



at the Heart of  
*COMMUNITY*

MERIDIAN

HEALTH *Services*

Physical. Mental. Social Well-Being.

**ANNUAL REPORT 2017-2018**



Making a difference means reaching out beyond immediate perimeters. Health and wellness are more than physical—it's “whole person” and whole communities. Meridian reaches out to meet the needs of people, communities and partnerships. It takes “all hands in” to elevate as a whole for the common good.

Expanding, growing, and enhancing services and partnerships, changes lives and communities. In a collaboration with the Alliance for a Healthier Indiana’s “Town Hall Road Show,” Meridian is helping bring Indiana to a healthier state, lessening substance abuse, tobacco use, obesity and infant mortality. Walking the walk, Meridian also recognizes our own health as an organization with our new Wellness Council initiative for employees of Meridian statewide to live healthy lifestyles at work and home.

Meridian recognizes the importance of togetherness. Community partnerships statewide and joining together locally help achieve whole health for individuals, families and communities.



Hank A. Milius  
President/CEO,  
Meridian Health Services



Vicki Tague  
Chair,  
Board of Directors  
Meridian Health Services

# at the Heart of *COMMUNITY*



**ANNUAL REPORT 2017-2018**

# Surrounding **Communities with Solutions**

The central image shows a diverse group of approximately 25 people of various ages and ethnicities standing together. Surrounding this group are 14 circular logos for different Meridian Health Services:

- MERIDIAN ADDICTIONS & RECOVERY** Residential Treatment Program Center
- MERIDIAN MD** Family Medical Care
- CHILD ADVOCACY Center** Healing and Justice
- MERIDIAN ADDICTIONS & RECOVERY** Maternal Treatment Program
- MERIDIAN MD** CONVENIENCE CARE Jay
- MERIDIAN WOMEN'S HEALTH** Obstetrics and Gynecology
- MERIDIAN MD**
- MERIDIAN SENIOR HEALTH** Behavioral Health Hospital
- FOSTERHOPE** Therapeutic Foster Care
- SUZANNE GRESHAM Center** Supportive Care for Children & Families
- MERIDIAN PRIME-TIME PEDIATRICS** Children's Urgent Care
- CONNXXIONS** Coordinated Care for the Dually Diagnosed
- MERIDIAN PEDIATRIC REHAB** Rehabilitation and Support
- MERIDIAN HEALTH PEDIATRICS** Children's Medical Care



# ALL Hands In



## physical well-being



### MeridianMD

Providing primary medical care for families and children that focuses on complete well-being of the body and mind. MeridianMD is a true medical home for patients—doctors, nurses and counselors coordinate all aspects of treatment for “whole-person” health.

### Women's Health

Offering expert Gynecology and Obstetrics care to women in all stages of life.

### Pediatric Health

Addressing the special needs of children, Meridian Health Pediatrics in partnership with IU Health Ball Memorial and Riley Physicians, includes primary care, Prime-Time Urgent Care and Pediatric Rehabilitation.

### Senior Health

Specializing in the care of our aging patients, Meridian's Senior Behavioral Health Hospital and Outpatient Assessment Center integrate multidisciplinary teams of senior health doctors, nurses and social workers to evaluate specific needs, coordinate services and support family involvement.

### MeridianMD - Convenience Care

Collaborating with IU Health-Jay Hospital, MeridianMD Convenience Care is an urgent care walk-in clinic providing same-day treatment for minor illnesses and injuries.



## mental well-being



### Suzanne Gresham Center – Children's Programs

Providing comprehensive treatment services for children and families with emotional, psychological and behavioral health needs. Programs include family centered services, intensive family preservation and reunification, home/school based services, counseling and skill building.

### Addictions & Recovery

Serving individuals experiencing substance abuse or addiction with treatment and support through Meridian's Intensive Outpatient Program (IOP), Aftercare and the Addictions & Recovery Centers. Meridian also houses the Maternal Treatment Program (MTP) providing care and support to drug-addicted mothers and their newborns suffering from withdrawal.

### Connxxions

Focusing on helping individuals with intellectual or developmental disorders (IDD) and mental health challenges, Connxxions provides an array of services including therapy, care coordination, coping skills, psychiatry, medical care and crisis emergency services.

### Home, School and Community Based Programs

Helping people in their daily environment with care, resources, skill building and independence to live healthy lives.



## social well-being



### Child Advocacy Center (CAC)

Helping kids and families who are victims of abuse find relief, counseling, justice and closure. The CAC is nationally accredited by the National Children's Alliance and is a caring and healing environment that works with a multi-disciplinary team.

### FosterHope

Specializing in foster care for Indiana children in need of emotional or mental health supports.

### HIV Care

Coordinating comprehensive specialized case management that assists those living with HIV in obtaining access to health and social services for optimal well-being.

### Residential & Independent Living

Helping people with mental health challenges find dignity, self-worth and independence through counseling, jobs and a place to call home.

### Care Coordination

Assisting families in navigating the healthcare system by connecting them to specific resources to get them the quality care they need.

## A Community of Doctors

Meridian's team of specialists, including primary medical care physicians, nurse practitioners, and psychiatrists work together to integrate care for the body and mind, resulting in a personalized, higher quality of care approach for each individual patient. This “whole-person” health philosophy is the foundation for the wide spectrum of services for patients of all ages and conditions. Meridian physicians provide expertise in Primary Medical Care, Women's Health, Pediatrics, Senior Health and Psychiatry.

## Achieving Total Well-Being

Behavioral health is the cornerstone of “whole-person” health. Meridian has over 45 years experience in helping people cope and prosper, giving them the tools and resources to become stronger and healthier. Integrated treatment for physical, mental and social health is key in achieving total well-being.

## Meeting the Needs

Meridian understands that social health and human services like independent living support, job skills training, foster care for special needs children, and counseling/support services for victims of child abuse, help individuals and families in need help themselves lead safer, healthier, more independent lives. Helping people function in their daily environment and connecting them to resources when needed are key to healthier lives and communities.





PHYSICAL

# COLLABORATING FOR HEALTHIER COMMUNITIES



## MAKING A DIFFERENCE STATEWIDE

Alliance for a Healthier Indiana's "Town Hall Road Show," a statewide initiative to raise awareness of Indiana's poor health rankings, made stops throughout Indiana. Meridian Health Services was a key partner and sponsor of several discussions specifically in Meridian's larger regions. Four key topics of focus included tobacco use, infant mortality, opioid abuse, and obesity. The Alliance is comprised of healthcare professionals, advocates and community and business leaders committed to making Indiana a healthier place to live and work.



## HEALTHY LIFESTYLE CENTER

### HEALTHY LIFESTYLES, HEALTHY LIVES

Meridian, together with IU School of Medicine-Muncie, IU Health-Ball Memorial Hospital Foundation and grant support from Ball Brothers Foundation, collaborated with the College of Health at Ball State University to create a community-based Healthy Lifestyle Center (HLC) for Delaware County. The first of its kind, selected to be housed at MeridianMD, the HLC offers patients free of charge access to additional experts and clinicians who help people on their journey to better health. Included are diet/nutrition, exercise, mental well-being, audiology, and other healthy lifestyle behaviors to improve personal health which results in improved health outcomes of the population of Delaware County.



## WELLNESS FROM THE INSIDE OUT

Encouraging our community and patients to be healthy also means our employees should be too. Because employees are one of Meridian's greatest assets, we developed a Wellness Council that would help staff with healthy lifestyles at work and home. Representation from each Meridian region aids in building corporate unity. Our mission of health and well-being enables staff to participate in various wellness activities, health screenings, nutrition and diet education, competitions, walk/run clubs and more.





MENTAL

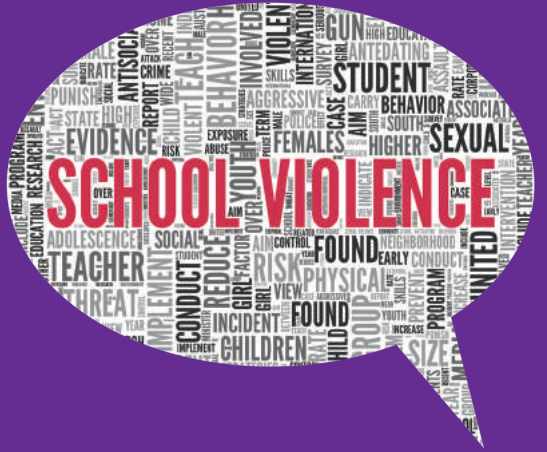


# FIRST NATIONAL SPIRIT OF MERIDIAN AWARD

Former U. S. Congressman, Patrick Kennedy was the guest of honor at an event hosted by Meridian Health Services in Indianapolis. Professional healthcare providers and advocates embraced Kennedy's vision for a better overall understanding of mental health issues and the connection between the medical and social avenues in healthcare. Coinciding with Meridian's mission of "whole-person" health and well-being, Kennedy's passion for breaking the barriers and stigma of mental health issues in this country have made significant headway on a national level. Meridian's President and CEO, Hank Milius, honored Kennedy with the first National Spirit of Meridian Award.

## HEALTHY LEARNING ENVIRONMENTS

Currently in 280 schools throughout Indiana, Meridian provides behavioral intervention training working directly with campuses to help minimize issues before they arise. Training addresses students' social and emotional needs before disruptive behavior becomes a crisis within classrooms. This integrated approach in schools facilitates a more productive learning environment for both teachers and students.



## POSITIVE MINDS, POSITIVE CHOICES

Meridian collaborated with Rushville Community Schools and hosted convocations featuring Rupert Boneham, of television's Survivor, to speak with students. Boneham's message of self-empowerment and the importance of making good choices in life—along with the Survivor theme, created the opportunity to provide positive reinforcement to students.

## EXPANDING INPATIENT PSYCHIATRY

Meridian continues to expand and integrate behavioral health initiatives and partnerships. Answering a need in the Lafayette community, Meridian partnered with North Central Health Services at River Bend Hospital for inpatient psychiatric health. Meridian also opened an outpatient clinic specialized for its Connxxions program serving those who have intellectual or developmental disorders and mental health needs.







# SOCIAL



## PATHWAYS TO EMPLOYMENT

Meridian, in collaboration with Belden-Richmond, "walks the walk" along with partners Manpower, Ivy Tech and Centerstone by helping potential employees struggling with addiction get on the road to recovery through Meridian's Addictions & Recovery Center. Applicants denied positions because of a failed drug test will be offered the opportunity to participate in a personalized drug rehabilitation program. Successful participation will lead to a job at Belden once the rehabilitation program is completed, along with a commitment to maintaining a substance-free lifestyle. Pathways to Employment is recognized as a successful, first of its kind blueprint program for other companies and organizations to utilize. Pathways to Employment has received national attention from CNN Money, NPR, legislators and local and regional news outlets.



### KEEPING COMMUNITIES HEALTHY

FamFest is the largest community outreach family health fair in the region. Meridian's Health Hub is the main attraction of FamFest, offering free health screenings from Meridian's primary care offices and other local healthcare organizations to all ages from pediatrics to senior health. Ducky Derby is also part of FamFest, generating funds in support of Meridian's Child Advocacy Center for victims of child abuse.

### CREATING OPPORTUNITIES FOR SPECIAL NEEDS KIDS THROUGH SUMMER FUN

Meridian Pediatric Rehab launched its first Pediatric Rehab Summer Camp for its special needs patients. Modified activities accommodating individual needs while encouraging learning and skill development allowed campers ages 3 to 11 to enjoy days filled with fun and friendships.



### BREAKING BARRIERS, FOSTERING COMPASSION

Teens from Muncie Civic Theatre took part in a summer playwriting workshop at Meridian's Suzanne Gresham Center. Providing a "safe space" to openly discuss and address issues teens face in their daily personal and social lives paved the way for a poignant theatre performance written, directed and performed by the teens in their own voice.







## BOARD OF DIRECTORS

Front row from L to R: Dr. Chris Bowles, Vicki Tague, Dr. Terry Whitt Bailey,  
 Dr. Nancy Green, Hank Milius (President and CEO)  
 Back row from L to R: Chris Fancher, Erica Graham, Wayne Shaffer,  
 Mark Hardwick, Steve Smith, Mike Lunsford, Julie Newhouse

## DEVELOPMENTAL COUNCIL

Karen Karmolinski - Chair  
 Brent Webster  
 Wayne Shaffer  
 Vicki Tague  
 Dr. David Gobble  
 Sue Ann Pflum  
 Julie Newhouse  
 Dr. Terry Whitt Bailey  
 Erica Graham  
 Wil Davis  
 Dr. George Branam  
 Lori Luther  
 Chris Fancher  
 Steve Smith  
 Dr. Scott Taylor  
 Melissa Daniels

## INVESTMENT COMMITTEE

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 Vicki Tague  
 Steve Smith  
 John Coldren  
 Brian Ring  
 John Littler  
 Rick Kelly  
 Michael Galliher



Meridian served  
**35,966 PATIENTS**

Meridian provided care to  
**3,657 INDIVIDUALS**  
who were  
**UNABLE TO PAY**



providing  
**555,606**  
**OUTPATIENT VISITS**

for services which totaled  
**\$3.5 MILLION IN**  
**CHARITY CARE.**



in  
**43 FACILITIES**

Meridian has partnered with  
**280 SCHOOLS**  
to bring services to students.



with  
**24 CLINICS.**

**18,365 CHILDREN**  
received services  
from Meridian.



**\$137.5 million**  
in revenue was generated  
during fiscal year 2017-18.

**\$61.6 million**  
was dedicated to our  
**1,121 EMPLOYEES'**  
salaries & benefits.



## FINANCIAL REPORT

July 1, 2017 to June 30, 2018

### Revenue generated from serving nearly 36,000 patients

Patient charges  
Federal, state and local government  
Investment earnings  
Other sources

**\$137,470,000**

\$111,640,000  
\$17,730,000  
\$400,000  
\$7,700,000

### We did not receive full payment from:

Those unwilling or unable to pay  
Other contractual agreements

(\$18,270,000)  
(\$37,060,000)

### TOTAL FUNDS AVAILABLE

**\$82,140,000**

### We applied our funds to:

Wages, Benefits, and Contractual payments for 1,121 employees  
Purchase services and supplies  
Facilities, operating costs and the provision for future services

\$61,610,000  
\$6,050,000  
\$14,480,000

### TOTAL FUNDS APPLIED

**\$82,140,000**

## LOCATIONS

### MUNCIE (MAIN OFFICE)

#### Meridian Health Services

240 N. Tillotson Ave.  
Muncie, IN 47304  
Phone: 765.288.1928

### Suzanne Gresham Center Children and Family Programs

3620 W. White River Blvd.  
Muncie, IN 47304  
Phone: 765.288.1928

### MeridianMD

#### Primary Medical Care

100 N. Tillotson Ave.  
Muncie, IN 47304  
Phone: 765.288.8770

### MeridianMD

#### Walnut Commons

110 E. Wysor St.  
Muncie, IN 47305  
Phone: 765.216.1815

### Meridian Health Pediatrics

205 N. Tillotson Ave.  
Muncie, IN 47304  
Phone: 765.288.1995

#### -Prime-Time Pediatrics

765.281.4599

#### -Pediatric Rehab

765.254.9717

### Meridian Senior Health

#### Behavioral Hospital

at IU Health-BMH  
2401 W. University Ave.  
Muncie, IN 47303  
Phone: 765.747.3281

### Meridian Senior Health

#### Outpatient Assessment Center

100 N. Tillotson Ave.  
Muncie, IN 47304  
Phone: 765.587.0183

### Meridian Women's Health

100 N. Tillotson Ave.  
Muncie, IN 47304  
Phone: 765.286.2000

### ANDERSON

#### Meridian Health Services

2010 Brentwood Dr.  
Anderson, IN 46011  
Phone: 765.393.0063

### CONNERSVILLE

#### Meridian Health Services

707 W. 3rd St.  
Connersville, IN 47331  
Phone: 765.827.1164

### DUNKIRK

#### MeridianMD

in collaboration with IU Health-Jay  
1150 S. Main St.  
Dunkirk, IN 47336  
Phone: 765.768.6065

### FORT WAYNE

#### Meridian Health Services

2200 Lake Ave.  
STE 225  
Fort Wayne, IN 46805  
Phone: 260.436.0932

### INDIANAPOLIS

#### Meridian Health Services

2506 Willowbrook Pkwy.  
Indianapolis, IN 46205  
Phone: 317.803.2270

### KOKOMO

#### Meridian Health Services

424 E. Southway Blvd.  
Kokomo, IN 46902  
Phone: 886.306.2647

### LAFAYETTE

#### Meridian Health Services

1500 Salem St.  
Lafayette, IN 47904  
Phone: 765.420.1450

### Meridian Addictions & Recovery Center

2900 N. River Rd.  
Lafayette, IN 47906  
Phone: 765.464.0400

### MISHAWAKA

#### Meridian Health Services

1818 Went Ave.  
Mishawaka, IN 46545  
Phone: 574.254.0229

### NEW CASTLE

#### Meridian Health Services

#### MeridianMD

930 N. 14th St.  
New Castle, IN 47362  
Phone: 765.521.2450

### PORTLAND

#### Meridian Health Services

931 W. Water St.  
Portland, IN 47371  
Phone: 260.726.9348

### MeridianMD Convenience Care

At IU Health-Jay  
500 W. Votaw St.  
Portland, IN 47371  
Phone: 260.726.4350

### RICHMOND

#### Meridian Health Services - Children

2300 Chester Blvd.  
Richmond, IN 47374  
Phone: 765.983.2220

#### -MeridianMD

765.939.2395

### Meridian Health Services - Adults

630 E. Main St.  
Richmond, IN 47374  
Phone: 765.935.5390

### Meridian Addictions and Recovery Center

416 Grove Rd.  
Richmond, IN 47374  
Phone: 765.373.8704

### RUSHVILLE

#### Meridian Health Services

509 Conrad Harcourt Way  
Rushville, IN 46173  
Phone: 765.932.3699

### WINCHESTER

#### Meridian Health Services

730 W. Washington St.  
Winchester, IN 47394  
Phone: 765.584.7820

**MERIDIAN**

**HEALTH Services**

Physical. Mental. Social Well-Being.

To learn more about Meridian Health Services  
or to donate, call 866.306.2647  
or visit [www.MeridianHS.org](http://www.MeridianHS.org)



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