Why HENDRICKS?

Dr. David Harsha
Sports Medicine Specialist
DePauw Health Medical Director
“Hendricks is so different than most other hospitals – it’s just that warm and caring place. You’re in good hands.”

– Gloria, Hendricks Regional Health patient

I couldn’t have said it better. HRH truly is different. We continue to come together, supporting each other and putting our patients at the center of all we do. Our patient-centered culture is why HRH continues to receive national acclaim as a leader in providing award-winning patient experiences by organizations like Healthgrades and CMS.

Even more importantly than these accolades, we are Gloria’s hospital of choice. We are working hard to meet our vision of being indispensable to not just Gloria, but every patient. To us, being indispensable means ensuring our patients only come to Hendricks Regional Health for their healthcare needs. To achieve this, we strive to live our seven values:

RESPECT • EMPATHY • INTEGRITY • COURAGE
COLLABORATION • LOYALTY • ENGAGEMENT

At Hendricks, we’re proud of these values and what they represent. A team of 17 peer-nominated Patient Experience Champions – which includes four physicians – helped us to select them. These values truly represent who we are as healthcare professionals, who we are as people, and who we are as one united organization of 1,700 associates. To put it simply, they represent The Hendricks Way.

Our vision and values make us different than other healthcare providers. As you look through the pages to follow, I think you will see that as the strongest theme. You will also see that our focus on community support, our physicians and associates, and quality of care, is truly remarkable.

Our strong vision and values are key to living out our mission to stay an independent healthcare partner for the community we have served for over half a century. We will achieve this mission by maintaining our strong financial presence and being innovative and agile in our response to the changing healthcare landscape.

I am excited for what the future brings for Hendricks Regional Health.

Very sincerely,

Kevin P. Speer, President & CEO
HEALTHIEST EMPLOYER RECOGNITION

Healthiest Employers® of Indiana Finalist

In 2015, Hendricks Regional Health was recognized as a Finalist in the Healthiest Employers® of Indiana Awards Program. On the Healthiest Employers® Index (HEI), we scored an 83.08 out of 100 possible points; the national average HEI is 49.57.

Fit-Friendly Worksite Designation

This award comes on the heels of being named a Platinum Level Fit-Friendly Worksite by the American Heart Association – the highest possible distinction. Hendricks Regional Health also earned a Fit-Friendly Worksite Gold Level designation for the previous two years. The AHA recognizes organizations that go above and beyond to improve their employees’ health, and that demonstrate measurable outcomes related to workplace wellness.

Innovative Programs for Our Employees

We offer our employees many opportunities each and every day to take charge of their health. Our programs include offerings such as on-site fitness classes in the early mornings, afternoons and evenings, as well as a low-cost fitness center for employees and their spouses. Our associates are encouraged to participate in free annual health risk assessments and biometric screenings, adult immunization programs as well as wellness coaching services. Healthy menu options are featured in the Copper Grill dining facility, and a farmers' market program provides access to seasonal fresh produce.

A Focus On Quality

Our employees are the foundation of our success, and we strive to attract the very best. From physician specialists and nurses to support staff, we hire caring, talented professionals. A strong commitment to quality from our healthcare team is demonstrated by recognition from many regional, state and national organizations. We focus on a culture of patient safety, working together to continuously improve communication, reduce the risk of errors and leverage technology to give better, safer care.
Dr. Tony GiaQuinta
Pediatric Hospitalist
FOCUS ON QUALITY & PATIENT EXPERIENCE

Accreditations & Awards
Hendricks Regional Health has achieved Magnet® status, granted by the American Nurses Credentialing Center, and is accredited by Healthcare Facilities Accreditation Program (HFAP). We are also accredited by several other regional, state and national organizations, including:

- American Academy of Sleep Medicine
- American College of Radiology
- American College of Surgeons
- American Diabetes Association
- American Heart Association
- Best Places to Work in Indiana
- Breast Imaging Center of Excellence
- College of American Pathologists
- Commission on Cancer
- Committee on Accreditation for the Emergency Medical Services Professions
- Indiana Board of Pharmacy
- Indiana State Department of Health
- Mammography Quality Standards Act
- National Accreditation Program for Breast Centers
- Society of Cardiovascular Patient Care (SCPC)
- U.S. Food and Drug Administration

2015 – 2016 Accolades & Achievements
By demonstrating expertise in cardiac-related care, Hendricks Regional Health once again received full Chest Pain Center Accreditation from the Society of Cardiovascular Patient Care (SCPC). The accreditation means the systematic, evidence-based, protocol-driven approach to cardiac care at Hendricks Regional Health has allowed the hospital to reduce time to treatment during the critical early stages of a heart attack.

Hendricks Regional Health received a five-star rating from Healthgrades for the quality of our treatment of Chronic Obstructive Pulmonary Disease (COPD).

Hendricks Regional Health was recognized as a Finalist in the Healthiest Employers® of Indiana Awards Program.

We were also designated as a Platinum Level Fit-Friendly Worksite by the American Heart Association.

Hendricks Regional Health achieved the Healthgrades 2016 Outstanding Patient Experience Award™. We are one of only 15 hospitals nationwide to be recognized in the top five percent in the nation for Outstanding Patient Experience for nine consecutive years. The hospital was identified as providing outstanding performance in the delivery of a positive experience for patients during their hospital stay, according to Healthgrades, the leading online resource for comprehensive information about physicians and hospitals.
COMMUNITY SUPPORT

At Hendricks Regional Health, our associates make an enormous impact within our community, broadening our footprint through volunteerism and service, as part of living out our values.

Of these initiatives, none were more important than getting involved with several organizations that support the health and well-being of our community. HRH is a host site for Family Promise, which serves homeless families in our region. HRH also supports Habitat for Humanity, helping to not just build healthy, affordable homes, but to also help build hope. At the Hendricks County 4-H Fair, HRH provides nearly 1,000 man hours through delivery of medical coverage and health education for the event’s 55,000 visitors.

These are just a few of many examples of our associates getting engaged in the community. Through our volunteerism website, HRHVOLUNTEER.COM, our associates and physicians have the opportunity to get involved in a variety of different community outreach initiatives throughout the year.

SPORTS MEDICINE PARTNERSHIPS

Focusing on injury prevention and conditioning, our certified athletic trainers work in partnership with local schools and community sports leagues to provide sports medicine care to athletes. These on-the-scene professionals often can be found on the sidelines during a football or basketball game or in the weight room, helping young athletes condition and reduce the chance of injury.

We are proud to partner with the following schools:

- DePauw University
- Avon High School and Middle Schools
- Brownsburg High School and Middle School
- Cascade High School and Middle School
- Danville High School and Middle School
- Plainfield High School and Middle School
- Tri-West High School and Middle School
- North Putnam High School and Middle School
- Cloverdale High School and Middle School
- Greencastle High School and Middle School

Certified athletic trainers also provide immediate care after an injury such as an ankle sprain, torn ACL, or muscle strain. Then, trainers work with our sports medicine specialists to develop and implement a custom treatment plan for safe return to play.
Pictured from left to right:
Sue Bogan, CFRE
Director, HRH Foundation

Donna Haggard, MSN, RN
Director, Cardiac Cath Lab, Perianesthesia and Prep Office

Katiri Elkins, NP
Vascular Surgery
OUR SMART APPROACH TO FINANCIAL PLANNING & STRATEGY

In over half a century serving our community’s healthcare needs, Hendricks Regional Health has never been financially stronger. Hospital leadership has created a smart financial strategy to support our mission as well as vision of staying an independent, nonprofit organization.

At Hendricks, we share in the belief that financial security gives us the resources to be agile and quickly adapt to the changing market and healthcare landscape. These strategies ensure we will continue to operate as an independent hospital, remaining competitive and viable into the future. Our financial planning is built on three key pillars:

**PILLAR 1**

*Maintain a strong operating performance.*

Hendricks is striving to achieve no less than a five percent operating margin, a challenging but achievable goal. To reach this objective, we’re focused on realizing operational excellence, and associates and frontline staff from across the organization have been engaged in these efforts.

**PILLAR 2**

*Receive a reasonable return our investment portfolio.*

Hendricks has employed a well thought out investment strategy, with the intent of earning a five percent return. We’ve kept our expectations reasonable, knowing that our portfolio has the opportunity to earn beyond this goal, but not depending on it.

**PILLAR 3**

*Foster mutually beneficial relationships with other organizations.*

For example, Hendricks has developed partnerships with numerous skilled nursing facilities as part of a long-term strategy to enhance care for this patient population. We have been very fortunate that multiple organizations have approached us with the desire to form a partnership. That’s because
of our reputation for working with our long-term care partners to improve quality of care, reduce the costs associated with re-admission rates, and share evidence-based clinical practices. These innovative partnerships are financially beneficial, and more importantly, beneficial for the patients being served.

Overall, Hendricks has a strong financial base with combined assets of over $500 million. We have achieved over 85 percent equity in those assets, providing us an extremely favorable debt-to-equity ratio. We are well on our way to achieving debt-free status by 2019 with a savings equal to 500 days cash-on-hand. These metrics assure Hendricks a solid, even enviable, financial standing as compared to other hospitals and healthcare organizations.

In tandem with these financial approaches, Hendricks continues to make major investments in our infrastructure including technology systems and equipment. In addition, over the next five years, a planned $100 million will be invested into enhancing our facilities. Our associates have already earned national accolades for providing award-winning patient experiences – we want to ensure our infrastructure and facilities honor the indispensable care we provide each and every day.

Bringing smart financial planning and strategies together with award-winning care is the critical success factor that has and will continue to set us apart from our competitors. *It’s how we live out The Hendricks Way.*
Dr. Monet Bowling
Breast Surgeon