



*Ribbon cutting  
for Ronald  
McDonald House  
at Deaconess  
Gateway in  
October 2019.*



# COMMITTED TO THE COMMUNITY

2020 Community Benefit Report

## COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) 2019-2021

We released the 2019 CHNA during fiscal year 2018-2019 and identified four main health priorities for fiscal years 2019-2021:



**MENTAL HEALTH**  
Vanderburgh and  
Warrick Counties



**FOOD INSECURITY**  
Vanderburgh County



**SUBSTANCE ABUSE**  
Vanderburgh and  
Warrick Counties



**ACCESS TO CARE  
(TRANSPORTATION)**  
Warrick County

It is our belief that these four issues are at the core of poor community health and contribute to higher health care costs. By focusing time and resources on these issues, we will realize the greatest transformation in population health and have the opportunity to reduce costs.

You can find the full CHNA 2019 report online at  
[www.deaconess.com/CHNA](http://www.deaconess.com/CHNA)

## EXAMPLES FROM OUR CHNA 2019 ACTION PLAN

### Mental Health

Cross Pointe provided mental health play therapy kits for pediatric patients (toys, art supplies) so these children would have the individualized resources needed at home to participate in their ongoing therapy via telemedicine appointments.

### Substance Abuse

Deaconess (The Women's Hospital) and St. Vincent Evansville (Hospital for Women and Children) are participating in the Indiana Perinatal Network's pilot program for perinatal substance use screening. The goal is to reduce the number of babies born with Neonatal Abstinence Syndrome (NAS).

In 2020, The Women's Hospital continued to see a rise in NAS diagnoses. For the calendar year, 21 babies received a NAS diagnosis, equal to a rate of 6.76 per 1,000 live births. Babies with exposure to opiates who may be at risk for developing NAS stay in the hospital for 4-7 days. This enables hospital staff to educate parents on calming techniques and connect them with community supports.



### Food Insecurity

During 2019-2020, special attention focused on food insecurity. Partnerships with the Promise Zone, Urban Seeds, and the Junior League of Evansville helped feed thousands of families and led to the creation of the Mayor's Commission on Food Security.

Deaconess pledged \$500,000 over 5 years in support of the Tri-State Food Bank's "End Hunger Now" Campaign.

### Access to Care

Deaconess is proud to sponsor and support local organizations, such as the American Cancer Society, Chemo Buddies and Komen Evansville, that offer transportation assistance for patients to get to and from their treatments.

In addition, Deaconess Infusion Center on the Gateway campus has extended its hours, offering evening and weekend treatment times to help patients get the chemotherapy and infusion services they need in a timeframe that fits their schedule. Services are available Monday-Friday, 7 AM - 7 PM and Saturday and Sunday, 7 AM - 3 PM.

- ▲ 1. Feed Evansville prepared thousands of food bags for families facing food insecurity.
- 2. Volunteers handed out free food boxes for the better part of a year.
- 3. The Tri-State Food Bank's "End Hunger Now" campaign will help the organization move to a larger warehouse, which will allow it to increase capacity and reach its goal of providing 14 million meals annually by 2030.
- 4. Deaconess wheelchair vans transported more than 2,000 patients last year!
- 5. Deaconess Infusion Services at Gateway is open late and on weekends to help ensure cancer patients get the necessary chemotherapy and infusion services they need in a timely manner.



**2020 will be most defined by Deaconess' regional leadership in responding to the COVID-19 pandemic. Since the March 6 confirmation of the first case in the state, the people of southern Indiana and neighboring counties in Kentucky and Illinois have looked to Deaconess for guidance, testing and lifesaving care.**

- Deaconess administrators and physicians quickly became viewed as expert partners by participating in several daily pandemic response calls held by community and government agencies. These calls helped to share information and best practices, which were instrumental in helping guide and champion policies and procedures regarding outbreaks and infection prevention efforts for local government, health departments, EMS, educators and nursing homes throughout our region.
- We became a trusted resource by creating specific COVID-19 webpages for the public and businesses, providing the most current information about testing, regulations, and, eventually, vaccines. Content included written and visual documents to address specific issues and concerns from our community and a separate coping page that linked people to a variety of resources about mental and emotional health.
- The site, [deaconess.com/masks](http://deaconess.com/masks), was created to garner community assistance with cloth masks for use by hospital patients and visitors. It included instructions and a YouTube video explaining how to make cloth masks. The site received 6,078,707 page views from 231 countries, and the demonstration video has had almost 2.9 million views on the Deaconess website and YouTube channel. The “donate masks” hotline and email were contacted more than 9,900 times.

- Dr. April Abbott, Medical Director of Microbiology for Deaconess Regional Lab, was recognized as a member of the 2020 class of 20 Under 40 by the Rotary Club of Evansville. Microbiologists aren't typically in the spotlight, but Dr. Abbott's focused persistence in researching and understanding testing methodologies and mechanisms, and securing the best testing equipment possible, allowed Deaconess to perform in-house testing with same day results earlier than any health care system in Indiana. This in-house testing protected patients and health care workers and gave medical staff the information they needed to provide the right treatment as early as possible.
- Shawn McCoy and Dr. James Porter were named the Distinguished Businesspersons of the Year by the Southwest Indiana Chamber of Commerce thanks to the leadership and expertise they provided to the health system, regional businesses, and the community overall. Their initiative, vision, and support in allocating resources were critical in:
  - + Improving access to COVID-19 testing and vaccines, and increasing testing and vaccination rates throughout the region.
  - + Quickly offering increased virtual appointments during the initial pandemic shutdown, allowing patients to get the care they needed from their health care provider or a telehealth nurse in the safety of their home.
  - + Collaborating with health and academic institutions to conduct a community prevalence study, and to operate a convalescent plasma program, which became affiliated with Mayo Clinic's clinical trial program.
  - + Creating a monoclonal antibody treatment program to help eligible patients recover quickly from COVID-19 symptoms.

▶ 1. Shawn McCoy, Deaconess CEO; Stephanie Terry, cMOE Executive Director; and Chris Ryan, The Women's Hospital CEO, cut the ribbon to the new "Keys to Fitness" exhibit sponsored by Deaconess Riley Children's Services and The Women's Hospital. The exhibit encourages children to take the stairs in a fun way by turning the staircase into a piano, with each step serving as a piano key. 2. Ribbon-cutting for the Ronald McDonald House located on the Deaconess Gateway Campus. This House has 16 bedrooms and is expected to triple the number of families served. 3. Deaconess President Dr. James Porter (Right) presented a large donation to the Boys and Girls Club (Executive Director Ron Ryan on Left). 4. Deaconess employees participated in Junior Achievements JobSpark career fair helping students learn more about careers in health care. The event included hands-on activities, such as learning how to stitch a banana. 5. Senior Marketing Coordinator Lance Wilkerson and Cheryl Wathen, Vice President and Chief Financial Officer, provide detailed video instructions on how to assemble a mask at home.



Total value of community benefit activities for FY19-20 equals:

**\$97 million**

*This amount includes charity care, government-funded programs shortfall, and community benefit activities for the Deaconess Health System.*

**Charity Care**  
to 35,603 patients

**\$20.1 million**



**Discounts**  
to 32,737 uninsured patients

**\$6 million**

**= \$26 million**

**spent to help patients receive the medical care they need.**



**Community Mental Health Education**

**\$268,750 Dollars**

*Deaconess Cross Pointe served 14,091 people.*



**Deaconess Family Medicine Residency Clinic**

**\$2.9 Million Dollars**

*Uncovered expense for providing care to 15,830 patients.*



**Medication Assistance Program**

**\$339,125 Dollars**

*Provided in prescription discounts to 1,980 patients.*

**SPONSORSHIPS**

**Deaconess provided financial support to these organizations in FY 20**

- AIDS Resource Group
- Albion Fellows Bacon Center
- ALS Association
- Alzheimer's Association
- American Cancer Society
- American Heart Association
- American Red Cross
- ARC of Evansville
- Ark Crisis Child Care Center
- Arthritis Foundation
- Aurora
- Autism Evansville
- Big Brothers Big Sisters
- Boys and Girls Club
- CAJE
- Carver Community Foundation
- Castle High School
- Chandler Elementary School
- Chemo Buddies
- Children's Center for Dance Education
- cMoe
- Community One
- Cystic Fibrosis Foundation
- Draysonate Children's Cancer
- Dream Center
- Easter Seals Rehabilitation Center
- ECHO Community Healthcare
- Economic Development Coalition
- Equality Fire Department
- Evansville African American Museum
- Evansville Area Trails Coalition
- Evansville Association for the Blind
- Evansville Ballet Theatre
- Evansville Day School
- Evansville Department of Parks and Recreation

- Evansville Emergency Food Pantry Consortium
- Evansville Fraternal Order of Police 73
- Evansville Museum
- Evansville Police Foundation
- Evansville Rescue Mission
- Evansville Sports Complex
- Evansville Sports Corp
- Evansville Trails Coalition
- Evansville Zoological Society
- EVSC Foundation
- Gibson County Chamber of Commerce
- Gibson General Health Foundation
- Girl Scouts of SW Indiana
- Green River Kiwanis
- Habitat for Humanity
- Hangers
- Healing Reins
- Holly's House

- Hospitality and Outreach for Latin Americans
- Indiana Donor Network Foundation
- Isaiah 117
- Indiana University School of Medicine - Evansville
- JDRF
- Junior Achievement
- Junior League of Evansville
- Keep Evansville Beautiful
- Komen Evansville Tri-State Lampion Center
- Lawrence County Chamber of Commerce
- Leadership Everyone
- Lincolnland Economic Development Corp
- Loge Elementary School
- Make-A-Wish Foundation
- Mater Dei High School
- Memorial Hospital Foundation
- Mental Health America of Vanderburgh County
- Mt. Vernon High School
- National Fire Safety Council

- Oakland City University
- Owensboro Christmas Parade Association
- Patchwork Central
- Peace Zone
- Pike Central High School
- River Park Center
- Ronald McDonald House of the Ohio Valley
- Rotary Foundation of Evansville
- Salvation Army
- Signature School Foundation
- Spencer County Chamber of Commerce
- Spencer County Fair
- South Spencer High School
- St. Benedict Cathedral
- SW Indiana Chamber of Commerce
- SW Indiana Suicide Prevention Coalition
- Tecumseh High School
- Tennyson Elementary School
- The Community Foundation of Middle TN

- Tri-State Better Business Bureau
- Tri-State Food Bank
- Tri-State Indian Cultural Center
- Tri-State Medical Alliance
- Tri-State Multiple Sclerosis Association
- United Caring Services
- United Way of SWIN
- University of Evansville
- University of Southern Indiana
- Vanderburgh County Medical Society
- Warrick County Chamber of Commerce
- Warrick County Council on Aging
- Warrick Trails
- Westside Nut Club
- WNIN
- Wood Memorial High School
- Youth First, Inc
- Youth Resources
- YMCA
- YWCA



**Deaconess**

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