



2024 COMMUNITY BENEFIT REPORT



FROM THE CEO



“What a blessing it is to work in a place where we love people for a living.” This marvelous statement on the culture of our organization was gifted to me in an email by Katherine Murray, a chaplain at Hancock Health, in December of 2014. That simple message, focused on the concept of caring for the well-being of those we serve, has been the guiding light for our organization for more than ten years. It has steered our development from an exceptional regional hospital into a nationally recognized healthcare network, helped us weather a global pandemic and the ensuing economic headwinds, while at the same time informing our efforts to meet the needs of the rapidly growing population of Hancock County.

Our core desire at Hancock Health is that our county be the healthiest in the state of Indiana and we are thrilled to have helped improve our county health ranking from 28th to 3rd over the last ten years. This improvement has not only benefited the health status of county residents but served as a driver of economic development as well, supporting the recent announcement of Hancock County as the fastest growing in the state of Indiana!

Speaking of growing - Hancock Health now employs more than 1,500 associates who provide care in our regional hospital, an extensive primary care network, physician practices representing 38 specialties, the Wortman cancer center, the Dr. Ted Gabrielsen Center for Surgical Excellence, the Hancock Surgery Center, Gateway, and three wellness centers in Greenfield, McCordsville, and New Palestine. Last year, more than 100,000 unique individuals accessed services at Hancock Health, visiting us more than one million times, with more than 60% of those visits associated with the nearly 16,000 members of our wellness centers!

That commitment to wellness and well-being drives our triennial Community Health Needs Assessment and has led to significant investments in the social determinants of health, behavioral health, health education and outreach, forming the foundation of the myriad ways Hancock Health provides benefit to our community. But none of it is possible without our local government and community partners. Together, we are shaping our community for a very bright future!

As you will see in the following report, our efforts go beyond physical well-being and include substantial financial investments in supporting our uninsured and under-insured patients through financial assistance programs and significant financial burdens from care provided to those on governmental insurance programs that do not cover the cost of providing that care.

Through it all, we remain committed to Living Our Values Everyday, because that is the best way we know to L.O.V.E. people for a living!

Steve Long,
President & CEO

BUILT AROUND OUR COMMUNITY

Hancock Health is a full-service healthcare network serving East Central Indiana at **Hancock Regional Hospital** and more than **30 other locations**. We have more than 70 expert physicians, all of whom can consult with **Mayo Clinic Care Network** on patient diagnosis and treatment.



106 non-profit organizations received support from Hancock Health in 2024



100,000 unique individuals utilized services at Hancock Health



104 businesses relied on Hancock Health for wellness and Occupational Medicine Services



30 area schools benefit from enrichment programs that we sponsor and provide athletic training

OUR MISSION

Our Mission is to be a Caring Community Partner by healing, improving health and well-being, alleviating suffering, and delivering acts of kindness one person at a time.

OUR VISION

Our Vision is to be nationally recognized for kindness in the delivery of excellent quality patient care, efficient and effective operations, the adoption of proven technologies, the creation of a positive workplace environment, and excellence in community service.

OUR VALUES

Our Values are to be exceptional, honorable, devoted, reliable, and kind.



2024 BY THE NUMBERS

“Hancock County’s rapid rise in health rankings is no accident—it’s the direct result of Hancock Health’s bold commitment to integrated community well-being. As a locally focused, independent, and innovative nonprofit health network, we do not just respond to community health challenges—we anticipate them, investing in solutions that keep people healthier and away from costly medical care. In just a few years, we have climbed from 27th to 3rd in the healthiest county rankings in Indiana, placing us in the top 4% nationwide. This success has propelled Hancock Health onto the national and international stage as a leader in reimagining the future of healthcare—one where mission-driven innovation creates healthier communities and stronger businesses.”

Joel Hungate ,
Executive Director of Hancock
Well-Being & Employer Strategy



3,883
INPATIENT
ADMISSIONS



7,753
OUTPATIENT
SURGERIES



609
INPATIENT
SURGERIES



23,946
ED VISITS



22,326
IMMEDIATE
CARE VISITS



249,931
PHYSICIAN
PRACTICE
OFFICE VISITS



89,301
HOSPITAL
OUTPATIENT
DEPARTMENT
VISITS

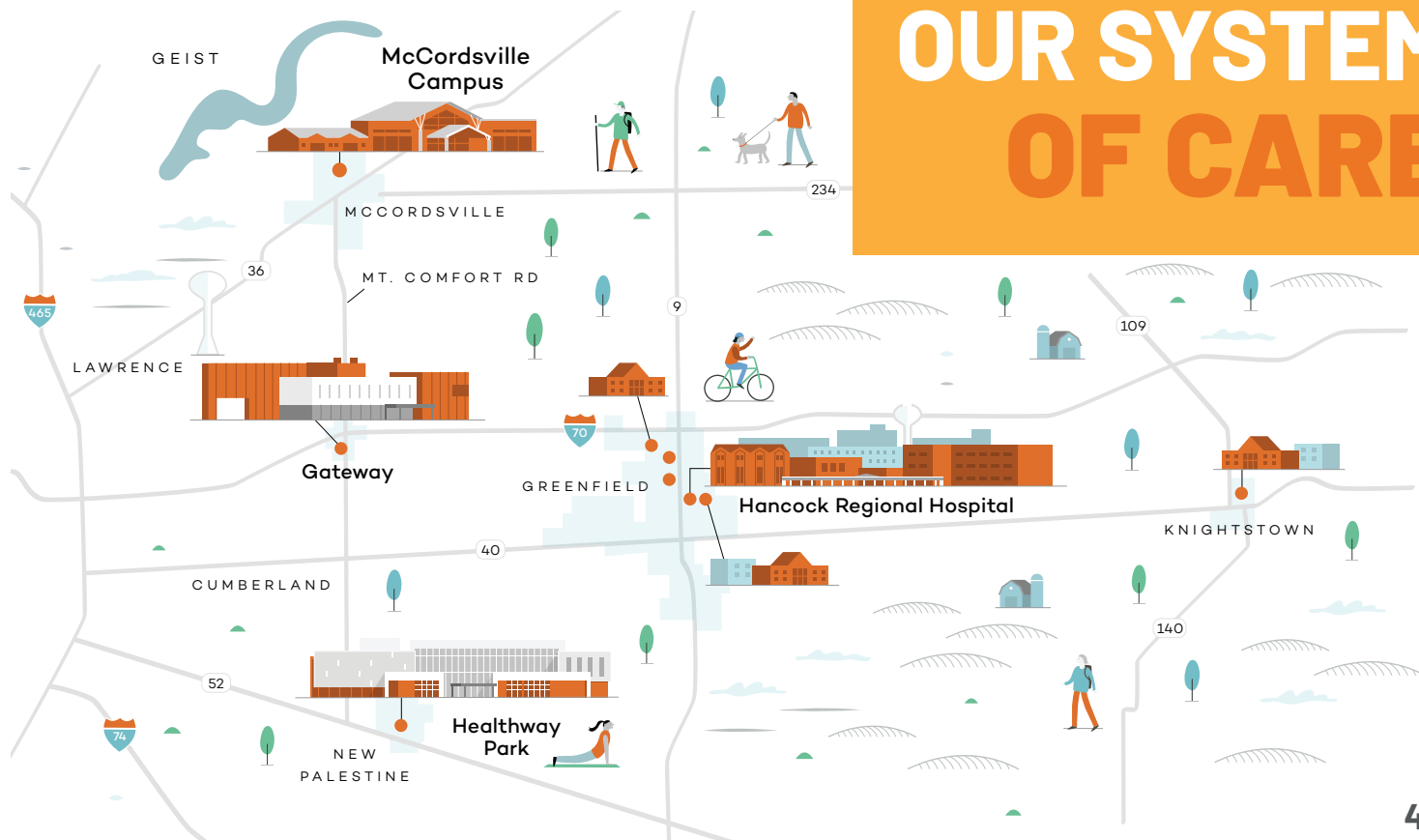


4,715
DIRECT PRIMARY
CARE CLINIC
OFFERING (EBC)
COVERED LIVES



354
CURRENT TOTAL
NUMBER OF
PROVIDERS

	Hancock Health	Community North	IU Methodist	St. Francis	St. Vincent 86th St.
Medicare Patient Survey Rating (# of stars)	4	3	2	3	3
Medicare Quality Rating (# of stars)	3	4	3	2	4
Hospital Safety Grade	A	D	D	B	B
Google Review Rating	4.2	3.3	3.1	2.6	3.3
# of Google Reviews	558	454	732	530	907
Facebook Review Rating	4.1	4.2	3.5		2.6
# of Facebook Reviews	402	684	859		92



HOSPITAL LEADERSHIP

Just as it takes a skilled medical team to make health possible for a patient, it takes many **forward-looking people** to steer our Hancock Health network as it evolves to meet the ever-growing needs of East Central Indiana.

BOARD OF TRUSTEES



Josh Daugherty,
Chairperson
2020



Maria Bond,
Vice Chairperson
2021



Lacey Willard,
Secretary
2023



Dean Felker, MD,
Member
2008



Timothy Clark,
Member
2004



Roy L. Wilson,
Member
1984



Sara Joyner,
Member
2019

EXECUTIVE ADMINISTRATION



Steve Long,
President & CEO



Tamara Strunk, RN,
VP/Chief
Nursing Officer



Theresa Lueder, MSN,
VP/Chief Patient
Care Services



Jeffrey Rooney,
VP/Chief
Financial Officer



J. David Mossler, MD,
VP/ Chief
Medical Officer

HOSPITAL LEADERSHIP

LEADERSHIP TEAM

Angie Birdwell, Director of Primary Care Practices

Sarah Brain, Director of Physician Revenue Cycle

Jason Bundy, Director of Excellence

Julia Compton, MD, Vice President, Oncology Service Line

Lori Cooley, Director of Safety and Employee Health

Libbie Day, Executive Director/ Surgical Services

Nancy Davis, Assistant Vice President, Guest Services

Misty Essex, Director of Case Management

Amanda Everidge, Executive Director, Behavioral Health Service Line

Mike Fletcher, MD, Senior Vice President, Employer Strategies

Harold Gibson, Director of Property Management

Randall Gray, Program Director of Substance Use Disorder

Dave Hahn, Director of Construction Management

Keith Hiatt, Executive Director of Clinical Integration and Strategy

Joy Higbee, Director of Hancock Well-Being

Ben Huber, Director of Ortho and Rehab Service Line

Joel Hungate, Executive Director of Hancock Well-Being and Employer Strategy

Ty Hunt, Director of Nutritional Services

Arien Jordan, Director of Emergency Services

Jeff Kruzil, Executive Director of Strategy and Performance

Julie Lacy, Director of Pharmacy Services

Linda Lane, Director of Revenue Cycle

Tim Livesay, Executive Director Home and Retail Services

Stephanie Long, Director of Emergency Preparedness, Regulatory Compliance and Health Information Services

Kelly Manning, Director of Infection Prevention

Rob Matt, Senior Vice President, Internal Consulting

Andy Meador, Director of Facilities Management

Angela Miller, RN, Director of Cardiovascular Service Line

Jon Miller, Chief Information Officer

Rob Miller, Director of Respiratory Care Services

Brian Muckerheide, Strategic Finance Officer

Tamra Parrish, Director of Quality and Clinical Performance Improvement

Elizabeth Preston, Director Guest Services Operations

Terry Reinsager, Director AVP/ Revenue Cycle

Angie Soliday, Director of Information Services

Jennifer Stanley, Controller

Janet Strauch, Director of Laboratory Services

Amanda Taylor, Program Director of Wound Care

Melissa Watson, Director of Network Navigation

Jenny Weidner, Director of Human Resources

Jason Wells, Executive Director of Integration and Collaboration and Mayo Clinic Care Network Relationship

Jennifer Wells, Assistant Vice President, Customer Experience and Brand Strategy

Lisa Wood, Director of Diagnostic Imaging Services

Linda Zerr, Director of Sue Ann Wortman Cancer Center

FINANCIAL

CHARITABLE GIVING

Hancock Health is an **independent health network**. Remaining locally owned and operated helps our **nonprofit organization** focus on providing **better care for our community** and fulfill our goal of giving every person the personalized attention necessary for a happy, healthy life.

RECIPIENTS | Total amount received \$224,950

4P-Support Group	GYBA Booster Club	New Palestine Education Foundation
Alternatives Inc.	GYFL Board	New Palestine HS Band Boosters
American Cancer Society	Hancock Co. 4-H	New Palestine HS Choral Boosters
American Heart Association	Hancock Co. Friends of CASA	New Palestine Intermediate
American Legion	Hancock County Arts	New Palestine Lions Club
Andy Gilliland & Friends	Hancock County Children's Choir	New Palestine Youth League
Arthritis Foundation	Hancock County COAD	Pennsy Trails of Hancock County
Blue Angel Connect	Hancock County Fairgrounds	Purdue Extension Hancock County
Boys & Girls Club of Hancock Co.	Hancock County Joint Tactical Team	Purdue School of Engineering IUPUI
Bradley United Methodist	Hancock County Senior Services	Riley Charles Settergren Foundation
Brandywine Creek Chapter, NSDAR	Hancock Health Foundation	Rotary Club of Greenfield
Cody Mastin	Hancock Health Nurses Honor Guard	Shades of Becoming a Mom
Community Foundation of Hancock Co.	HWC - Greenfield - Rock Steady	Shelter from the Storm, Inc.
Dove Recovery House for Women	Hooverwood Living	Shirley Community Visionaries
Eastern Hancock Education Foundation	Hope Center Indy	Sister Cities
Eastern Hancock High School	Indiana Department of Child Services	Suburban Hospice
Eastern Hancock Schools	JB Stevens PTO	Sugar Creek Elementary
Feast of Plenty	Kappa Kappa Kappa	Sugar Creek Twp. Fire Department
Fortville Nazarene Youth	Kenneth Butler Soup Kitchen	Talitha Koum Women's Recovery House
Friends 4 Jessica	Knightstown High School	Taylor Helgason Memorial
Friends of the Theater	Life Choices Care Center	The ARC of Hancock County
FUSE	LOVE Inc.	The Landing Place
GCHS Basketball	Matt English Foundation	Town of Cumberland
GCJH Fusionettes	McCordsville/Fortville Chamber	Town of New Palestine
Girls on the Run	Meals on Wheels of Hancock County	Tri Kappa
Gleaners Food Bank	Morristown Area Chamber of Commerce	United Way of Central Indiana
Greenfield Central School Foundation	Morristown Matters	VFW2693
Greenfield Chamber	Mt. Vernon School Foundation	Wellspring Center
Greenfield Fire Territory	Nameless Creek Youth Camp	WIC
Greenfield Main Street Inc.	NAMI Indiana	Women's Resource Center
Greenfield Parks & Recreation	NASA	Zion Lutheran Church
Greenfield Police Department	New Palestine Chamber	Zoey's Place Child Advocacy Center

INVESTING IN OUR COMMUNITY’S HEALTH



\$2,356,965

Charity Care



\$5,881,719

Uncompensated Care*



\$10,459,692

Unpaid Cost of Medicaid



\$63,669,684

Unpaid Cost of Medicare



\$224,950

Sponsorships



\$18,257,833

Taxes Paid in 2024

House icon Property \$1,225,536

Dollar sign icon Payroll \$6,791,998

Cross icon Medicaid \$10,240,299

*Uncompensated Care is defined as the charges written off for free services, including charity, as well as the cost for services to self-pay, Medicare and Medicaid patients in excess of reimbursement for these services.

For more than **40 years**, the **Hancock Health Foundation** has supported the advancement of healthcare and wellness in and beyond Hancock County. Our **awards, scholarships, and programs** support the evolving health needs of our community and raise funds for critical issues. Hancock Health does not receive tax dollars; the foundation's work is crucial in bridging funding gaps, providing care for those without resources, and driving our population health programs. Our **Annual Report** outlines the support that the Hancock Health Foundation provides to the hospital and our community in further detail.



FOUNDATION BOARD OF DIRECTORS

Denise Arland, Vice Chair
Jamie Bell
Dee Carmichael
Peggy Carson
Timothy Clark
John Davis, Secretary
Dr. Meg Fitzsimmons

Tonya Galbraith, Chairperson
Jenna Gannon, Treasurer
Mike Graf
Kevin Harvey
Jake Kersey
Scott Kleine
Steve Long, Ex Officio

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Ray Pohland
Carol Seng
Peter Shelby
David Stillinger
Mayor Guy Titus
Jason White

The Hancock Health Foundation's mission is to support the advancement of healthcare and wellness in and around Hancock County. This work is crucial in supporting under-funded services, covering care for those with limited resources and providing educational programs focused on health and wellness. Through donations to the Foundation, we provided funding for the following programs and services in 2024:

- **\$234,028** to support mental health and substance use treatment offered through the Hancock Health Connection Center
- **\$111,151** to support the Sue Ann Wortman Cancer Center and cancer patient needs
- **\$118,571** to support end-of-life care through our hospice program
- **\$55,965** in scholarships for local students who are pursuing a career in health or wellness
- **\$44,884** to Hancock Health associates who were experiencing financial hardships through the Associate Crisis Fund
- **\$80,709** to provide mammograms and other life-saving healthcare services for under/uninsured women in our community, through the Women Helping Women program.

The LIFT Program, **Let's Invest for Tomorrow**, is made up of Hancock Health associates who give back to support the organization and each other in times of need. In 2024, **58%** of Hancock Health associates participated. LIFT is just one of the many ways that Hancock Health associates love and support each other.

Allyson Smith, Foundation Manager



WOMEN HELPING WOMEN

Women Helping Women is an annual event held to benefit the Women's Clinic, which ensures that all women in East Central Indiana, even those who are low income or without health insurance, have access to the **lifesaving, preventative screenings** they need.



Guests can place bids through live and silent auctions for gift baskets, vacations, and other unique experiences. Last year was a record-setting year for Women Helping Women, with **370 attendees and over \$154,000 raised** in support of the Women's Clinic at Hancock Health. Additionally, we reached and **surpassed our goal of raising \$25,000** toward the purchase of AI software to aid in dense breast assessment and mammography, thanks to the Fund a Need program. Featured speaker, Andrea Morehead, an Emmy-award winning journalist, and breast cancer survivor, shared her own personal journey and commended the audience for their support of providing women's healthcare to those with limited resources.

WE HAVE TOP DOCTORS



Through a peer reviewed network of other doctors through Indianapolis Monthly, **45 of our doctors** who practice only at Hancock, and **another 57** who practice here part-time, were awarded the titles of **2024 Top Doctors**. While we - and our patients - have always known we deliver some of the best care in the state, we are honored to have so many expert providers **making health possible for you**, right here in East Central Indiana.

PHYSICIAN SPECIALTIES

At Hancock, we have top doctors spanning over **40 specialties**, allowing us to give you the quality care you need, when you need it. Physician specialties may focus on one type of disease, one organ in the body, one organ system, or a specific patient population, giving you **specialized individual care**.

- Allergy/Immunology
- Anesthesiology
- Breast Surgery
- Cardiology
- Colorectal Surgery
- Behavioral Health
- Dermatology
- Emergency Medicine
- Endocrinology
- Family Medicine
- Foot & Ankle Surgery
- Gastroenterology
- General Surgery
- Gynecology
- Hematology
- Infectious Disease
- Internal Medicine
- Intensivists
- Medical Oncology
- Nephrology
- Neurology
- Obstetrics
- Ophthalmology
- Oral/Maxillofacial Surgery
- Orthopedic Surgery
- Otolaryngology (ENT)
- Pain Management
- Pathology
- Palliative Care
- Pediatrics
- Plastic Surgery
- Podiatry
- Psychiatry
- Pulmonary Medicine
- Radiation Oncology
- Radiology
- Rheumatology
- Sleep Center
- Sports Medicine
- Urology
- Wound Care



RESPECTED & RECOGNIZED LOCALLY, REGIONALLY & NATIONALLY

13



OVERALL

Hancock Regional Hospital
Greenfield, IN



LOWN INSTITUTE
HOSPITALS INDEX



10 times in a row!

Overall star rating



INDIANA HEALTHY
COMMUNITY

Patient survey rating



INSPIRE
Hospital of Distinction



WE FIGHT CANCER HERE.



When you face cancer, Hancock Health is ready to face it alongside you. Equipped with an expert care team of physicians, the world-leading knowledge of **Mayo Clinic** specialists, and some of Indiana's best technology and medicine, we give the people of **East Central Indiana** all of the support you need - exactly where you need it.



By customizing a treatment plan around your goals, Hancock Health can reduce cancer's impact on your life. From private treatment bays to support groups for you and your family, **Hancock Health builds care around you.** If your plan includes treatment beyond radiation or chemotherapy, Hancock Health's world-class surgeons are ready.

Remembrance and Gratitude

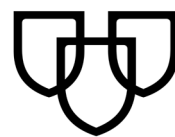
2024 was our second annual event in which we honor of all of those we have lost to cancer, those currently living with cancer in our community and in celebration of the courage and strength they've shown along the way. We invite our community to remember and encourage them in the holiday season. We celebrate the memories, laughter, and joy they have given us, and the perseverance and resilience they exemplified and still show today. We encourage people to bring an ornament that reminds them of their loved one to hang on our tree, which is put up annually in our cancer center for all to see and forever remain a part of our Cancer Family.



HANCOCK PROUDLY PARTNERS WITH



As a member of the Mayo Clinic Care Network, Hancock Health benefits from the knowledge of world-leading specialists who advise our skilled local providers on diagnosis and treatment—and help us treat even the most complex health conditions.



MAYO CLINIC
Care Network
Member



Hancock Regional Hospital's partnership with the Peyton Manning Children's Hospital at St. Vincent brings the expertise of the state's largest neonatal intensive care unit closer to home, creating more peace of mind for our delivering families.



In partnership with Peyton Manning Children's Hospital at Ascension St. Vincent, Hancock Health has built a strong obstetric, neonatal, and specialist team, providing an advanced level of newborn care.



Not only one of the best heart programs in the state, but the Ascension St. Vincent Heart Center is nationally recognized for cardiac care. Our highly skilled cardiac teams. Our highly skilled cardiac care teams, advanced treatment options and commitment to safety get you home faster to the ones you love.



STATE OF THE ART TECHNOLOGY

DA VINCI 5 SURGICAL ROBOT

As with all da Vinci surgical systems, **surgeons are 100% in control** of the robotic-assisted da Vinci system which translates their hand movements into smaller, more precise movements of tiny instruments inside the patient's body. Some key enhancements within the da Vinci 5 Surgical System include:

- **First-of-its-kind Force Feedback technology**, which can reduce the amount of force on tissue
- **Optimized vision** with truer colors, higher image resolution, and the most realistic da Vinci 3D image
- **Better ergonomics** for greater surgeon comfort and surgical viewing
- **More than 10,000x the computing power** of da Vinci Xi

Hancock Health's surgical robot is one of 1,700 in use across the nation. The da Vinci 5 is generally used in procedures for urology, gynecology, thoracic, and general surgeries such as hernias, gallbladders, and uterine-related issues. The benefit of including the surgical robot means individuals will experience **minimally invasive procedures** that lead to faster healing and shorter downtimes.





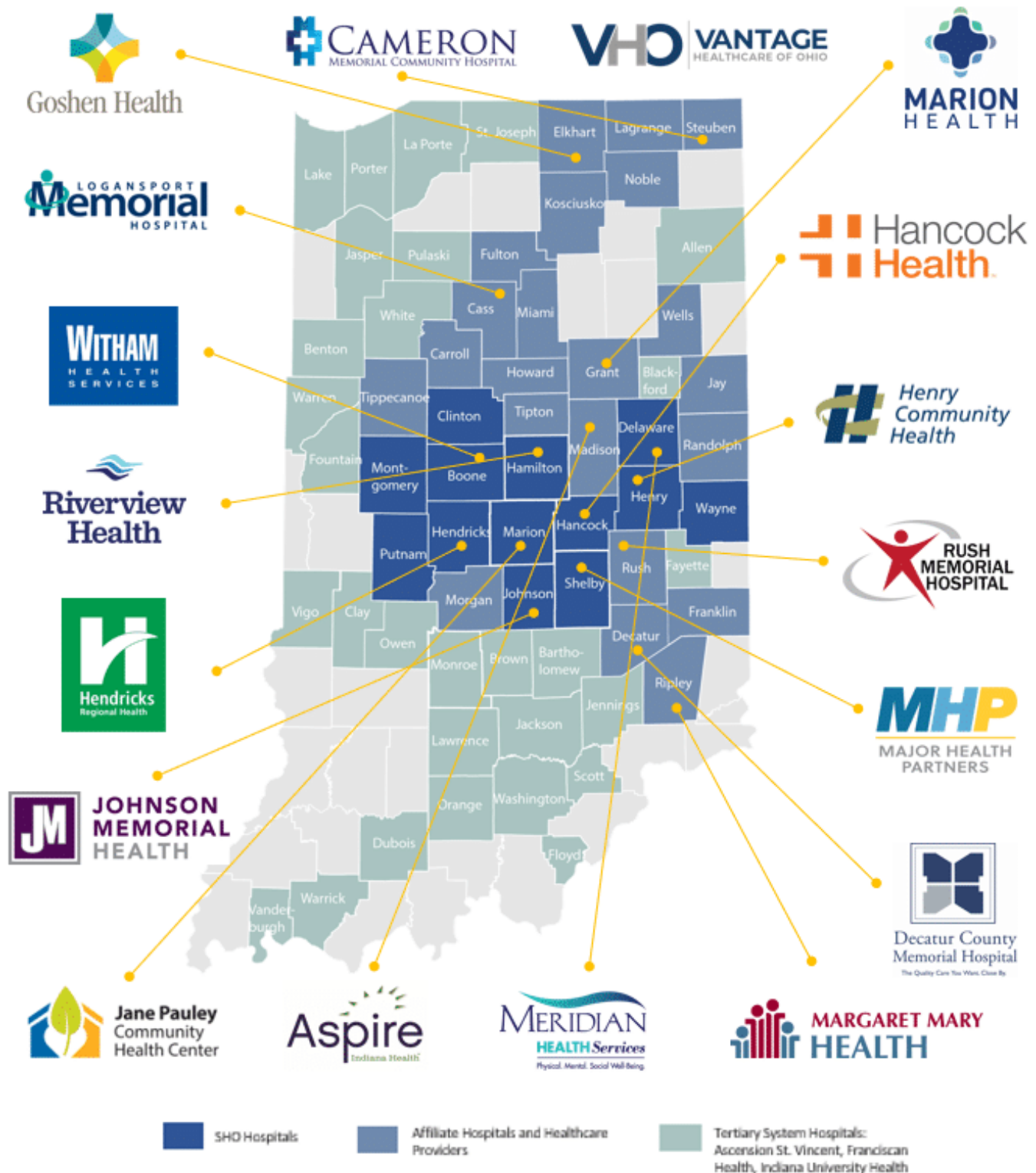
Hancock Health announced the winner of their naming contest for their latest high-tech tool, Intuitive Surgical Operations, Inc. da Vinci 5 Robotic Surgical System. Amanda Clawson's fourth grade class of Sugar Creek Elementary had the winning entry, "GIZMO."

At a ceremony on the morning of February 26th, students visited the hospital to meet the surgical team, President and CEO Steve Long, and interact with the robot. They also received a \$250 STEM grant and a pizza party.

"We are thrilled to welcome GIZMO to Hancock Health's surgical team and appreciate Mrs. Clawson's fourth-grade students for coming up with such a creative name," said Steve Long. "The naming contest has been a fun way to highlight and celebrate the lasting impact the da Vinci 5 surgical system will provide to our patients, their families, and the community."



SuburbanHealth Organization



SUBURBAN HEALTH ORGANIZATION

Hancock Health is a member of Suburban Health Organization (SHO), a group of Indiana hospitals working together to improve access to the **highest quality healthcare** possible. Participating in SHO enables us to remain local and independent while **collaborating** with other hospitals to find solutions to healthcare's biggest challenges. For our patients, this collaboration results in **lower costs** for care and **better health outcomes**.

23

ACUTE CARE
HOSPITALS

2

COMMUNITY MENTAL
HEALTH CENTERS

>15k

FULL - TIME
EQUIVALENTS

59k

INPATIENT
DISCHARGES

>1700

STAFFED
BEDS

~\$5.8B

NET PATIENT
REVENUE

VHO | VANTAGE
HEALTHCARE OF OHIO



For more than **30 years**, this synergetic group has created value by forming shared services, leveraging their combined purchasing power, sharing best practices, and founding **innovative solutions** to some of healthcare's biggest challenges. Through partnership, we are ensuring that **vital, independent community health systems** continue to thrive. Together, we are creating healthier communities.



At Hancock Health, our programs and the associates who support these programs **Live Our Values Every day** by walking alongside our patients and community members, providing support for mind, body, and spirit. We are dedicated to enhancing the “health span.” It is a measure of how well you live, rather than just how long you live.

We directly provide this support and empower our community members to take charge of their life journey through three key service lines at Hancock Health: Hancock Well-Being at Work, Well-Being (Hancock Wellness Centers and Community Outreach) and Behavioral Health.

At **Hancock Well-Being at Work**, we partner with over a dozen local employers who have invested in their employees to receive primary care, generic medications, and labs at no cost to the employee. For the 30-60% with good health insurance who do not access primary health care, these employers have eliminated barriers for almost 2,000 employees, their spouses and dependents, benefitting a total of 4,600 community members.

In addition, Hancock Health is uniquely positioned to support community members with lifestyle medicine, medically certified fitness facilities, clinical programming, support groups, community outreach programs and more.

Our **Behavioral Health Service lines** provide many excellent resources to support the mind and spirit through The Hancock Health Connection Center, Spiritual Care Services, RISE Above It and more. Very simply, our people and the teams they support are here to walk alongside community members we serve, listen to them, meet them where they are, align them with appropriate services and to wrap them with the unique kindness of Hancock Health. Kindness is our superpower.



Michael Fletcher
MD, FHM, FACP, MBA

SVP EMPLOYER STRATEGIES & COMMUNITY WELL-BEING

PROGRAMS AND COMMUNITY OFFERINGS

HANCOCK HEALTH WELLNESS CENTERS (THREE LOCATIONS)

We serve nearly 16,000 members in a county of about 85,000 people. With over 750,000 visits per year and a variety of services including group exercise, aquatics, personal training, physical therapy, childcare, massage, nutritional support, clinical programming and more, we are changing how our members think about a workout at the “gym.”

CLINICAL EXERCISE PROGRAMS

Clinical exercise programs are available in collaboration with our wellness centers and offer a chance for those who have co-morbidities or chronic illnesses to work closely with providers and certified exercise specialists to improve their health. Through close monitoring and individually tailored programming, including nutrition counseling, patients can take steps toward decreasing risk of disease and improving their quality of life.

EMPLOYER STRATEGY PROGRAMS

At Hancock Health we make healthcare coverage easier for employees, and simpler for employers. Our Hancock Well-Being at Work program partners to improve staff health by combining employer clinics with a wellness strategy, while lowering an employer's total cost of care. In 2024, 12 companies relied on our direct primary care clinic offerings (EBC) covering 4,715 total lives and five companies relied on our biometric and testing services.

COMMUNITY BOARDS AND COMMITTEES

Many of our managers, directors, and executive team members make a commitment each year to our community by serving on boards and committees in Hancock County. Hancock Health associates see the value in investing in community programs that are impactful to the people of Hancock County. Our staff donates countless time and talents to programs in the community to make a difference in the lives of our neighbors and community members that we serve.

HEALTH COACHING AND LIFESTYLE NUTRITION THERAPY

These modalities bring a holistic lens to our work with patients, helping them to implement changes in their lives to reach health goals and more. Focusing attention on nutrition, as well as areas such as sleep, physical activity, stress management, substance abuse and social connections creates a whole picture of health that is proven beneficial to patient outcomes.

CANCER-FIT

CancerFit is a physician-referred program specifically designed for those who are either mid- or post-cancer treatment, with a focus on regaining strength. Aside from being an incredibly effective way to regain health after illness, this program is known for the sense of community it creates for those who have previously, or are currently, battling cancer.

ROCK STEADY BOXING

A clinical exercise program within our Hancock Wellness Centers, Rock Steady Boxing creates a safe exercise environment for those with Parkinson's disease. Through strength training and cardio in a challenging yet supportive group class, we help patients manage and prevent common symptoms associated with this illness.

MOM STRONG

Mom Strong is a program designed to facilitate community, strength training and yoga for women who are pregnant and up to one year postpartum. Through tailored exercises meant to stabilize the core, help with posture and aid in regaining strength, we help mothers feel empowered and healthy in their bodies, no matter the changes they may face.



PROGRAMS AND COMMUNITY OFFERINGS



TEACHING KITCHEN

This program provides hands-on cooking instruction to increase confidence in the kitchen as well as nutritional education and whole food recipes that can be easily made at home. The culinary class allows participants to explore a colorful array of whole foods as they prepare the make and take meals to enjoy.

COMMUNITY GARDEN

Located at the Hancock Wellness Center in McCordsville, the garden provides a colorful display of produce that is used to educate members about nutrition and the benefits of eating healthy, whole foods. Members enjoy the free produce throughout the summer months along with recipes and the nutritional highlights of each veggie.

TOBACCO CESSATION

Our tobacco cessation programs are an important resource for residents of Hancock County who want to lead a healthy life. We offer support groups and classes that address common concerns and challenges so those who want to quit smoking can access the resources they need.

VOICE YOUTH PROGRAMMING

As the lead agency for the Tobacco Prevention initiative in Hancock County, we support VOICE youth leadership groups at every middle and high school in our county, as well as other support and advocacy initiatives to promote education, and “quit” programs related to tobacco and other substance use/misuse. In 2024, approximately 4,400 people participated in one or more of these programs.

INPATIENT SUBSTANCE WITHDRAWAL MANAGEMENT

Our Inpatient Substance Withdrawal Management program helps to set residents in need on a path to recovery through compassionate care and support. Medical management for mild to severe withdrawal symptoms and 24/7 nursing care help patients to detox in a safe environment.

INPATIENT HOSPICE

Inpatient Hospice is provided through our collaboration with Suburban Hospice, helping patients access high quality, compassionate end-of-life care. Our hospice care also extends to nursing facilities and into our patients’ homes.

DIABETES EDUCATION

Diabetes education is an important aspect of helping residents and patients manage this chronic condition. Through holistic programming that centers around lifestyle habits, diet and nutrition, medications, and preventative strategies, we are able to help keep diabetic Hoosiers healthier.

LACTATION CONSULTING

This program is an incredibly valuable resource for new mothers and, as a designated baby-friendly hospital, we are passionate about helping women understand the benefits of breastfeeding and supporting them along the way. Support groups, classes, and lactation consultants are available for every family that delivers at Hancock Health.

COMMUNITY HEARTSAVER CPR AND AED CLASSES

To teach CPR for adults, infants and children and is designed for the community, including teachers and child-care providers. We are passionate about creating a safe community in which caregivers have access to trainings that can save lives, and provide the educational resources to make that happen.

LOW COST HEART AND LUNG SCANS

We are as passionate about preaching the benefits of preventative care as we are about offering patients affordable options for those screenings. Heart scans can help to detect heart attack risk, while lung scans detect lung cancer, two diseases that are a serious health threat to those at risk.

PROGRAMS AND COMMUNITY OFFERINGS

HANCOCK HEALTH CONNECTION CENTER

This resource is responsible for bridging the gap between physical and mental health by providing resources and programming for the whole community. Navigators connect residents with practitioners, providers, tools, support groups and classes to help them navigate challenging times. These include (but are not limited to):

- **SUBSTANCE MISUSE AND MENTAL HEALTH RESOURCES**

This program is for those navigating the world of addiction, withdrawal and recovery, the Hancock Health Connection Center is a safe place to find community and be connected to resources, guidance, and interventions. Classes and support groups help to foster a sense of belonging and support during difficult times.

- **SUPPORT NAVIGATION**

This is what sets the Connection Center apart. Our compassionate navigators answer the call of those experiencing challenging times and connect them to resources within the community and beyond. No one is made to feel left behind.

- **RISE ABOVE IT**

This annual event offers space for adults and kids to talk about emotional health, wellness, self-care and connect with resources. This free event is held within our community and fosters a supportive, uplifting, and empowering environment.

- **CISM PROGRAM**

This program, Critical Incident Stress Management, helps minimize potentially harmful stress-related symptoms associated with traumatic incidents that occur on the job, including promoting a healthy response and accelerating the healing process for individuals.

- **QPR SUICIDE PREVENTION TRAINING**

This training helps individuals who complete the class to recognize signs of self-harm and suicidal ideation in loved ones. Participants are taught how to navigate conversations about suicide by using a supportive framework instead of judgement or fear.

- **ACE INTERFACE TRAINING**

This offers a proven educational framework about the ACE study, along with neurobiology explaining why ACEs (Adverse Childhood Experiences) have so much effect in people's lives, including brain development and stress response. Additionally, trainings highlight what we can all do to dramatically improve health and resilience for this and future generations.



PROGRAMS AND COMMUNITY OFFERINGS

HEALTH EVENTS AND SCREENINGS

These events held throughout the year bring awareness to resources surrounding health and wellness topics for all ages within the Hancock County community. Events such as the Teddy Bear Clinic, free skin cancer screenings and our blood pressure screening programs have empowered our residents to be proactive about their health.

LOW COST LABS AND IMAGING

These lab and imaging services are available at all immediate care locations, as well as our hospital. We take pride in knowing we are able to help residents with preventative medicine, while at the same time making it easy to get seen for routine or emergent labs and imaging.

WORK-BASED LEARNING PROGRAM

Our Work-Based Learning Program aims to help students all over Hancock County feel more prepared to enter today's changing workforce by providing real, firsthand experience. From working alongside trainers at the wellness centers to learning more about child development, we offer opportunities for a wide variety of future employment opportunities.

CLINICAL JOB SHADOW PROGRAM

We aim provide opportunities to observe our associates for a portion of a working shift. This provides valuable information about what a job may entail, an especially useful strategy for high school students who are thinking of entering the health field.

CCMA TRAINING PROGRAM

This training program addresses the need for a growing number of medical assistants in East Central Indiana. Participants get firsthand experience working in ambulatory settings such as family and internal medicine, OB-GYN, pediatrics, immediate care, and other specialty offices and prepare for certification exams.

SCHOOL OF RADIOLOGIC TECHNOLOGY

This outstanding program helps participants prepare for entering a job in this growing field. Graduates will have met didactic requirements such as classwork and testing as well as expected clinical rotations and hands-on procedures throughout the two-year program.

SPONSORSHIPS AND LOCAL DONATIONS

Every year, Hancock Health sponsors and underwrites numerous community events and local initiatives. We are proud to support the excellent work of other organizations in and around Hancock County.

SPEAKERS BUREAU

Hancock Health features dynamic community speakers with in-depth presentations and discussions on a wide variety of topics. We help to educate the community about cancer awareness, women's health, chronic conditions, healthy communities, nutrition, substance misuse, tobacco cessation, child safety, senior health and fitness, hospice and palliative care, mental health and more.

COMMUNITY NIGHT OUT

Hancock Health is a financial sponsor and vendor at the annual Community Night Out, which is a "back to school" event free to the public where attendees can interact with agencies providing a variety of social services, engage in interactions with first responders, and watch demonstrations from fire and police agencies, and receive a free backpack and school supplies. Hancock Health has provided bags for participants with seasonal produce as well as information on the various programs we offer. This popular event draws around 3,000 people each year.

NURSE HONOR GUARD

Our Nurse Honor Guard attends Hancock County and surrounding area memorial services and end-of-life ceremonies at no cost. This is a part of their duty to honor those who have passed but spent their lives giving to others through the profession of nursing.



PROGRAMS AND COMMUNITY OFFERINGS

EDUCATION AND OUTREACH PROGRAMS

Hancock Health offers 28 different education and outreach programs to the residents of Hancock County and beyond. Additionally, we are the host agency for the Hancock County System of Care and have a monthly meeting with other outreach agencies to collaborate and share program opportunities in our county.

SAFE SITTER

An up-to-date and well-rounded youth development program with a medical basis that teaches today's babysitters more than just the basics to keep themselves and the children in their care safe. Classes are held at the Hancock Wellness Centers.



CAR SEAT SAFETY CHECK & ASSISTANCE PROGRAM

Our goal is to ensure the proper use of car seats and the safety of all children riding in vehicles throughout Hancock County. This free program offers appointments at a permanent fitting station with a Certified Child Passenger Safety Technician (CPST). New car seats are offered to those who meet financial guidelines.

SPIRITUAL CARE AND CHAPLAINCY

A steady source of comfort, connection, and healing for patients, staff, and the broader community. In the past year alone, chaplains provided support to 3,749 patients across the Emergency Department, CICU, 3N, Surgery Center, Cancer Center, and Women's Center—offering compassionate presence at the bedside, in crisis debriefs, and during moments of grief. In addition, we support AMG and Hospice as needed. Additionally, through initiatives like the All-Saints' Day Remembrance Ceremony, Infant Loss Remembrance Service, and one-on-one grief support, chaplaincy honors and walks alongside those facing loss. Beyond the hospital, chaplaincy's impact extends through the Congregational Network, which partners with 30 Hancock County faith communities to ensure patients receive spiritual and emotional support both in and outside the hospital.



PROGRAMS AND COMMUNITY OFFERINGS

HANCOCK COUNTY COMMUNITY HEALTH PLAN

Part of being a good community partner lies in the simplicity of being a good neighbor to residents and other local businesses and making informed decisions based on health data and statistics. Hancock Health regularly queries the community with its Hancock County Community Needs Assessment in order to identify trends, allocate resources efficiently, and implement policies addressing specific health needs.

PAYMENT PLANS

We proudly offer payment plans to make it easier for patients and families to afford to pay medical bills. Our Patient Financial Services department offers consultations to help patients set up 12 monthly interest-free payments, among other options.

TRADITIONAL CHARITY CARE FOR UNDER/UNINSURED FAMILIES

We believe everyone should have access to high-quality health care. We also recognize that some of our patients cannot pay due to being uninsured, underinsured, or not qualified for government assistance. To help in these instances, we offer financial assistance to our patients.

HOOSIER HEALTHWISE (MEDICAID)

Hoosier Healthwise is Indiana's health care program for low-income families, pregnant women, and children. Based on family income, children up to age 19 may be eligible for coverage. The program covers medical care like doctor visits, prescription medicine, mental health care, dental care, hospitalizations, surgeries, and family planning at little or no cost to the member or the member's family.

HIP (HEALTHY INDIANA PLAN)

Healthy Indiana Plan, HIP, is for uninsured Hoosier adults between the ages of 19-64. Parents or caretaker relatives of children in the Hoosier Healthwise program are likely candidates for HIP.

MEDICARE

Hancock Regional Hospital has committed substantial resources to supplement Medicare. Medicare reimbursement continues to lag behind medical industry inflation, placing an increasing burden on hospitals because the reimbursement does not cover the cost of providing services to Medicare recipients.

SUBSIDIZED HEALTH SERVICES

Subsidized health services are services that do not generate sufficient revenue to cover the cost to provide the services, but are offered because of a need in the community. The Women's Clinic is an example of a subsidized service we offer. Through a grant, the clinic is able to provide quality medical care on a sliding scale for individuals who meet financial guidelines, and who are uninsured, underinsured.

CARING COMMUNITY PARTNERS (CCP)

This program exists to extend the Hospital's mission, vision, and values into our diverse community through volunteer efforts. CCP facilitates opportunities for hospital associates to use their personal and professional skills in partnership with other community members to improve the physical, emotional, mental, and spiritual health of underserved people in Hancock County and beyond. In 2024, a team of Hancock Health staff collaborated to serve over 1,000 people in India, providing care, resources, and support to those in need. While this mission work has a global impact, it also fosters personal and spiritual growth for those who serve with the following organizations:

- Habitat for Humanity
- Medical Outreach
- United Way of Caring
- Local Projects
- National Projects



PROGRAMS AND COMMUNITY OFFERINGS

HANCOCK COUNTY PASSPORT TO 5K

This program is designed to bring awareness to run, walk and bike events in our community. Each spring participants pick up a free “passport booklet” at one of our Wellness Centers, then for each event participated in, they receive a stamp. When they have collected at least 7 stamps from the 13 participating events they receive a medal provided by Hancock Health.

FLAT 50 & HANCOCK HALF MARATHON

Hancock Health is passionate about creating opportunities for fun and fitness in Hancock County. The Hancock Flat 50 has quickly become the second largest bike ride in Indiana, boasting not only a challenging course and family activities, but also a chance to gather in community for a festival following the event. Proceeds from this event are reinvested in initiatives promoting bike and trail safety, a biking simulation program at area elementary schools, and a bike pump park. To date over \$90,000 has been donated to these causes. This year, community members will enjoy running the inaugural Hancock Half Marathon in June.



MEALS ON WHEELS

By partnering with and supporting these local organizations, we have helped to prepare meals for at-risk youth and seniors in Hancock County. In 2024, we donated \$200,062 to Meals on Wheels to help deliver 26,527 meals, \$8,224 toward Headstart to help serve 4,190 meals and \$3,111 to CICOA that went toward 1,324 meals.

FEAST OF PLENTY

This program has run annually, since 2005, providing a Thanksgiving meal sit-down, carry-out and delivery for our community. All are welcome, no questions asked, during this volunteer-run celebration of gratitude and love for all people in Hancock County.

PROGRAMS AND COMMUNITY OFFERINGS

SUPPORT GROUPS AND CLASSES

We offer the chance for community members to connect with others who are facing similar experiences, an important aspect of overall health and wellbeing. These groups are overseen by skilled and knowledgeable providers and staff who can offer education, support, and resources.

- **Breastfeeding Support Group**
- **Cancer Patient Support Group**
- **Senior Social**
- **Parkinson's Support Group**
- **Grief Support Group**
- **Ostomy Support Group**
- **Caregiver Support Group**
- **Multiple Sclerosis Support Group**
- **Alzheimer's Support Group**
- **AA**

VOLUNTEERS

At Hancock, our volunteers help keep us going. In 2024, 175 volunteers donated a total of 17,350 hours. Our volunteers are a vital part of our ability to give our patients and visitors the care and attention they deserve.



PROGRAMS AND COMMUNITY OFFERINGS

- **CONTRIBUTIONS TO HEALTH CARE IN OUR COMMUNITY**

Each month, Hancock Health writes off approximately \$1.5 million in uncompensated services for our patients who do not have the financial means to pay. We believe everyone deserves access to high-quality care, with or without insurance. We are proud to support the advancement of health and wellness in our community.

- **SCHOLARSHIPS**

Through our scholarships program, we support the next generation of innovative, compassionate practitioners who will change the field of health and wellness. Some examples of what we offer include our Health and Wellness Scholarship, John F. Stickford Nursing Scholarship, Edith Zike Nursing Scholarship, Jill Carr Memorial Scholarship, School of Radiologic Technology Scholarship and more.

- **GRANTS**

We seek eligible organizations who show a commitment to improving the health and wellbeing of those in our service area. Every year, we sponsor and underwrite these organizations in addition to numerous community events and local initiatives.

- **HOSPITAL PROGRAMS**

Some hospital programs have become pillars of community care, thanks to the funding received from the foundation, including The Hancock Health Connection Center, The Women's Clinic, inpatient hospice and more.



Exceptional | Honorable | Devoted | Reliable | Kind



Living Our Values Everyday

EXCEPTIONAL

Uniquely strong and assured in providing
excellent, innovative care

HONORABLE

Serving with integrity, accountability, and respect

DEVOTED

Committed to our organization, my profession,
and the well-being of others

RELIABLE

Cosistently trustworthy and dependable

KIND

Genuinely caring about YOU



hancockhealth.org