations.
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Please call us at 219-886-4468 with any corrections or concerns.
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Merrillville, Indiana 46410
Southlake - Pavilion A
Outpatient Surgery Center
Outpatient Diagnostics
101 East 87th Avenue
Merrillville, Indiana 46410
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200 East 89th Avenue
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Southlake - Pavilion C
8777 Broadway
Merrillville, Indiana 46410
Southlake - Pavilion D
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Diabetes Center
Home Health Services
303 East 89th Avenue
Merrillville, Indiana 46410
Southlake – Pavilion E
Endoscopy Center at IMA
8895 Broadway
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753 East 81st Avenue
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Crown Point, Indiana 46307
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751 E. 81st Avenue
Merrillville, Indiana 46410

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- Diabetes Center
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  - Verified Level III Trauma Center
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- Heart and Vascular Institute
  - Cardiopulmonary Rehabilitation
  - Heart Rhythm Center
- Home Health Services
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  - Headache Clinic
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- Purdue University North Central Campus
  - School of Nursing
- Valparaiso University
  - School of Nursing
- Rosalind Franklin University
- YWCA of Gary

STATISTICS
- Inpatient beds .......................................... 554
  - Adult ..................................................... 396
  - Pediatrics ................................................ 8
  - Rehabilitation ......................................... 39
  - Adult Psychiatric .................................... 22
  - Geriatric Psychiatric ............................... 14
  - Neonatal .................................................. 35
- Nursery Bassinets ....................................... 40

PHYSICIANS
- Total ......................................................... 463
- Active / Associate .................................... 333
- Other ........................................................ 130

STAFF
- Total Employees .................................... 2,576

VOLUNTEERS
- Volunteers ................................................... 75

ACCREDITATIONS
- American College of Radiology
- American College of Surgeons
- Commission on Cancer
- American College of Surgeons
- Veriﬁed Trauma Center (Level III)
- American Diabetes Association
- Center of Excellence
- American Nurses Credentialing Center
- Magnet Designation
- Centers for Medicare & Medicaid
- College of American Pathologists
- The Commission on Accreditation
- Rehabilitation Facilities
- Commission on Accreditation
- Allied Health Education Programs
- Committee on Accreditation
- Educational Programs for EMS Professions
- Health Care Facilities Accreditation
- Program Primary Stroke Center
- Indiana State Department of Health
- Indiana State Medical Association
- Indiana Board of Pharmacy
- The Joint Commission
- National Accreditation Program
- for Breast Centers
- Nuclear Regulatory Commission
- Society of Cardiovascular Patient Care
Methodist Hospitals has made a long-term investment in building an employee culture in which highly engaged staff are fully committed to the Hospitals’ mission and work together to provide the very best care to all of our patients every day.

The Foundation for this culture is the internalization by all our staff of our mission, vision and values and their adherence, every day in everything they do, to our standards for behavior, the Model of Care and Conduct.

Methodist Hospitals employees contribute in many ways to the success of our organization and to the wellbeing of the communities we serve. Below are employees who were recognized for special contributions in 2018.

**Safety Star of the Year**
The Safety Star of the Year Award recognizes an employee who models safety behavior and has made a major contribution to improving safety for our patients and staff by reducing errors and harm.

**Humanitarian of the Year**
The Humanitarian of the Year award recognizes an employee who has made a great impact on the lives of people in the communities we serve, and is meant to encourage Methodist employees to go out and make a difference in the world around us.

**Employee of the Year**
The Employee of the Year Award recognizes an employee for their outstanding contributions, exceptional accomplishments and behavior that exemplified our Model of Care and Conduct during 2018.

**Leader of the Year**
The Leader of the Year Award recognizes a supervisor, manager or director who is judged by their peers to embody the values, mission, vision and Model of Care and Conduct of Methodist Hospitals, including our I-Care Values of integrity, compassion, accountability, respect and excellence.

**2018 Daisy Award Winners**
Methodist Hospitals’ patients and their families recognize nurses giving extraordinary care.
Here’s some feedback from patients treated at Methodist Hospitals in 2018

“I absolutely love Methodist. I’m always treated great. Honestly, I would love to thank everyone there that I have ever come into contact with. Truly the best hospital around!”

“I’m a cancer patient and had to be admitted to the hospital. For my stay, I can truly say that I experienced ‘Royal Treatment.’ Everyone was very professional and they made me feel very well cared for and safe. Keep up the awesome service.”

“The labor and delivery nurses are absolutely fantastic! I feel so lucky to have delivered there and was brought to tears so many times by how they treated me like a million bucks. They were kind to my family, encouraging throughout the process and eased my concerns with calm care and advice. Thank you. I genuinely appreciate each one of you who contributed to my entrance into motherhood.”

“Thank you to the amazing doctors, nurses, and support staff at Methodist Southlake. Not only did I receive excellent medical care but they treated me with the utmost compassion and kindness. This personal level of treatment supported my recovery by helping me to keep a positive attitude during my time in the ER, ICU and IMCU. They made me feel important, and that they were invested in seeing me get better like a friend or family member, not just a patient.”

“My care after surgery was awesome. I was comfortable and made aware of everything going on with my care. I’m satisfied with the nursing staff as they attended to my needs.”

“My mother is 86 years old and was taken to emergency room. The care and concern given to her was amazing!”

“My 40-year-old daughter became ill while driving home from Chicago with her young daughter. Within a 24-hour period, my daughter received excellent care from her assigned doctor, her daughter was taken to their car by a kind nurse to retrieve personal items and lock their vehicle, a social worker talked to us about options regarding getting my daughter’s car home, the nursing supervisor checked in with us to make sure we were getting everything we needed, the environmental department checked on the cleanliness of my daughter’s room, and countless nurses and nursing assistants provided wonderful care.”

“The staff at Methodist were understanding, very helpful, and they didn’t make you wait long. They are very concerned about you, and want you to come back just to check on your wellbeing.”

“I delivered my twins in January and we couldn’t have gone to a better hospital. The staff was amazing and did everything they possibly could to keep us informed and comfortable.”
Thank You for Your Support

Our success is made possible by the unwavering support of our community, our physicians, our employees, and our volunteers.

On behalf of the Methodist Hospitals Board of Directors and Administration, thank you for allowing us to continue our mission to provide compassionate, quality health services to all those in need.