

Meridian Health Services Providing Healthcare in

Harmony

A single voice and melody is lovely.

The addition of a second, in concert with the first, is quite better.

But when even more voices join in, collaborating together in unison, you've found true harmony.

Now, true harmony can be achieved for HEALTH. Meridian Health Services offers a new type of healthcare. Each patient's care is coordinated carefully. Services and specialists working together to address all needs seamlessly and effectively.

In addition, every aspect of a patient's health is treated: physical, mental and social.

Harmony of whole person health is achieved.

This year Meridian adopted a new name because health is truly important to us... *Meridian Health Services*.

"Health" is now integrated within our name, just as our care is integrated in harmony for each of our patients.

























A Crescendo

The sound of "Healthcare in Harmony" is heard as Meridian Health Services provides a wide variety of services in more communities than ever before. Now, Meridian's 630 employees serve over 14,000 individuals a year combining physical, mental and social health together as one for whole person health.

More Communities Served

In the past year, Meridian Health Services expanded into several new communities and grew its capabilities in many others through an integrated approach to healthcare. Recently, Meridian Health Services started serving Rushville, Indianapolis, Merillville, Bluffton and Mishawaka for the first time. Meridian has also entered into new partnerships that are helping communities across Indiana help children, adults and families become healthier and stronger.

A Word from Meridian

While the pages of this annual report may at first appear silent, a closer review shows how we are speaking volumes about our new approach in providing services - Integrated Healthcare.

Stories of growth, new services, new treatments, new approaches, new projects and new supporters are found on every page. More importantly, the pages are filled with the individuals who are helping us play a leadership role in making our communities healthier.

We recognize the need to help people cope and heal by providing the harmony of whole person health.

Thank you for your support!

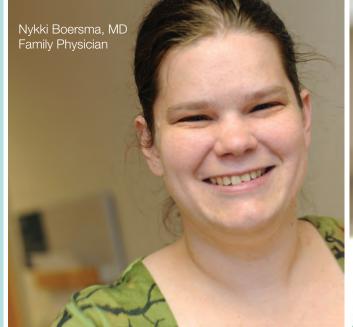
Brent Webster Board Chairman Hank Milius President/CEO

Hach A Mil

Rushville Merger Making a Difference

"Whole person" health taking shape

Meridian Health Services joined forces with Family Health
Services, a community health center located in Rushville. Serving
over 3,600 patients in Rush, Fayette, and Franklin counties they
provide primary family medical care, prenatal care and delivery,
immunizations and disease management. Meridian brought a new
scope of services by adding behavioral health to the clinic.
This achieves whole person health by treating the body and
mind together for its patients.









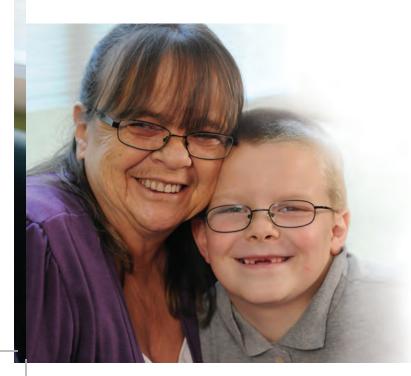


Orchestrated Care Achieves "Whole Person" Health

"I believe that collaboration between mental health and primary care is necessary."

A.J. Spoerner, LCSW Licensed Clinical Social Worker

"The research indicates that 75 percent of the medications that are prescribed for depression, anxiety, and other mental health disorders are prescribed by primary care physicians. Psychiatrists prescribe only 25 percent of these medications. It makes more sense to have a clinician here in a primary care site, where we can help individuals treat their physical and mental health together," says A.J. Spoerner, licensed clinician at Meridian in Rushville.



Examples of Success

The battle with diabetes and depression

An elderly patient in Rushville struggled for years with both diabetes and depression, but has since experienced dramatic improvement after receiving help from Meridian Health Services. After delving into the patient's social and psychological well-being, Meridian discovered that she was not eating well. Dr. Boersma and the team coordinated a plan to get her back on track which included contacting Meals on Wheels to deliver food to the patient. "Getting her nourishment and focusing on the depression, we've seen her diabetes control improve without significantly changing her medication," states Dr. Nykki Boersma, Meridian's family practice physician.

Meridian believes that it is critically important to educate all patients about how they can better care for themselves. "Our goal is to help them understand that mental, physical and social health are interlinked and that you have to treat all three in order to get better and to get healthier," says Martha Smith, an R.N. who serves as practice manager for Meridian Health Services.

ADHD – A call for help

Anthony Judge is a seven-year-old boy who lives with his grandmother, Addie Wilkinson. This family struggled because Anthony has attention deficit hyperactivity disorder (ADHD) but, at this time, was not having success with his medication. "I knew that something was wrong and I had to get him some help," said Wilkinson. "So, I brought him to Meridian Health Services in Rushville." Anthony flourished under the combined care of A.J. Spoerner, a licensed clinician, and Lori Klopfenstein, a family nurse practitioner. The collaboration between social health and medical health improved Anthony's behavioral health. "Meridian got Anthony back on track," states Wilkinson, "and he's been so good since!"

"Joining Meridian has helped expand our services to offer an integrated approach to healthcare which is beneficial to our patients and community."

Sue Ann Pflum – Connersville Board Member









National Recognitions are Ringing Endorsements

Federally Qualified Health Center Status

This year, two Meridian Health Services' facilities, MeridianMD, a primary care clinic, and the Suzanne Gresham Center, a children's treatment center, were awarded Federally Qualified Health Center (FQHC) Look-Alike status by the U.S. Department of Health and Human Services and Center for Medicare and Medicaid Services.

FQHCs are community-based organizations that provide comprehensive primary care and preventive care, including health, oral, and mental health and substance abuse services to persons of all ages, regardless of their health insurance status. They help ensure that communities across the country have access to healthcare.

These two offices now join our Rushville location as it is currently designated as a Rural Health Center. FQHC's and Rural Health Centers focus on a continuum of care to patients who have limited access to healthcare. With Meridian's work in these locations, we will be able to offer a greater level of service and integrated care of physical, mental and social health to these communities.

This status helps Meridian to be positioned favorably with major healthcare systems and insurers, and will ultimately help decrease the costs of healthcare. The reimbursement structure of FQHCs allows health centers to include valuable services such as transportation and patient education so that they can best meet the needs of patients.



Joint Commission Accreditation

This year Meridian Health Services was reaccredited for another three year period by The Joint Commission, which is a prestigious certification for healthcare providers. It was recertified for both the Behavioral Health program and the Hospital program (Meridian's Gero-Psychiatric Inpatient Program at IU Health BMH). The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in healthcare. The independent organization evaluates healthcare organizations and requires safe and effective care of the highest quality and value. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization must undergo a rigorous on-site survey by a Joint Commission team at least every three years.

Composing New Health Options

Suboxone and Addiction Services

Meridian Health Services is one of the first in East Central Indiana to offer a new treatment for addiction recovery. Suboxone for Addiction is a new medication that effectively treats dependence to opioids, such as heroin and some painkillers. A few months ago, Meridian's certified and licensed physicians began offering this treatment, paired with support and therapy. Today, approximately 100 Meridian patients are breaking free from addiction through Meridian's Addictions Services with Suboxone.



Tele-Medicine

Making technology a convenience for patients.

Until recently, Meridian patients living in rural areas needed to drive many miles to meet with their psychiatrist. Now, patients can go to their local Meridian office and participate in Tele-Medicine. This service is a video conference between the patient and the psychiatrist to complete medication reviews and consultations conveniently and effectively. Today, Meridian has 209 patients participating in Tele-Medicine Services, some as far as 175 miles away.





Expansion of Children's Services

In the past year, over 5,000 children in 25 counties received services from Meridian through a myriad of programs and new partnerships. The growth of the children's program has been substantial including on-site services to 60 schools in 11 school corporations which allows more than 30,000 students to have access to care. In addition, a unique partnership with a multi-state foster care agency, Benchmark Family Services, allows Meridian to provide all behavioral health services to Benchmark's foster children in Indiana. At the Suzanne Gresham Center in Muncie, primary care services were added and the Child Advocacy Center (CAC) continued to support children that are victims of abuse. In just a few short years, 700 child victims have been interviewed at Meridian's CAC and the rate of cases accepted for prosecution has increased to almost 80%.



Donors

Cash donations from July 1, 2011 Jennifer Abrell Scott & Valerie Alexander Carrie Anacker Mr. & Mrs. Stefan Anderson Taunya Andrews David & Toni Annis Mr. & Mrs. Richard Apple Dr. Greg Applegate Dr. Jason Arnold Tony W. Ashley Drs. Mike and Wynde Ashman Atlas Collections Glenn & Stacey Augustine Steve & Mary Avila David & Ioan Bahlmann Asma Bahrami M. Saber & Lalbibi Bahrami Diana M. Bailey James D. Bailey Kevin and Diane Baird Danette Baird Tracie Ball Allison Ballard Christi Ballard Rick A. Bantz Jennifer Barber Iudith Barnes Melissa Barnes Iames Baxter Tina Baxter Mary Anna Beasely Maurice & Ugena Bell Judy Benken Karen Bennett Julie A. Bering Clair & Sherry Berry Don Bickford Krista Bľack Dr. Dorothy Boersma Matthew & Dr. Nykki Boersma Jennifer Boes Mindy Boling William & Stephanie Booth Jacquilin Borowicz Iohn & Chris Bowles Melanie Bowling Dr. George & Linda Branam Deanna H. Brass Betty Brewer & Steve Perry Ken & Peggy Briner Brian D. Brinkman Frank Brinkman Kevin & Andrea Broderick Jason & Darcy Brooks Misty Brooks Mr. & Mrs. lack Buckles Donald & Barbara Burns Canan Appraisal Chris & Carol Cardemon Dan Cardoso Jeffrey Carter Don er Deanna Case David & Susan Chastain Linda S. Chastain Graham & Amelia Clark Scott & Beth Clark Jacob Clark Richard C. Clasby Christine Clayman Dr. Pat & Marilyn Cleary Eric & Kim Clevenger Tim & Theresa Clingenpeel

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· In Honor of Jennifer & Casey Stanley Mary Jane Sursa

· In Honor of Charles V. Sursa Lynn Taylor

· In Memory of Mitchell Huggins Team Amiya

· In Memory of Amiya Faith Irwin

"More and more people are making Meridian Health Services a charity of choice. The community sees that Meridian helps people cope, is expanding its scope and provides hope. Meridian is a true leader in local healthcare."

Charles Sursa – Muncie Chairman, Fund Development

Healthcare services we provide

Primary family medical care

Psychiatric medical services and hospitalization

Counseling and therapy

Children and family programs

Child Advocacy Center for children affected by abuse

Addictions and chemical dependency services

Gero-psychiatric services for senior adults

Home, community and school-based services

Homelessness and independent living support

HIV care coordination

Programs for individuals with intellectual disabilities and mental health challenges

Case management. skill building and supported employment

Therapeutic foster care and adoption





Meridian Health Services **Board Members**

Brent Webster - Chairman Hank Milius - President/CEO Micah Maxwell



"Harmony in healthcare is demonstrated by the spectrum of services that Meridian provides. Every facet of a patient's health and well-being is treated: physical, mental and social. In addition, the services that compose each patient's care are well-coordinated, addressing all needs effectively. Meridian successfully provides genuine healthcare in harmony."

Brian Ring - New Castle, Board Member

Meridian Health Services Fund Development

Charles Sursa - Chairman Brent Webster David Bahlmann Ron Fauguher David Gobble Vicki Tague Brian Ring Wayne Shaffer

Meridian Health Services **Investment Committee**

David Gobble - Chairman Terri Matchett Mike Lunsford John Bowles Doug Loy Chris Fancher Wil Davis John Littler

Financial Report

[July 1, 2011 to June 30, 2012]

Revenue generated from serving over 14,000 clients: \$62,060,000 Patient charges \$49,460,000 Federal, state and local government \$9,480,000 \$10,000 Investment earnings \$3,110,000 Other sources

We did not receive full payment from:

Those unwilling or unable to pay (\$11,730,000) Other contractual agreements (\$13,350,000)

TOTAL FUNDS AVAILABLE \$36,980,000

We applied our funds to:

\$21,170,000 Pay 630 employees Provide employee benefits \$4,970,000 Purchase services and supplies \$3,480,000 Facilities, operating costs and the provision for future services \$6,580,000 Pay principal and interest on debt \$780,000

TOTAL FUNDS APPLIED

\$36,980,000



Locations

Muncie
Main Office
240 N. Tillotson Ave
Muncie, IN 47304
P | 765.288.1928
F | 765.741.0359

Richmond

16 S.W. 5th St. Richmond, IN 47374 P | 765.983.2220

New Castle

930 N. 14th St. New Castle, IN 47362 P | 765.521.2450

Portland

931 W. Water St. Portland, IN 47371 P | 260.726.9348

Winchester

730 W. Washington St Winchester, IN 47394 P | 765.584.7820

Rushville

Primary Family Medical Care 509 Conrad Harcourt Way Rushville, IN 46173 P | 765.932.3699

Indianapolis

2506 Willowbrook Pkwy. Indianapolis, IN 46205 P | 317.803.2270

Suzanne Gresham Center

Serving Children and Families Pediatric Medical Care Morrison Mock Professional Center 3620 W. White River Blvd. Muncie, IN 47304 P | 765.288.1928

MeridianMD

Adult Medical Care 110 N. Tillotson Ave. Muncie, IN 47304 P | 765.288.8770

Gero-Psychiatric Services

Inpatient Care for Seniors IU Health BMH 2401 W. University Ave. Muncie, IN 47303 P | 765.747.3281

To learn more about Meridian Health Services or to donate: call 1.866.306.2647 or visit www.meridianhs.org

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