

A Work of heart

Annual Report 2018-2019



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Dear Friends of Meridian,

Our staff's "work of heart" is embedded within the exceptional professional skills and compassion while providing services to our community and empowering healthier lives. There's a saying, "Nobody cares how much you know until they know how much you care." Our professional staff has given their "heart" in delivering services to those in need.

Learning of a need is one thing, but meeting that need requires a team of like-minded hearts coming together to provide solutions. This year we provided a "work of heart" in the expansion of addiction services to several communities, expanded our Maternal Treatment Program with Peer Recovery Specialists, acquired Madison Community Health Center thereby providing a platform to expand dental care, and provided Suicide Prevention training to over 800 individuals.

All of these initiatives are a "work of heart" and delivered to our communities through our compassionate staff!

Hank A. Milius

Hank A. Milius
President/CEO
Meridian Health Services



care



Improving Patient Healthcare

To “care” is to apply wraparound services to all aspects of health and wellness. To be attentive to the needs and lives of patients in a full-color spectrum of services instead of just one aspect of their needs. Meridian provides “whole-person” healthcare and gives a medical home to patients and families integrating physical, mental and social health to create a complete picture.



Expanding Services in Indiana

Meridian Health Services acquired Madison County Community Health Center (MCCHC) located in Anderson, Indiana with additional offices in Elwood and Alexandria. Serving a large Hispanic

population in these locations, Meridian recognizes the ever-changing landscape of healthcare and is ready to help grow and diversify services while enhancing patient care.



DENTAL HEALTH

Meridian Dental is the newest addition to Meridian's line of medical care. Located in Anderson and Elwood, Meridian Dental is a family dentistry practice providing full dental and oral health services for children and adults.



"Dr. Austin, I was moved by your **kindness and compassion** you showed me, thank you!"
– Elizabeth Cline, Meridian Dental patient

Improving Employee Health

The first Meridian Employee Wellness Fair was held in January for all Meridian employees to help give focus on the priority of health and wellness. Employees were able to receive free health screenings, visit with 30 local community health vendors, enjoy a free lunch, win door prizes and engage in fun fitness and exercise activities. The wellness fair is one of several health programs developed by Meridian's new employee Wellness Initiative.

50% decrease



in babies born with low birthweight

6% greater results

in controlled hypertension



and 4%

higher results effectively
treating ischemic
vascular disease
than Indiana's
standardized quality
health outcomes
benchmark
statistics.

Uniform Data System (UDS) standardized health outcomes for FQHC's nationwide.

SOURCE: Health Resources & Services Administration (HRSA)



compassion



Suicide Prevention

Actions are motivated by compassion in providing solutions and services for individuals to rise above personal crisis and trauma. Suicide is one of the leading causes of death in the United States, and particularly alarming in Indiana.

2x as many people die annually from suicide in Indiana than by homicide.

Every 8hrs
a Hoosier dies from suicide.



Mental Health First Aid

Meridian launched the Mental Health First Aid (MHFA) national program to teach skills to identify and respond to youth and adults presenting signs of mental illness and/or substance use. The program focuses on identifying depression, suicide tendencies, anxiety, trauma, psychosis and substance use. Many of Meridian employees became certified Adult and Youth MHFA Trainers so they can also educate people in the community who work in the schools, healthcare, emergency care, agencies and other positions that have direct contact with people in need.



Trauma Informed Care

Meridian developed the Trauma Informed Care (TIC) team. TIC is an organizational structure and treatment framework that involves understanding, recognizing and responding to the effects of various types of trauma that patients and staff may be experiencing in their lives. Being "trauma informed" is a component of cultural competency engaging Meridian patients and employees.

Zero Suicide Initiative

Question, Persuade and Refer (QPR) is another suicide training that Meridian launched.

QPR Gatekeepers are taught to

recognize warning signs of suicide, know how to offer hope, and know how to get help to save a life. Much like CPR, QPR is an emergency response to an individual in crisis.



Meridian provided Zero Suicide Initiative
Question, Persuade And Refer (QPR)

training to **810** individuals this past year.

Started initiative in **8** different school systems

and **4**
agencies throughout

11
counties across Indiana.

Program **training** has been highly requested
and will continue throughout Indiana.





community



Addiction

Addiction affects more than an individual, it impacts an entire community. In the United States **3,500** people a day are **hospitalized** or treated in emergency rooms for **opioid-related issues**.

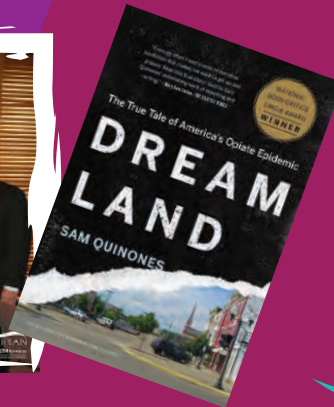
Meridian is successfully helping conquer the crisis of addiction in multiple ways with services and programs designed to tackle the opioid and substance use crisis throughout Indiana.



Speaker Series

Meridian Health Services launched the first Meridian Community Health Speaker Series—Community, Commitment, Collaboration—featuring the award winning author of *Dreamland*, Sam Quinones. Quinones experienced first-hand, the current opioid drug epidemic that has gained widespread momentum in the United States.

A discussion panel followed Quinones' presentation, comprised of prominent community health leaders and officials who engaged the audience to discuss issues related to drug addiction, the opioid epidemic and ideas for local solutions.



Maternal Treatment Program (MTP)

Celebrating two years of service to pregnant mothers suffering substance use disorder and wanting a better life of health and wellness for themselves and their children—Meridian's Maternal Treatment Program (MTP) outpatient program has several success stories. Leah is one of the 104 mothers who received treatment for overcoming addiction and gave birth to her healthy newborn daughter free from Neonatal Abstinence Syndrome (NAS).

"I found hope and I have happiness, which I didn't think I would ever have... and now a beautiful daughter. Meridian saved me and my daughter's life."
- Leah, MTP patient

Rialzo! celebrated a Decade of Giving in 2019 with the Maternal Treatment Program as the recipient of the funds raised for the third consecutive year to continue growing and meeting the needs of mothers and their unborn children.



Project SAFE (Substance Awareness and Family Education)

Project SAFE is a Meridian event held in local communities raising awareness of dangers related to substance use and to educate and encourage kids and families to make positive choices.

Many organizations including hospitals, law enforcement, drug prevention coalitions, health departments, recovery groups and others join Meridian in helping bring the community together to fight the drug epidemic so many of our cities are facing.

Project SAFE is growing and is now in three communities, including Winchester, Indiana as its newest city this year.



Addiction & Recovery Center (ARC)

The Addictions & Recovery Center (ARC) provides two levels of substance use care, residential detoxification and residential treatment that includes a “whole-person” health approach utilizing behavioral therapy, intensive rehabilitation, medical care, wellness education and post-treatment support. Meridian has two ARC locations in Richmond and its newest one opened this past year in Lafayette, Indiana.



104

treated in the Maternal Treatment Program

over the past

2

years.

21

babies born,

0

with

Neonatal Abstinence Syndrome (NAS).

(Babies born addicted to drugs)





A Work of
heart





2018-2019 Board Members

- | | |
|-----------------------|---------------|
| Chris Fancher - Chair | Brent Webster |
| Julie Newhouse | Sue Ann Pflum |
| Dr. Chris Bowles | Mark Hardwick |
| Erica Graham | Mike Lunsford |
| Dr. Nancy Green | Wayne Shaffer |
| Brian Ring | Trent Dowling |

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- | | |
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| Dr. Terry Whitt Bailey | Dr. David Gobble |
| Chris Fancher | Wil Davis |
| Julie Newhouse | Dr. Scott Taylor |
| Brent Webster | Sue Ann Pflum |
| Wayne Shaffer | Dr. Chris Bowles |

2018-2019 Investment Committee

- | | |
|------------------------|---------------|
| Julie Newhouse - Chair | Mike Galliher |
| Steve Smith | Chris Fancher |
| Rick Kelly | John Coldren |
| Brian Ring | |





Meridian served
40,000 PATIENTS

Meridian provided care to
3,920 INDIVIDUALS
who were
UNABLE TO PAY



providing
526,306
OUTPATIENT VISITS

for services which totaled
\$3 MILLION IN
CHARITY CARE.



in
47 FACILITIES

Meridian has partnered with
285 SCHOOLS
to bring services to students.



with
27 CLINICS.

18,227 CHILDREN
received services
from Meridian.



\$142,880,000
in revenue was generated
during fiscal year 2018-19.

\$66,190,000
was dedicated to our
1,204 EMPLOYEES'
salaries & benefits.



FINANCIAL REPORT

July 1, 2018 – June 30, 2019

Revenue generated from serving nearly 40,000 patients: \$142,880,000

Patient charges	\$111,700,000
Federal, state and local government	\$21,430,000
Investment earnings	\$510,000
Other sources	\$9,240,000

We did not receive full payment from:

Those unwilling or unable to pay	(\$17,020,000)
Other contractual agreements	(\$33,790,000)

TOTAL FUNDS AVAILABLE: \$92,070,000

We applied our funds to:

Wages, Benefits and Contractual payments for 1,204 employees	\$66,190,000
Purchase services and supplies	\$7,370,000
Facilities, operating costs and the provision for future services	\$18,510,000

TOTAL FUNDS APPLIED \$92,070,000

MERIDIAN HEALTH SERVICES LOCATIONS:

Muncie – Main Office
240 N. Tillotson Ave.
765-288-1928

Muncie – Annex
130 N. Tillotson Ave.
765-254-5356

Alexandria
101 N. Harrison St.
765-442-0570

Anderson
1547 Ohio Ave.
765-641-7499

Anderson
2010 Brentwood Dr.
765-393-0063

Connersville
707 W. 3rd St.
765-827-1164

Elwood
1518 Main St.
765-552-0841

Fort Wayne
4646 W. Jefferson Blvd.
Ste 100
260-436-0932

Indianapolis
2506 Willowbrook Pkwy.
317-803-2270

Kokomo
424 E. Southway Blvd.
765-865-8914

Lafayette
1500 Salem St.
765-420-1450

Michigan City
422 Franklin St.
574-254-0229

Mishawaka
1818 Went Ave.
574-254-0229

New Castle
930 N. 14th St.
765-521-2450

Portland
931 W. Water St.
260-726-9348

Richmond - Adults
630 E. Main St., Ste. 200
765-935-5390

Richmond - Children
2300 Chester Blvd.
765-983-2220

Rushville
509 Conrad Harcourt Way
765-932-3699

Winchester
730 W. Washington St.
765-584-7820

866-306-2647

MeridianHS.org

SPECIALTY CLINICS:

Meridian Women's Health
100 N. Tillotson Ave.
Muncie, IN 47304
765-286-2000

**Meridian Senior Health
-Behavioral Health Hospital**
(at IU Health BMH)
2401 W. University Ave.
Muncie, IN 47303
765-747-3281

**Meridian Addictions
& Recovery Center**
416 Grove Rd.
Richmond, IN 47374
765-373-8704

West Lafayette
2900 N. River Rd.
765-464-0400

**Suzanne Gresham Center
Children & Family Programs**
3620 W. White River Blvd.
Muncie, IN 47304
765-288-1928

**Meridian Health
Pediatrics**
205 N. Tillotson Ave.
Muncie, IN 47304
765-288-1995

-Prime-Time Pediatrics
765-281-4599

MeridianMD
Primary Medical Care

Alexandria
101 N. Harrison St.
765-442-0570

Muncie
100 N. Tillotson Ave.
765-288-8770

110 E. Wysor St.
(at Walnut Commons)
765-216-1815

Dunkirk
1150 S. Main St.
765-768-6065

New Castle
930 N. 14th St.
765-521-2450

Portland-MeridianMD
Convenience Care
500 W. Votaw St.
260-726-4350

Richmond
2300 Chester Blvd.
765-939-2395

Rushville
509 Conrad Harcourt Way
765-932-3699

**Meridian Dental
& Primary Care
Anderson**
1547 Ohio Ave.
765-641-7499

Elwood
1518 Main St.
765-552-0841

To learn more about Meridian Health Services
or to donate, call **866-306-2647** or visit MeridianHS.org

 facebook.com/MeridianHealthServices


MERIDIAN
HEALTH Services
Physical. Mental. Social Well-Being.