



COLUMBUS
REGIONAL
HEALTH

2017 REPORT TO THE COMMUNITY





A LETTER TO OUR COMMUNITY



Jim Bickel

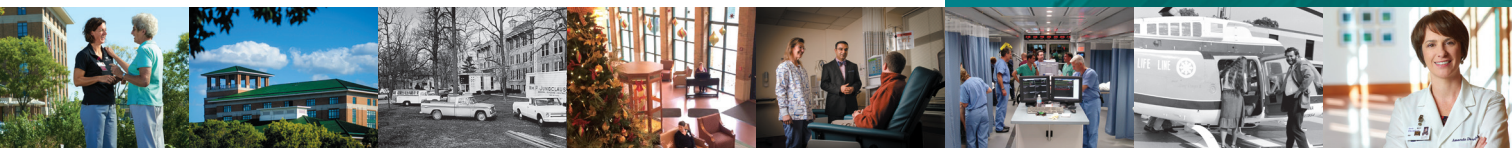
President and Chief
Executive
Officer of Columbus
Regional Health

As you may know Columbus Regional Health is in the midst of a year-long reflection on our rich history of healthcare and community involvement as we celebrate our 100th anniversary. This historical dive has provided multiple trips down memory lane for current and past employees, active and retired physicians and community members, but it has also reaffirmed our mission and vision as a health system. Bartholomew County Hospital opened in 1917

due to the foresight of leaders in the medical community. The notion of a county hospital to not only house surgical procedures, but care for the ill outside of the private home was not only innovative at the time, it filled a community need. Today as Columbus Regional Health, we strive to fill the needs of our patients and the community, to purposefully innovate to provide the best care and patient safety practices possible while being responsible economic stewards, and to grow in order to offer state-of-the-art

healthcare services and technology right here in the regions we serve.

On the heels of this centennial celebration, we continue to build upon our progress. Steady growth in our cancer program has enabled us to care for more patients with more complex forms of this disease, which keeps them closer to home and increases the chances for favorable outcomes. Our partnerships with other health entities, such as IU Health Cardiovascular, remain strong so that we provide state-of-the-art surgical



and treatment options for cardiothoracic events, again keeping those patients close to their loved ones. Columbus Regional Health Physicians – our network of primary and specialty care providers – continues to integrate so that we may work together to provide seamless patient-centered care throughout the health system. Through outreach services like Healthy Communities, we work to positively influence public health with initiatives such as the Alliance for Substance Abuse Progress (ASAP). The evolution of the former Volunteers in Medicine to the operation of VIMCare Clinic on the main hospital campus allows us to continue to provide care to the uninsured and underinsured, increase access and lessen the financial gaps some community members experience throughout their healthcare journey.

I invite you to review this report for a snap shot of Columbus Regional Health and a glimpse into our plans for a strong future. And as always, I thank you for allowing us to be your health and wellness partner from 1917 to the present and beyond.

With warm regards,

Why choose CRH?

We're excellent
healthcare.

Close to home.



Columbus Regional Health is a health system serving a 10-county region in south-eastern Indiana. The health system contains more than 2,200 employees, 250 physicians on medical staff and 250 volunteers. Columbus Regional Hospital, the system's flagship facility, is a 225-bed not-for-profit, providing emergency and surgical services and comprehensive care in numerous specialty areas. Columbus Regional Health Physicians offers a network of primary and specialty care physicians.

We believe that everyone in south central Indiana deserves the finest healthcare. And in order to make true on this belief, we're committed to being the best at everything we do. We believe that if we can be better, we must be better. And that's what makes Columbus Regional Hospital consistently recognized as a top quality Indiana Hospital.

Our staff works as a team of physicians, nurses, volunteers, therapists, pharmacists, clinicians, managers, administrators, and support staff -- as well as our Board of Trustees -- redefining what it means to provide the best in healthcare. As a top Indiana hospital, we're proud to have a culture of excellence. We're inspired to stay abreast of the newest medical technologies and procedures, and to strive for constant improvements. This pursuit of excellence has also led us to national recognition and benchmark performance in many areas.

Columbus Regional Health is nationally recognized for quality patient care – earning recognition from national healthcare quality and patient satisfaction measurement organizations such as Press Ganey and the Accreditation Commission for Health Care. We have been named as a Top 100 Community Hospital by the national publication

Becker's Review, and our outpatient programs have been consistently and repeatedly recognized by Focus on Therapeutic Outcomes, Inc.

As the face of healthcare changes, at Columbus Regional Health we are not content to be a top Indiana healthcare provider. Our team is redefining what it means to provide the best in healthcare on a national level too. We have been recognized by the National Committee for Quality Assurance for outstanding patient-centered medical home practices.



As the face of healthcare changes, at **Columbus Regional Health** we are not content to be a top Indiana healthcare provider. Our team is redefining what it means to provide the best in healthcare on a national level too. We have been recognized by the National Committee for Quality Assurance for outstanding patient-centered medical home practices. And we have been awarded one of the best places to work seven times in 11 years by the Indiana Chamber of Commerce.

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Opposite page, from left: Dr. Lee Kiser, Chief-of-Staff; Dr. Kevin Terrell, Chief-of-Staff- Elect; Dr. Amanda Dornfeld, Former Chief-of-Staff

Below, from back left: John Loya, Dr. Tom Sonderman, Steve Baker, Jim Bickel;
Front row from left: Julie Abedian, Holly Cheek, Marlene Weatherwax, Chris Raaf



Why choose CRH?
Because we're your partner for:

COMPREHENSIVE CARDIOVASCULAR SERVICES

Making vital resources available

Heart surgery, cardiac intervention, catheterization, electrophysiology, vein treatment, cardiac rehabilitation ... If you have a heart problem, we can help - in a matter of minutes, if need be. And when minutes count, miles matter. Rest assured, because Columbus Regional Health is the only hospital in central and south-

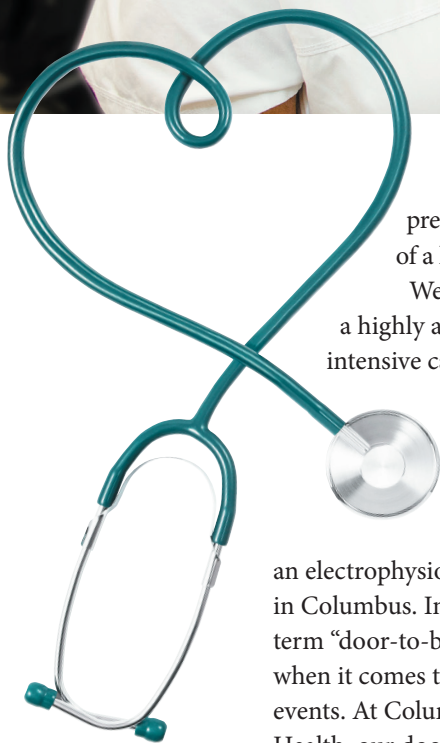


ern Indiana accredited as a Cycle 5 Primary Percutaneous Coronary Intervention Chest Pain Center by the Society of Cardiovascular Patient Care. Cycle 5 Accreditation is the Society's highest designation level. Hospitals that receive Society of Cardiovascular Patient Care (SCPC) Chest Pain Center Accreditation status have achieved a higher level of expertise in dealing with patients who

CARDIAC REHAB

“It was fun. The staff members were supportive. There was a great camaraderie with other people in the program. Now I have all the tools I need to succeed.”

—Linda Scheidt.
Intensive Cardiac Rehab Patient



present with symptoms of a heart attack.

We are proud to offer a highly advanced cardiac intensive care unit, two state-of-the-art cardiac operating rooms, three cardiac catheterization labs and an electrophysiology laboratory, all in Columbus. In cardiac care the term “door-to-balloon time” is vital when it comes to sudden cardiac events. At Columbus Regional Health, our door-to-balloon time is more than 30 minutes below the national standard.

Services at the Heart and Vascular Center include interventional cardiology procedures such as angioplasty and stenting, as well as the implantation of pacemakers and defibrillators, electrophysiology

studies and ablation and a wide range of vascular services including treatment of peripheral arterial disease, aneurysm, carotid disease, venous disease and wound care.

“The all-encompassing 12-week program is designed to heal the whole patient, not just his or her heart. We evaluate patients and create programs that meet their individual needs. Our goal is to help patients improve their health and prevent future cardiac events.”

—Jan Hatfield, R.N., B.S.N.

To learn more visit
www.crh.org/heart



Why choose CRH? Because we're your partner for:

CUTTING EDGE CANCER CARE

A pink ribbon, a symbol for breast cancer awareness, is shown in a flowing, wavy pattern across the top right of the page.

Cancer care is an ever evolving and progressing sector of healthcare and at Columbus Regional Health we pride ourselves on offering our patients the best care and resources for their individual needs through the latest technology and pharmacological advances, delivered with an understanding, human touch. On the heels of a physical expansion and renovation of our medical oncology unit and a technological and service-based expansion of our radiation oncology unit, the skilled and passionate physicians and staff at the Cancer Center provides compassionate patient-centered care, close to home.

Cancer Center services include:

Medical Oncology:

Our Medical Oncology Program is staffed by two board-certified Medical/Hematology Oncologists. They are complemented by a team of support staff who help navigate the patient and their family through the phases of their treatment and follow-up care.

Immunotherapy:

Biological therapy (also called immunotherapy, biological response modifier therapy, or biotherapy) uses the body's immune system to fight cancer. The cells, antibodies, and organs of the immune system work to protect and defend the body against foreign invaders, such as bacteria or viruses. Research has found that the immune system might also be able to both determine the difference between healthy cells and cancer cells in the body, and to eliminate the cancer cells.

Radiation Oncology:

State-of-the-art High Energy Linear Accelerators are used to deliver intensity-modulated and stereotactic body radiation therapies. Our Radiation Program is staffed by full-time board-certified Radiation Oncologists and Radiation Physicists. They are supported by the rest of the team, available to help navigate patients and their families through the treatment program.

Stereotactic body radiation treatment (SBRT) is a type of radiation therapy that uses precisely targeted radiation on body tumors in fewer high-dose treatments.

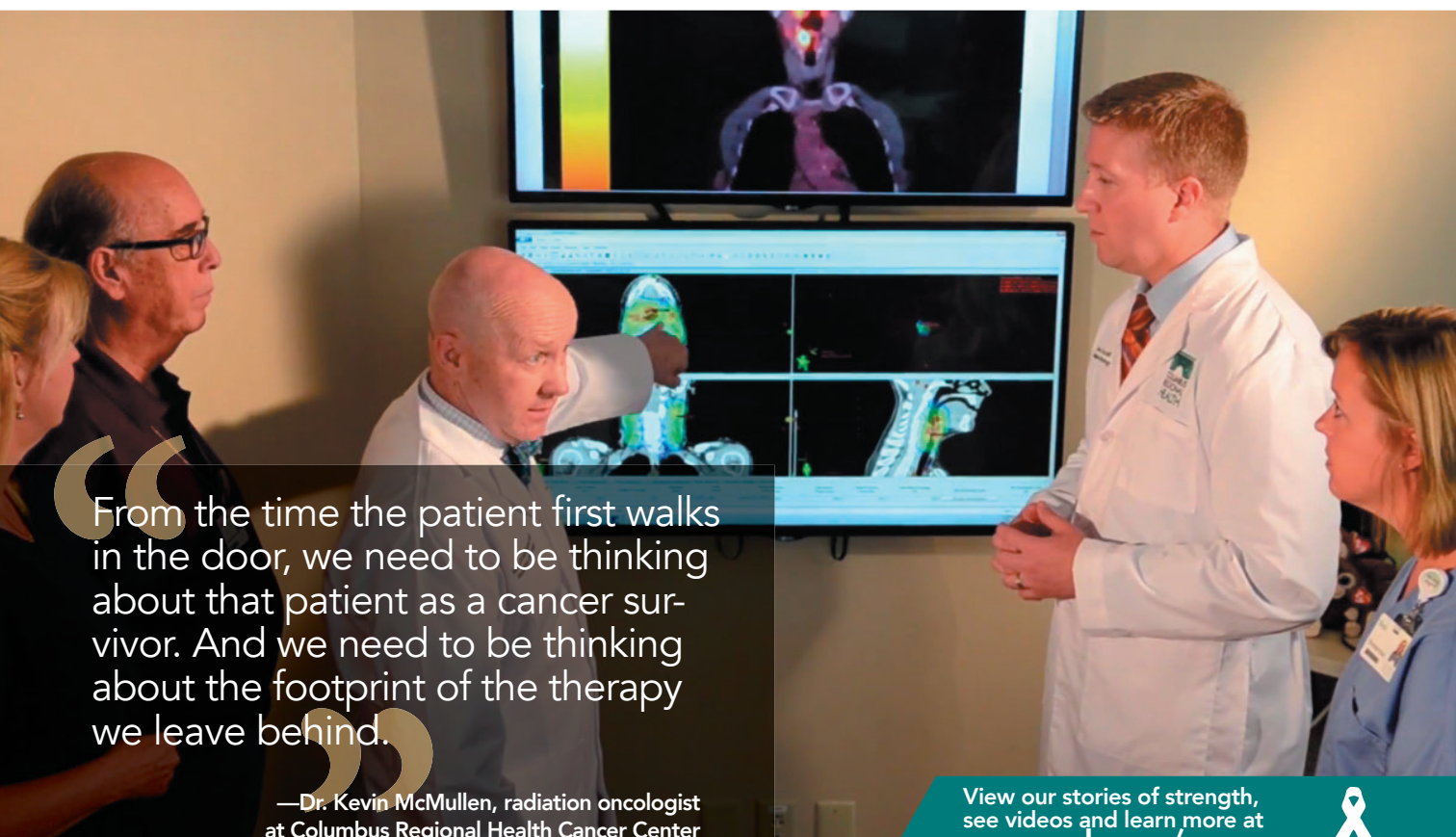
High-Dose Rate Brachytherapy, also known as internal radiotherapy, is used as an effective treatment for many tumors, including prostate, breast, cervical, lung and skin cancer.

Stereotactic radiosurgery is a non-surgical radiation therapy used to treat small tumors of the brain and spine that delivers precisely targeted radiation in fewer high-dose treatments.



“The people at Columbus Regional are the best. I call them my angels. They are so good to support you and get you through the process. It’s almost like they feel my pain. They are there for the good times and the bad.”

—Sue Wallace, Cancer Center patient and seven-year survivor



“From the time the patient first walks in the door, we need to be thinking about that patient as a cancer survivor. And we need to be thinking about the footprint of the therapy we leave behind.”

—Dr. Kevin McMullen, radiation oncologist at Columbus Regional Health Cancer Center

View our stories of strength, see videos and learn more at www.crh.org/cancer



Why choose CRH?

Because we're your partner for:

EMERGENCY AND URGENT MEDICAL NEEDS

Urgent care or emergency? The decision can sometimes be a tough call, however, Columbus Regional Health has options to fit either need and we're here to help patients make the decision. No one chooses to be under the weather, and our busy schedules these days certainly don't allow for illness. Nevertheless, life has its own plans. Urgent care, such as our PromptMed Center on 25th Street in Columbus, provide a great option for people dealing with life's little unexpected inconveniences, such as colds, flu and strep throat and sprains, strains and cuts. If it's not life-threatening, urgent care is a good bet to get in, seen by a provider and on to better days in typically shorter wait times with less expense.

PromptMed

PromptMed accepts unscheduled, walk-in patients during all hours of operation. The certified urgent care center is equipped with X-ray, laboratory services and licensed providers to treat cuts, burns, sprains, fractures and to perform minor procedures such as casting and suturing. PromptMed also offers quick and convenient care for common ailments, including sore throat, ear infection and strep tests. Patients can easily check wait times or reserve a spot by visiting www.crh.org/promptmed

When life throws something more serious your way, the skilled and passionate providers and staff with Columbus Regional Health Emergency Services will be ready for you.

The Emergency Department at Columbus Regional Hospital is a trauma center providing 24-hour immediate coverage by emergency medicine physicians and the prompt availability of general surgeons and anesthesiologists. Our trauma designation means that Columbus Regional Health offers, among other assurances:

- A comprehensive quality assessment program
- Back-up care for rural and community hospitals
- Continued education of the nursing, physician and other specialty medical staff
- Involvement with prevention efforts and active outreach programs
- Relationships and partnerships with facilities and trauma centers for cases and medical emergencies that require additional services

Columbus Regional Health is excited to have celebrated the one-year anniversary of Emergency Services operating in its new, expanded state-of-the-art space! In May of 2016, the Emergency Department relocated to a new space on the East end of the main hospital campus. Here are some highlights from the last year:



72 percent

Increase in square feet
9494 sq ft to 16350 sq ft



5,617 patients

Transported to CRH Emergency
Department by Ambulance Services



46,365

Number of patients seen



96 patients

Patients transferred by Lifeline



13 minutes

Average wait time



30 rooms

Here's the breakdown:

- Acute exam rooms (17)
- Trauma and Critical room (5)
- Isolation room (2)
- Psychiatric evaluation and safety room (5)
- Sexual assault nurse evaluation room (1)

EMERGENCY

To learn more visit
www.crh.org/emergency



Why choose CRH?
Because we're your partner for:

PATIENT-CENTERED PRIMARY AND SPECIALTY CARE



Need To Find A Physician?

Let One Of Our Connection
Specialists Help! Stop in
Wellconnect, In Downtown
Columbus Or Call
812-343-9840.

Above: Dr. Depak Jasuja of Southern Indiana Nephrology and Hypertension and Lisa Hammond, RN work with a patient. **Right:** Dr. Rachel Woods of Columbus Pediatrics conducts a well check-up.

HEALTHCARE

often starts with and continues through
a relationship with a trusted

PRIMARY CARE PHYSICIAN.

At Columbus Regional Health, we pride ourselves on an ever-growing and advancing system approach to healthcare that provides our community, and neighboring counties, with the highest quality healthcare options for life's journey. Everything we do throughout the Columbus Regional Health system is focused on patient experience.

Columbus Regional Health Physicians and 10 primary care physician practices in Columbus are using an approach called Patient-Centered Medical Home, and they have earned national recognition by the National Committee for Quality Assurance (NCQA) for this patient-centered care. This approach has led to better health outcomes, quicker access to appointments, and overall improved experiences. Physi-

cians work with nutritionists, life coaches and the patient to ensure care and proper health continues outside the exam room.



Our primary care physician practices for adult and pediatric medicine are conveniently located throughout the region and include:

Columbus Adult Medicine
Columbus Family Medicine
Columbus Internal Medicine Associates
Columbus Pediatrics
Doctors Park Family Medicine
Kavelman Family Medicine
Koopman Family Medicine
Nashville Family Medicine
Rau Family Medicine
Sandcrest Family Medicine
VIMCare

Columbus Regional Health Physicians also includes a variety of specialty care practices ranging from oncology and cardiology to neurology and mental health.

Columbus Ent & Allergy
Columbus Gynecology
Columbus Regional Psychiatry
Hospital Care Physicians
Neurology & Sleep Sciences
Ob/Gyn Associates Of Columbus
Southern Indiana Heart & Vascular
Southern Indiana Nephrology And Hypertension
Southern Indiana Ob/Gyn
Southeastern Indiana Behavioral Services
Southeastern Indiana Cancer Care
The Lung Institute

Why choose CRH?
Because we're your partner for:

WOMEN'S HEALTH



Women play many roles in life – they’re moms, sisters, wives, friends, daughters, professionals and leaders – and their health wants and needs fluctuate as women journey through these various roles, many simultaneously. Whether our female patients are expanding their families, gearing up for a first mammogram or just looking for trustworthy physicians that can help keep them healthy and active, Columbus Regional Health is committed to Women’s Health in a variety of ways.

Breast Health

Starting at the age of 40, annual screening mammograms are a vital part of each woman’s health and wellness journey. Patients needing a screening mammogram, can be seen within one week. Diagnostic mammograms, performed to resolve a particular question related to the breast, can usually be scheduled within 24-48 hours. These diagnostic images will be reviewed by a board certified radiologist and discussed with you during that visit. If a biopsy is necessary, it can often be performed the same day. **New this year** – the Breast Health Center offers 3D mammography – known

technically as tomosynthesis – which provides a more detailed scan of the breast tissue. 3-D mammography is available at the center for screening and diagnostic mammograms.

Fighting breast cancer can be a physical and emotional roller coaster. As specialists in this field we understand our patients’ multi-faceted needs on any given day and have found that a personalized approach gives patients an advantage. Modern technology helps us a great deal, but so does our compassion. Learn more about our Breast Health Center and watch testimonials from past patients at www.crh.org/breasthealth

Specialty Surgical Services

Our complement of skilled surgeons is ready to assist with those unexpected and planned needs that arise, from cervical services to breast reconstruction or kidney and bladder repair – many of which can be taken care of with minimally invasive means by our Robotics Surgical System, which means less downtime and faster healing. Learn more our surgical procedures available at www.crh.org/surgicalservices

Obstetrics and Gynecology

Our affiliate offices, Southern Indiana OBGYN and OBGYN Associates, are committed to helping women through all the stages of their adult health journey from young adult gynecological services to obstetrics and the sometimes complicated side effects of menopause. Find a trusted provider at www.crh.org/doctor

Prenatal, Labor and Delivery Care

A new baby is an exciting blessing and whether the little one is biding his time in the womb or ready to make her debut in the real world, the nursing, physician and support staff in our obstetrics offices and birthing center are ready to assist women with whatever they need along their journey.

Columbus Regional Health’s Birthing Center delivers around 1,300 babies each year. The center is proud to be a certified Baby-Friendly facility, connecting moms and babies to the best resources possible to advocate healthy feeding and bonding practices. Learn more about our Birthing Center at www.crh.org/birthing



To learn more visit
www.crh.org/birthing



Why choose CRH?

Because we're your partner for:

GETTING BACK ON YOUR FEET



Within the progressive atmosphere of the Joint and Spine Center, physicians, physician's assistants, nurses, nurse practitioners, surgeons, physical therapists, occupational therapists and other experts are in constant communication to see to your individualized care. Our focus is on you and getting you the best care possible for your joint replacement or spine surgery.

Care here is different — and our results place us in the top 10 percent for joint surgery, compared to 413 hospitals nationwide, according to U.S. News and World Report.

Blue Cross and Blue Shield Association named us a Blue Distinction Center + for Knee and Hip Replacement for achieving excellent clinical quality and efficiency in delivering in hip and knee replacement specialty care.

Overall Patient Satisfaction

Joint and Spine Center:

93%

National Average: 71%

“After a lot of research I chose the Joint and Spine Center for my knee replacement. Now, every morning I'm up and exercising first thing and then I'm on fire and ready to go the rest of the day. Every day something clicks in my mind that says, 'look what you just did; and I have Columbus Regional to thank for that — they've given me part of my life back.”

—Stu Kaplan, former Joint and Spine Center patient

% of Patients that
Go Directly Home

Joint and Spine Center:

88%

National Average: 66%

Low Complication Rate
within 30 Days

Joint and Spine Center:

0.4%

National Average: 0.9%

Likely to Refer

Joint and Spine Center:

90%

National Average: 71%



To learn more visit
www.crh.org/joint



Why choose CRH?
Because we're your partner for:

A HEALTHY LIFESTYLE

The healthcare industry tends to focus on curative measures; however, at Columbus Regional Health, we place a great deal of importance on disease prevention and wellness efforts. We know an active, engaged community is a healthy community.

Our health and wellness services come in a variety of forms, from a broad list of fitness classes available at two locations to low-cost or free screenings that can help people stay on top of their health.

Wellness Facilities and Classes

Columbus Regional Health's **Wellness Center**, located in the Mill Race Center, is a community health facility for active adults, and is part of the landscape at the award-winning Mill Race Park in Columbus.

Certified trainers work with members to develop personal fitness plans on the easy to use weight training and cardio equipment.

Open 6:30 a.m. to 7 p.m. Monday through Thursday. 6:30 a.m. to 5 p.m. Fridays and 8 a.m. to Noon on Saturdays.

Health education seminars,

wellness screenings, support group information and personal training are all services offered at the Wellness Center. In addition, a variety of group wellness exercise classes are available. Strength training, Yoga, Pilates, Silver Sneakers, Tai Chi, Warm Water Workout and Tabata are all available to Fitness Facility members.

Call 812.376.5808 for more information on Wellness Services. Staff trainers are available by appointment for new member equipment orientation and program design.

WellConnect is a health and wellness center open to the public located in downtown Columbus that offers a comfortable, modern environment where you can connect with wellness experts, healthcare professionals and others. Connection Specialists are available to answer health and wellness questions and to connect people with the most relevant resources available.

Fitness classes offered at WellConnect include balance, strength training, cardio, exercise and movement for Parkinson's, Core workouts, muscle fusion, pilates, yoga, piloxing and step aerobics. All

exercise classes rotate and update on a monthly basis.

For more information on WellConnect call at a Connection Specialist at 812.343.9840 or visit www.crh.org/wellconnect.

Screenings

Prevention and early disease detection are vital in the journey of healthy lifestyle. Columbus Regional Health offers a variety of screening opportunities, programs and events throughout the year, including heart scans, lung screenings, mammography, colorectal screenings, hearing and speech audits, skin cancer screenings, foot screenings, body mass index, blood pressure and the list goes on.



A True Community Partner

As the locally owned and operated health system, Columbus Regional Health provides not only exemplary medical services to improve the health and wellness of our residents, but launches and supports initiatives that improve the community and surrounding areas, overall.

A diverse community, rich with opportunity, makes for a happier, healthier population and we believe in contributing to and facilitating the programs and opportunities that make Bartholomew County and surrounding areas great.

For the next several years, we are honored to support the Alliance for Substance Abuse Progress in



We lead or participate in nearly 100 outreach events each year, from community and employer health fairs to community celebrations, such as the QMix Musical Fireworks, the Women's Expo, the Our Hospice Free Community Concert and Festival of Lights Parade.

- A main sponsor of the Mill Race Marathon since its inception.

- Launch sponsor of the Columbike Bike Share program. **NEW IN 2016!**

For more than 30 years, Columbus Regional Health, has worked outside of the walls of the hospital to create health, ensure access to health care services for all and prevent disease – much of which, through the work of Healthy Communities programs.

- Breastfeeding Coalition of Bartholomew County
- Caring Parents
- Community Medication Assistance
- Healthy Lifestyles
- Proyecto Salud
- Mental Health and Substance Abuse



Bartholomew County with executive leadership from President and CEO Jim Bickel, along with County Commissioner Carl Lienhoop and Columbus Mayor Jim Lienhoop. Representatives from Healthy

Communities and Columbus Regional Health are partnering with the many community organizations committed to tackling the serious issue of drug addiction and substance abuse in our community.





COLUMBUS
REGIONAL
HEALTH