

MERIDIAN HEALTH SERVICES | *Realize* EDITION | SUMMER 2017

CURRENT

RIALZO
benefits new
Meridian maternal
addictions program



Spirit
OF
Meridian

Neonatal ICU team at IU/BMH

Serving mothers and babies born with addiction

Meridian. Helping make our communities healthier.

A simple philosophy. A powerful commitment.



SEATED, FROM LEFT:
Charlie Sursa, *Senior Vice President, Investments, CFP®* | Dana Sizemore, *Senior Registered Sales Associate*

STANDING, FROM LEFT:
Wendy Thompson, *Senior Registered Sales Associate* | Gary Demaree, *Financial Advisor, AAMS®*
Evan Griner, *Financial Advisor, AAMS®* | Stan Griner, *Senior Vice President, Investments, IIMC®*

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Meridian Health Services is dedicated to providing integrated “whole-person” healthcare. This philosophy gives patients the services and care of primary medical care, behavioral health and human services all combined in a holistic approach to treatment.

MAIN LOCATION:
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www.MeridianHS.org



- › Primary medical care
- › Obstetrics and gynecology
- › Inpatient and outpatient care for senior adults
- › Pediatric medical and behavioral care
- › Counseling and therapy
- › Children and family services
- › Child Advocacy Center for abused children
- › Addictions and recovery
- › School- and community-based services
- › Homelessness and independent living support
- › HIV care coordination
- › Programs for individuals with intellectual disabilities and mental health challenges
- › Care coordination and supported employment
- › Supported residential housing
- › Foster care and adoption

Community Outreach

Last year, Meridian provided care to 2,991 individuals who were unable to pay for services

which totaled **\$4 MILLION** in charity care.



Outreach into the community includes advocacy, events and educational opportunities.

- **Child Advocacy Center** supports victims of child abuse and has increased the rate of cases accepted for prosecution by 320% since it opened.
- The **“Ducky Derby – Race Against Child Abuse”** river duck race has raised more than \$50,000 for the Child Advocacy Center.
- **Gresham Center’s annual Fam Fest** is a free event for families, offering health screenings, education, resources, entertainment and food.
- **Riley Children’s Foundation, Indiana Department of Health** and BY5 selected Meridian Health Pediatrics as a state **“Early Evaluation Hub,”** where children receive testing for signs of autism.
- **FosterHope** helps children in need of foster care, and provides training, resources and financial support to new foster parents.
- Meridian provided **5,346 Hospital and Community - 24-hour Emergency Service care visits on-site** to people with behavioral health emergencies, which helped reduce Emergency Room admissions.
- **Suicide Prevention Training** is offered to local organizations with the assistance of Meridian professionals.
- Meridian hosts a **statewide conference** for professionals serving individuals with a **dual diagnosis – intellectual and mental health challenges**.
- To help combat the state’s drug problem, Meridian developed a new specialized division, **Addictions & Recovery**, which includes a residential drug **treatment center** and **maternal treatment program**.
- **Project SAFE** is an event created by Meridian to raise awareness on current dangers of **substance abuse** and to educate families on how to address the issue.
- Meridian’s new event, **City Fit**, encourages East Central Indiana residents to strive for whole-person health through a 4K Color Run, free fitness classes and health resources.
- Meridian’s commitment to tobacco cessation was **awarded a grant** from the Indiana Department of Health, making it the lead agency for **Delaware County’s Tobacco Prevention Coalition**.

Services We Provide

- Primary family medical care
- Pediatric health and urgent care
- Psychiatric medical services
- Women’s health
- Senior health - inpatient and outpatient care
- Counseling and therapy
- Children and family supportive programs
- Child Advocacy Center for children affected by abuse
- Addictions and recovery
- Home, community and school-based services
- Homelessness and independent living support
- HIV care coordination
- Programs for individuals with both intellectual disabilities and mental health challenges
- Care management, skill building and supported employment
- Therapeutic foster care and adoption

MERIDIAN
HEALTH Services

Physical. Mental. Social Well-Being.

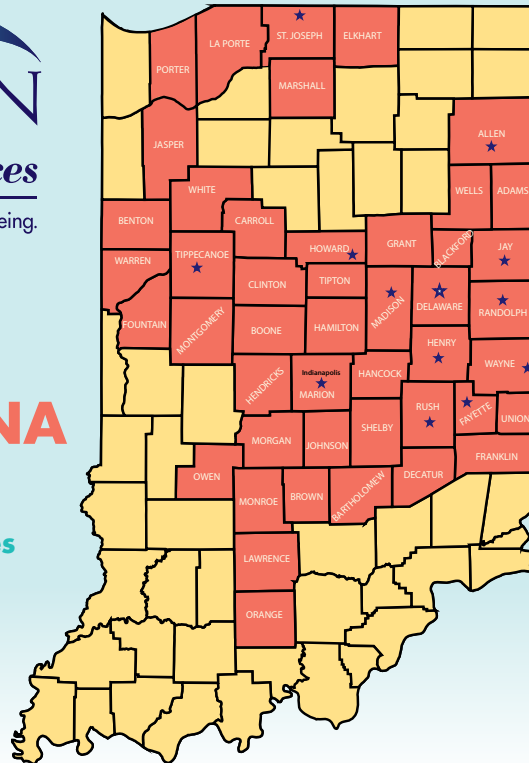
866-306-2647

www.MeridianHS.org

Community Report



Residents in
46 INDIANA COUNTIES
receive health services
from Meridian.



2016 Community Summary

Making a Positive Impact
on the Communities we
Serve!

Meridian's span of services
reaches 46 counties through
our school and mobile
community-based programs.
Meridian has 44 facilities
including 23 clinics in 13
counties.

Meridian serves over
32,508
patients each year.

Meridian has **1,029**
employees in Indiana. Over 150
employees are doctors, nurses
and medical assistants.

Meridian provided
545,097
outpatient visits
in the past year.

Revenue generated was over
\$128.8 MILLION
during fiscal year 2015-16.

More than
270 SCHOOLS
have partnered with Meridian
to bring services to students.

Over **\$56 MILLION**
is dedicated for our
employees' salaries and benefits.

Over **17,068** children
received services from Meridian.

Meridian's community
investment in 2015-16 totaled
more than
\$55.5 MILLION

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Owner of University Dermatology Center

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COO for East Central Region of IU Health

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"Rialzo is such a great event and we love being a part of the change that Meridian is creating in our community. Added bonus is – we get to put on our dancing shoes!"

– John and Leigh Edwards

Family physician.

Nutrition advocate.

Diabetes focus.

DR. SCOTT MARSTELLER

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MERIDIAN

HEALTH Services

Physical. Mental. Social Well-Being.

Meridian Health Services is a regional, progressive healthcare organization specializing in "whole-person" health integrating physical, mental and social well-being.

Meridian Health Services

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Passionate donor.

LORI LUTHER

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develop



Keeping *Kids* healthy and happy!

A New Name, Partnership and Services

Meridian Health Services is dedicated to providing integrated “whole-person” health. Meridian’s partnership with IU Health Riley Physicians offers parents convenience and exceptional, quality care in one location for physical, mental and social well-being.

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- › New patients welcome

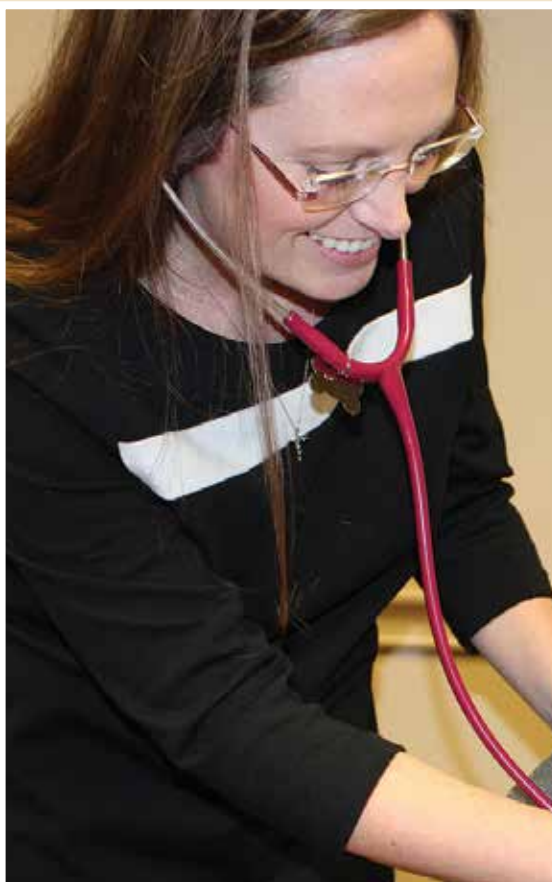
— in collaboration with —
Riley Physicians at IU Health



Dear Friends of Meridian,

Meridian Health Services wants to be your medical home, plain and simple. Over the last several years, we've expanded our spectrum of services and locations to be where you need us, lending the expertise you need.

Meridian operates in more than 40 counties across the state. We're in more than 270 schools, and our care extends to well over 30,000 patients per year.



In this edition of *CURRENT*, you'll read about this year's purpose behind Rialzo, our annual charity gala – finding help and implementing programs for mothers of babies who suffer from Neonatal Abstinence Syndrome, or NAS. More than 13,500 babies are born each year in the United States with an addiction. In Indiana, the incidence rates show that more than five babies are born with NAS per 1,000 births per year. Of the more than 1,400 babies delivered last year at IU Health Ball Memorial Hospital, 15 percent were tested for maternal drug use and 8.5 percent showed positive results. Thanks to your generous contributions at Rialzo, Meridian will create programs that will help moms cope with their addiction and care for their babies once they come home.

You'll also read about Debbie Shelley, a family nurse practitioner at Rushville's Meridian location, whose patient, Natalie Stephen, says saved her life. Natalie has Type 2 diabetes and was on six shots of insulin per day. As Natalie's health worsened, the entire medical team at Rushville's Meridian clinic moved quickly to provide her with the answer she needed. Now, she's down to two daily injections, and she can carry on with her life passions.

We couldn't do what we do without you. Thank you for your ongoing support, and a special thank you to our board of directors, committee members and dedicated employees. Last, I want to acknowledge the loss we all feel with the passing of our dear friend, Al Rent, last January. You'll read a special tribute to Al in this edition. But I want to add that he was more than a board member to me. He was a friend, an ally and a mentor. I know he's cheering us on in all we do at Meridian. Thank you, Al, for doing all you did for us.

At Meridian, we are dedicated to making healthier communities a priority.



Hank A. Milius
PRESIDENT / CEO



Karen Karmolinski
CHAIR,
DEVELOPMENT COUNCIL



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“...There’s No Place Like Home!”

~ Dorothy, The Wizard of Oz



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MERIDIAN

Meridian Health Services is a progressive healthcare organization specializing in “whole-person” health integrating physical, mental and social well-being.



MERIDIAN 2016-17 BOARD MEMBERS

Front row, from left: Chris Bowles, Vicki Tague, Terry Whitt Bailey, President/CEO Hank Milius

Back row, from left: Chris Fancher, Mark Hardwick, Steve Smith, Mike Lunsford, Sue Ann Pflum, Julie Newhouse

Not pictured: Brian Ring, Erica Graham



RIALZO COMMITTEE 2017

Seated, from left: Jody Clevenger, Marilyn Cleary, Laura Williamson, Fred Reese, Victoria Brewer, Sharalyn Hyman, Beth Clark

Standing, from left: Tera Allen, Jeff Robinson, Jennifer Johnson, Audrey Kirby, Kaitlyn Davis, Tammy Dodson, Scott Smalstig, Cory Pollen, Ginger Jennings, Barbara Sells, Kathy Hardman

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The Star Press	Wasson Nursery
	Options Behavioral Health Hospital
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RIALZO VIII TABLE HOSTS

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Apex Benefits	Machine Keys
AHN Eye Specialists	Midwest Metals
Allied Enterprises	Mike King Heating and Cooling
America Multi Sport	Muncie Civic Theatre
Ball State Athletics	Muncie Symphony Orchestra
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AL RENT

Thanks, Mr. Muncie

'He was at the table for every major decision.'

Rialzo – Muncie's annual "party with a purpose" – was sketched on the back of a napkin between two friends searching for an idea that would unify a community behind a cause.

In a post-board meeting discussion at a favorite downtown bistro eight years ago, Meridian Board Chair Al Rent and Meridian's CEO and President Hank Milius started talking about what Meridian and the community needed. Together, they decided an evening of celebration and charity was in order. Thus, the idea of Rialzo hatched.

Rent, who passed away in January, influenced not only Rialzo, but also the strategic direction of Meridian Health Services for the last 10 years. "He was at the table for every major decision," said Milius, adding Rent was the first new board member he sought after joining Meridian 15 years ago.

Rent's passing prompted hundreds of tributes across the city and beyond. Even the famous chimed in. Retired late night talk show host and Ball State alum David Letterman told The Star Press that Al Rent was "an excellent teacher and mentor."

"Mr. Muncie" was an informal title for a man who always seemed to be everywhere. Rent loved the city in which he was raised. Born at Ball Memorial Hospital, he attended school next door at Burriss Laboratory School. Then, he graduated from college across the street at Ball State. He went on to be a longtime employee at his alma mater, following a long career as a public broadcaster and advertising executive.

Rent was Ball State's Public Information Services coordinator of radio and television news from 1967-1970. He left and became a founding member of WIPB in 1971. Rent returned to Ball State in 1993 as assistant to the vice president for advancement and director of marketing. Most recently, Rent was the university's executive director and general manager for public broadcasting operations, overseeing WIPB and Indiana Public Radio.

Scott Smalstig, Meridian's vice president for development, was the only non-family member to speak at Rent's funeral. He gave a touching eulogy, remembering Rent's penchant for the stage.

"Al and I were kindred spirits in many ways...and both of us were marketing and advertising guys at heart...the really old school version of Mad Men...who don't mind a microphone every now and again," Smalstig said.

Smalstig went on to remember Rent as a father figure.

"The best way I can describe how I felt about Al was that he was my Muncie dad," he said. "And from all of the posts, I know I was but one of hundreds...if not thousands of kids of his. And the arc of our relationship mirrored that of many fathers and sons."

Rent, who always wore a well-tailored suit, perfectly placed hair and a broad smile, was never one to say no to a friend. A tribute story in The Star Press recounted Milius asking Rent to be on the Meridian Health Services board. After chasing him down at a meeting, Rent politely declined because he said he was too busy.

"But Al, this means a free lunch," Milius told him jokingly.

"Oh really?" Rent answered with a laugh. "Well, then I'm in."

Along with Meridian, Rent was also a board member of Huffer Memorial Children's Center, Muncie Symphony Orchestra, the Greater Muncie Area Council on Youth Leadership, the Martin Luther King Jr. Dream Team and the Minnetrista Cultural Center. He was also on the arts commissioner for the Indiana Arts Commission.

Rent had a hand in the launch of this magazine. He was the cover story just a year ago.

Rent was the first-ever recipient of the "Al Rent Spirit of Muncie Award" in 2002, an award created by the Muncie-Delaware County Chamber of Commerce and just last fall was winner of its Legacy Award. If you attended last year's Rialzo, you likely took time to give Rent a video shout-out as Meridian prepared a surprise tribute for that Chamber awards evening.

For a community that loved him dearly, Rent's passing is hard to imagine. But the legacy he leaves to his beloved Muncie and Meridian lives on.

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BRIAN RING:

Key to unlocking Meridian's evolution

MERIDIAN
BOARD
MEMBER
Brian Ring.

Knowledge and experience elevates leadership team

Brian Ring, Chief Operating Officer for Henry Community Health, is well into his second decade of service to Meridian Health Services, a role that has put him at the table during strategic changes that have catapulted the agency.

"Brian has long been a key member of our board," said Hank Milius, CEO and President of Meridian Health Services. "He brings the kind of knowledge and experience that elevates the entire leadership team."

Ring is in his 20th year working for Henry Community Health. He graduated from Indiana University in 1995 and started his career in health administration at a hospital in his hometown of Warsaw. But it wasn't long before he joined what was then Henry County Hospital, where he started in business development.

"It isn't often you can be part of something that is as dynamic as Meridian Health Services," Ring said. "Our hospital has had an affiliation with Meridian when it was Comprehensive Mental Health Services. From my perspective, an opportunity to serve got me involved in another aspect of health care and afforded me a chance to give back."

Ring's first term on the board began in 2004. He's served on the Fund Development Council and its audit committee. He also serves on Meridian's executive committee.

"It's been a rewarding time for me," Ring said. "It's been a learning experience and it's been exciting to watch the evolution."

Ring is married to Karri and they have two children, 13-year-old Brayden and 7-year-old Bethany. Ring is focused firmly on his family but says he makes room for Meridian Health Services because it's an organization that makes a difference.

Ring praised Meridian's work to cast a wider net, moving beyond mental health services to include physical and social well-being. "The mental health side can become an obstacle to an individual's overall health," explained Ring. "The integrated care that Meridian has seized on means whether a patient is overcoming diabetes or another ailment and also suffers from a mental health illness, they can be referred by a primary care physician and even could get services in the same office."

For Ring, Meridian's place as an influencer in its local community, in the state, nation and in health care circles, is what sets the organization apart. "At the end of the day, we want to keep you as healthy as possible," Ring said. "I've enjoyed being on the board. It's been gratifying to be part of an entity that is growing and changing, tackling difficult issues and trying to make its communities a better place."



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Thank you for allowing us to give back



THE EXAM. Neonatologist, Thomas Kundenreich, MD, performs an infant's daily exam.

NAS MODEL

Meridian's model is based on intensive outpatient programming:

1 | Community stakeholders' identification and enrollment of pregnant mothers and new mothers who are experiencing opioid abuse and connect them to assessment and treatment services.



2 | Services to provide whole-person treatment to help diminish harm from opioid use for prenatal, neonates, young children and mothers, focused on Meridian's trifecta of physical, mental and social health.

3 | Services to help persons involved with the legal system due to opioid use move through the system when possible through a diversionary process.

4 | Treating addiction as a disease, applying an integrated care model of treatment focused on mind, body, and spirit to help heal families from the devastating disease of addiction, specifically opioids.

5 | Recovery for becoming a functional, productive member of society who is responsive to social justice and reduction of trauma on themselves and children in the family.

6 | Addressing behaviors that lead to substance use, such as criminal thinking, lack of personal autonomy, and gaining positive social skills to help build successful support systems for continued future recovery.

NAS

NEONATAL ABSTINENCE SYNDROME

Meridian
increases
awareness
and services
for babies
exposed
to drugs
by their
mothers
during
pregnancy



Imagine your newborn can't stop trembling. The baby cries incessantly, almost inconsolable. Her muscles tense up and sometimes, she has seizures.

These are the signs of Neonatal Abstinence Syndrome (NAS), a condition most often caused by a mother taking opioids during pregnancy and exposing the baby to the drugs. Essentially, the baby goes through withdrawal.

To address this problem, Meridian Health Services introduced its maternal treatment program to provide support and care for these babies and their mothers. Meridian also leads a community taskforce on this issue that gathers health care professionals, law enforcement staff, mental health experts and legislative leaders.

NAS can cause low birth weight, breathing problems and post-birth withdrawal from the drugs.

"Gastro-intestinal issues are also very common," according to Thomas Kundenreich, MD, a neonatologist at Indiana University Health Ball Memorial Hospital. This includes vomiting, profuse liquid stools and poor oral feeding.

Today, an average of more than two babies a week are born at IU Health Ball Memorial Hospital with exposure to maternal drug use or addiction. Between January 2014 and August 2015, 11 to 11.5 percent of infants born at IU Health Ball Memorial Hospital, or 280 out of 2,500 infants, were diagnosed with or were at risk for NAS. Last year, of the 1,400-plus deliveries, 15 percent were tested for maternal drug use and 8.5 percent came back positive.

"When I first started here 13 years ago, we rarely had a baby with NAS," said Sindee Fry, MSN, NNP-BC, a neonatal nurse practitioner

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FACT: Today, an average of more than two babies a week are born at IU Health Ball Memorial Hospital with exposure to maternal drug use.

at IU Health Ball Memorial Hospital. "Now we see it daily. When I attended national conferences, there was very little information on NAS. Now every conference typically has multiple sessions on the topic." Meridian's maternal treatment program's goal is to reduce opioid use, abuse and addiction among pregnant women, neonates and young children. This program is designed to treat the whole person by focusing on prevention, education, treatment and community support to help change lifestyles of mothers in crisis. This in turn changes the outcomes for an infant or toddler born into addictive lifestyles.

"Meridian is looking at best practices, talking to other states and probing how to offer the best possible services to get the best possible outcome," Amelia Clark, Meridian's vice president for community health, said.

Donna Wilkins, MD, neonatologist at IU Health Ball Memorial Hospital, attended a recent NAS community taskforce meeting, during which one such program was discussed. As a NICU patient, NAS babies are set in a quiet environment where parent participation is encouraged, according to Wilkins. Feedings and morphine as replacement therapy are very carefully monitored. Once a baby with NAS stabilizes, the morphine dose is weaned every one to two days. NICU treatment for NAS babies includes a multi-disciplinary team of professionals, including occupational and physical therapists who provide infant massage and other therapies, as well as speech therapists who address feeding problems. The NICU team also provides training and education for parents, so that when they take their babies home,



CARING FOR BABY TWINS — Front row: Vicki Stanley, Sindee Fry NNP, Donna Wilkins MD, Kelly Leonard, Robyn Thomas; back row: Lori Hanna, Jill Moores, Kari Hargreaves, Lori Turner, Jodee Holdcroft, Monica Kubick.

they are informed of how to continue to provide care.

The hospital's Cuddler Program is instrumental in providing the 24/7 attention NAS babies require. About 10 years ago, Fry attended a conference and was placed in a NICU session exhibiting a program like IU Health Ball Memorial Hospital's Cuddler Program. She was skeptical of having non-clinical and non-family in the NICU caring for the babies. But after several hours, she said, she had fallen in love with the idea – and the volunteers there. When she returned to Muncie, together with former NICU nurse manager Donna Wilcox, RN, and current Cuddler lead volunteer Bonnie Mercer, RN, a retired NICU nurse, she designed the Cuddler Program. Mercer, who in 2016 received both a V!VA Award and City of Muncie Citizenship Award for her work implementing and participating with the Cuddler Program, now trains all new Cuddler volunteers.

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Partners in building a strong foundation

3D Company, Inc. believes that, like a building or road, a community's success relies on the strength of its foundation, and we work hard to ensure that our projects start with a firm base.

Meridian Health Services is also focused on creating a healthier, stronger community by working from the ground up.

That's why we're proud to partner with Meridian. Together, we are building a stronger, healthier community that will stand the test of time.



3D Company Inc.
3200 East Co. Rd. 350 North
Muncie, IN 47303
3dcompanyinc.com



Cuddler program supports NAS babies

FOR TERRI MILIUS, WIFE OF MERIDIAN President and CEO Hank Milius, it all started with a simple question.

"I came home one evening from the hospital and I asked my husband, 'what are you doing for the needs of these families once they are discharged?' " said Terri. "I didn't expect to see such distressed infants, infants with special needs. These babies were having withdrawal from addiction."

The former nurse and retired teacher is a volunteer at IU Health Ball Memorial Hospital's Cuddler Program. The babies she helps suffer from Neonatal Abstinence Syndrome, or NAS, a condition where the baby is exposed to drugs his or her mother is using while pregnant. According to the latest available data from the New England Journal of Medicine, admissions of infants suffering from withdrawal into NICUs nationwide have nearly quadrupled from 2004 to 2013.

More than 13,500 babies are born each year in the United States with an addiction. According to hospital statistics, of the more than 1,400 babies delivered last year at IU Health Ball Memorial Hospital, 15 percent were tested for maternal drug use and 8.5 percent showed positive results. Nationwide – in 2013, according to the latest available data from the Center for Disease Control – a baby was born addicted to narcotics every 25 minutes in the U.S.

At IU Health Ball Memorial Hospital, two babies every week



'There's a stigma that goes along with having an addiction.'

are born exposed to maternal drug use or addiction, according to a hospital spokesman.

This year, proceeds from Meridian's annual charity gala, Rialzo, will support addiction and recovery programs for mothers struggling with addiction and their newborn babies.

"As a community, we need to care for these families," Terri said. "We need to support these families when they go home. They have to deal with the challenge of having a newborn while also dealing with their own addiction, and while their baby is suffering withdrawal." Milius, whose own parents were alcoholics, said she knows all too well the toll addiction takes on a family. "That's just too much without any kind of support system," she said. "There's a stigma that goes along with having an addiction in your family. Both my parents were alcoholics. Unfortunately, that led to a lot of brokenness within the family."

It takes a strong support system to lift families out of the darkness. Currently, Meridian offers many different programs for children that focus on whole-person health. But Meridian recognizes there is more to be done.

"Often times you feel alone and you are just waiting for someone to take you by the hand and help you get out," Terri said. "My hope is that there is a next step. That there is support that can be given to these families dealing with these challenges so that they can become a healthy, thriving family within our community."

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Immunizations prevent childhood illnesses

CHILDHOOD IMMUNIZATION IS ONE CLEAR WAY to prevent disease rather than having to treat it. Dr. Robert Byrn, pediatrician at Meridian Health Pediatrics in Muncie, shares the importance of being a step ahead in prevention.

Since the turn of the 20th century, once common diseases including polio, measles, diphtheria, pertussis (whooping cough), rubella (German measles), mumps, tetanus and smallpox can be prevented by vaccination.

According to the Centers for Disease Control and Prevention:

- Newborn babies are immune to many diseases because they have antibodies received from their mothers. However, this immunity goes away during the first year of life.

- Before immunizations, many children died from diseases that immunizations now prevent, such as whooping cough, measles, and polio. Those same germs exist today, but we now have immunizations to protect babies, and as a result we don't see these diseases as much.

- Immunization-preventable diseases have a costly impact, resulting in doctor's visits, hospitalizations and premature deaths.

Children are born with an immune system that recognizes germs that enter the body as "foreign invaders" (called antigens) and produces proteins called antibodies to fight them.

When a child is infected with a specific antigen, the immune system produces antibodies designed to fight it, but can't work fast enough to prevent the antigen from causing disease, so the child gets sick. However, the immune system "remembers" that antigen, and if it enters the body again, even after many years, the immune system can produce antibodies fast enough to avoid disease. This is called immunity.

Immunizations contain the same antigens (or parts of antigens) that cause diseases. The antigens are either killed or weakened to the point that they don't cause disease, but they are strong enough to make the immune system produce antibodies that lead to immunity.

At Meridian Health Pediatrics, we strongly believe in the importance of immunizations, and we are always eager to talk with parents concerning their child's health. For more information, contact us at 765-288-1995.

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Dr. Robert Byrn is a pediatrician at Muncie's Meridian Health Pediatrics.



Learn more:

www.meridianhs.org/Physical/MeridianHealthPediatrics



ROUNDS. Neonatal nurse practitioner Sindee Fry, MSN, NNP-BC, checks a preemie's vital signs.

FROM PAGE 20

"As the NAS baby population increased, Cuddlers found a rewarding purpose," Fry said. "They now hold and console the fussy babies while the nurses care for their other patients. The Cuddler Program is very positive for the nurses, the volunteers, the babies and the families."

Wilkins said what Meridian Health Services is doing to address the NAS crisis is great. "I've hoped for a program like this for years," she said. "Many of these babies don't need to be in a NICU. To have them with their mothers being treated together is ideal." An intensive outpatient program like this would also teach mothers parenting skills, provide counseling, get them off of all drugs, and help them prepare for and gain employment. Something like this would help our community tremendously, according to Wilkins.

In Indiana, infants are 25 percent more likely to die within their first year of life than infants born nationally, according to a 2014 report by the Indiana Youth Institute. Meridian Health Services says those state numbers relate well to East Central Indiana, in large part because of high drug use locally.

According to the Centers for Disease Control and Prevention, Indiana exceeded all but eight states in pain prescriptions written per 100 people in 2012, which is more than a bottle of pills for every Hoosier. Kundenreich and Fry both believe that the drug problem is deeply community based, and related to overprescribing of pain relievers. One that grew as Muncie's factories and businesses closed and unemployment rose. With the nationwide crackdown on prescription narcotics use, street drugs like heroin have become more readily available. Additionally, street drugs are harsher now than they used to be.

"One of the main problems is a lack of treatment centers or other options for this growing issue," Kundenreich said. "The state and nation need to recognize this as the problem it truly is, and put money into programs."

For now, Meridian is taking the lead. Mothers of addiction and their infants were this year's benefactors of fundraising at Rialzo VIII, Meridian's annual charity gala. "The issue has always been on our radar because of the addiction work we do," said Scott Smalstig, vice president of development at Meridian. "The momentum we have helps us elevate this issue in the community." Meridian provides opiate addiction services and treatments now. It started a Suboxone (prescription medicine used to treat opiate dependence) program in 2012, which has grown beyond that to offer Vivitrol for recovery (prescription medicine used to help prevent opiate dependence and relapse by controlling impulse). Last year, Meridian received a \$325,000 grant to expand its addiction treatment services further.

"Some of these moms really want to get off drugs," Clark said. "Meridian is going to make sure they have an outlet to get better and live happier, healthier lives."



NICU NURSES AT RIALZO. Celebrating during Rialzo VIII are: Dr. Thomas Kundenreich, (kneeling) and standing, from left: Beverly Baldwin, Terri Milius, Vicki Stanley, Sindee Fry, Priscilla Ervin, Robyn Thomas, Jill Moores, Dana Fluhler, Lori Watson and Holly Jones. Inset, from left: Jim McClelland, Sindee Fry and Meridian President and CEO Hank Milius.

Spirit of Meridian

Nurses. Nurturers. Angels.

THE NURSES IN THE NEONATAL INTENSIVE CARE UNIT (NICU) at Indiana University Health Ball Memorial Hospital are committed to taking care of the tiniest and sickest babies. That includes those born prematurely or sick with infections, and even those born exposed to their mother's drug and alcohol use.

Their fierce commitment to nursing these babies to health is what earned them Meridian Health Services' 2017 Spirit of Meridian Award.

The purpose of the Spirit of Meridian Award is "to recognize someone who has contributed significantly to the overall health of our community, and somebody who goes above and beyond the call of duty in doing so," according to Hank Milius, Meridian President and CEO.

On average the NICU nurses care for 11 babies a day, making for a total of about 250 per year. Each week roughly two of those babies are experiencing Neonatal Abstinence Syndrome (NAS) because of their mother's drug use during pregnancy. In fact, in 2016, screens on at-risk babies delivered at the hospital found pregnant mothers had used a total of 150 drugs. Every NICU baby requires round-the-clock care. Many of them demand constant attention, and the babies experiencing NAS cry and shake almost non-stop. Some babies stay in the NICU for as long as three months.

"Our nurses are monitoring the babies and ensuring they are positioned correctly, making sure their needs are met and comforting their cries," said Dana Fluhler, RN-BSN, RNC-OB, who is the Administrative Director of the Women Children Service Line at IU Health Ball Memorial Hospital. "When the parents are not there to care for their babies, the nurses are holding and nurturing them."

Their fierce commitment to nursing these babies to health is what earned them the Spirit of Meridian.

The NICU nurses work alongside four Neonatal Nurse Practitioners and three Neonatologists. Seven clinical secretaries support the care team. "NICU nurses are willing to stay beyond their shifts to provide and meet family needs," said Vicki Stanley, RN, BSN, who is the clinical operations manager for the NICU, pediatric and women's services. "They foster relationship-based care. NICU nurses help educate and mentor families to help care for their infants."

A day for a NICU nurse starts with a safety huddle, meaning the shift of nurses coming in gets a detailed report about the babies they will care for that day. They greet the families at bedside, discuss the day's care plan, answer questions and set expectations. They're sometimes on their feet for 12-hour shifts. It's not unusual for them to assist with "codes," meaning providing life-saving measures for a baby in life-threatening distress. They also attend high-risk deliveries and admissions to be the utmost prepared to care for those babies. And they work in dimly lit surroundings, which is the best practice for the preemie population.

Fluhler and Stanley both explained that as many NICU team members as possible gather at the door to clap and cheer as the babies go home, celebrating with the family, and also as a way of saying thank you to the parents for allowing the team to care for their infants. At the end of every day, according to Stanley, "you definitely leave work knowing you made a difference in the miracle of life you had an opportunity to care for."

These NICU nurses join Meridian, as it will soon offer services that allow for these mothers and their babies to be treated under one maternal treatment program.

nurtur



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A MATTER of life

When Natalie Stephen walked into Meridian's Rushville clinic 15 months ago, she could barely see.

She was dizzy and lethargic. Her life had come to a slow, grinding halt. TO PAGE 30



MERIDIAN'S RUSHVILLE CLINIC TEAM. Front row, from left: Natalie Stephen and Linda DeVinney. Back row, from left: Crystal Logan, Deborah Shelley, Ashley Daubenspeck, Amanda Skillman, Jeremy C. Wilch.

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FROM PAGE 28



IMPROVING. Natalie Stephen receives care from Meridian for diabetes.

She was taking six shots of insulin a day, yet her Type 2 diabetes was out of control. Diabetes is a problem with the body that causes blood glucose (sugar) levels to rise higher than normal. Also called hyperglycemia, Type 2 diabetes is the most common form. "My sugar had been over 600 for a year," Natalie, a Rushville native, said. "I could hardly see. I had magnified prescription glasses and still couldn't see. I was tired all the time, and all I wanted to do was sleep."

The entire medical team at Meridian's Rushville clinic moved quickly. It was family nurse practitioner Debbie Shelley who identified the problem and found a way to decrease Natalie's daily insulin dosage to just two injections.

"Deborah Shelley figured it out," Natalie said. "She noticed that my insulin was not being used in my body." Natalie was desperate when she met Shelley for the first time. It is not an exaggeration to say it was a matter of life or death. Luckily, Shelley was able to identify a common problem in diabetes care – insulin resistance. She prescribed Victoza, an injectable medicine that helps the body absorb insulin.

"Her body just wasn't utilizing the insulin," Shelley said. "Victoza worked right away; her sugars were approaching normal range within a week or two. After a month her vision was back. She had great energy. She was doing Karaoke."

Natalie, who is married and mother to two teenagers, is a champion Karaoke singer. She has won competitions in Dick Clark's American Bandstand in Indianapolis and a Richmond-based Star Search. In the grip of her illness, she was forced to give all that up. But today, she's singing again.

"She was going around the office telling people. She was in the lobby telling people," Shelley said. "She just has a vigor for life."

After 15 months, Natalie's condition continues to improve. She has lost 60 pounds, down from a high of 330 pounds. She says she is confident that as warm temperatures return, she'll be even more active. The difference was made not only because of the exemplary primary care, but also in the education of Stephen about her diet, disease management and through the financial assistance the office helped her get. Linda DeVinney, LPN, and

'Not only do our
providers treat
our patients
healthcare
needs, but they
meet them
where they are.'

patient educator, picked up where Shelley left off.

"Linda taught me how to portion my food, what I can and cannot eat, what times to eat it and how many meals to eat a day," Stephen said. "She taught me how to give myself shots. At first my husband had to do it; now I can do it myself. I'm much more confident about it."

DeVinney, a former triage nurse, has been at the Rushville clinic almost five years. "With patient education, I can give information to help with follow up after the doctors see the patient," said DeVinney. "It works if they follow the plan."

Another Rushville staff member who made Natalie's recovery possible is community health worker Ashley Daubenspeck. She helps patients find resources to address barriers to their healthcare. "Not only do our providers treat our patients healthcare needs, but they meet them where they are," Daubenspeck said. "If someone is overwhelmed with budgeting or can't make appointments due to transportation issues, that's when I step in."

In Natalie's case, with no insurance, cost for medication was a financial hardship. Victoza typically costs hundreds of dollars a month. "I was able to find a program that I use often through diabetic suppliers to enroll in a patient assistance program," Daubenspeck said. "Normally, it would cost \$300 a month. We were able to get the drug for free."

The positive impact on Natalie is clear, but the unintended result was lifting the spirits of the staff at Rushville. Her improvement has made a difference in the morale of the office, said Shelley. "This has been good for us, too," Shelley said. "It's an awesome success story. It's made us feel good. Look at the difference we can make."

"Seeing a patient come in, feeling defeated and lost or out of control, then seeing someone coming in and sharing a story of a great weekend they had and celebration of their numbers ... it's been amazing that our team had a direct impact on someone's life." The Rushville team made the difference in Natalie's life. With its whole-person health philosophy, Meridian Health Services provides integrated care and treatment for physical, mental and social well-being. That medical care coupled with the wrap-around services saves lives.

"I don't want the ball to be dropped," Shelley said, whose staff continues to monitor not just the care of Natalie but all patients at the Rushville clinic. "I don't want them to come back three or six months later because, 'I couldn't afford the drugs.' I really do want to make a difference. If the medication hasn't been filled because they can't afford it or they're having side effects or other concerns, I want to know. We keep close tabs on patients. I love that that makes a difference."

Success stories like Natalie convey the positives of Meridian's holistic approach, and her words of appreciation are part of what motivates Meridian providers every day.

"There's no doubt in my mind, I'm here today because of what Meridian did for me, Natalie said. "Meridian Health Services have been my doctor through pregnancies, through sugars, through everything ... I love them to death."

The positive impact on Natalie is clear, but the unintended result was lifting the spirits of the staff at Rushville.



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MeridianMD Convenience Care opens at Jay County Hospital

AROUND THE COUNTRY, EMERGENCY ROOMS ARE experiencing high rates of utilization for non-emergency conditions. Those in Jay County, Indiana, are no strangers to this problem.

To help solve this dilemma, Jay County Hospital (JCH) and Meridian Health Services collaborated to open an urgent care center, MeridianMD Convenience Care, within the hospital.

Located by the main entrance of JCH, MeridianMD Convenience Care offers same-day treatment for minor conditions that can't wait for medical attention. This includes - but is not limited to - coughs, colds, ankle injuries, wrist injuries, ear infections, sinus infections, rashes and behavioral emergencies.

"Both Meridian and Jay County Hospital saw a need for this type of clinic in the area, so we worked together to make this happen," Meridian CEO and president Hank Milius said. "We're very excited to see how this will help with efficiency and accessibility and offer Meridian's unique whole-person health concept to patients."

MeridianMD Convenience Care joins two other Meridian offices in Jay County, MeridianMD in Dunkirk and Meridian Health Services in Portland. Having all three offices within the area allows Meridian to provide people access to urgent care, long-term medical care and behavioral health services, in line with Meridian's whole-person health philosophy.

Jodie Wendel, practice manager at both MeridianMD Dunkirk and Convenience Care, notes that patients will see their waiting time decrease because the new clinic will help patients with less urgent conditions get quicker access to care. And because the clinic will be open evenings and weekends, those patients and parents won't have to take off work early to get treated or have their children treated.

"A need was first noticed when patients began having trouble scheduling a same-day appointment with their primary care provider when they were sick or had a sick child," Wendel said. "The ultimate goal for the next few months is to increase same-day access to sick patients. They can come in, be seen and get the proper treatment needed to feel better faster, without having to travel very far."

JCH is located at 500 West Votaw St. in Portland and has been providing healthcare to the area for more than 100 years. Along with becoming one of more than 20 locations associated with Meridian Health Services, the new walk-in clinic also brings another healthcare outlet to Jay County, where more than 20,000 people reside.



RIBBON CUTTING. Doctors and Meridian staff gather for MeridianMD Convenience Care open house. The new walk-in clinic offers same-day treatment for minor conditions at Jay County Hospital.

The hospital's president Dave Hyatt reiterated that the new service is "much needed" in the community, and its addition to the JCH building is "exciting."

"Jay County Hospital is committed to providing our communities with accessible, high-quality healthcare, and we are extremely pleased to partner with Meridian Health Services, who shares this same commitment," Hyatt said.

MeridianMD Convenience Care is a branch of Meridian's primary care division under the MeridianMD umbrella. Other MeridianMD locations are in Muncie, Richmond, Rushville, New Castle and Dunkirk. All MeridianMD offices specialize in primary medical care with a focus on whole-person health, integrating treatments for both the body and mind for total well-being.

Portland's new Convenience Care walk-in clinic in JCH hospital is open 2-8 p.m. Monday-Friday and 8 a.m.-noon Saturday and Sunday. Healthcare providers from JCH are staffing the clinic to provide trustful, convenient care.

Those with conditions that need more serious medical attention than what Convenience Care provides can visit the JCH emergency room, which is available 24 hours a day, seven days a week. For more information about the new clinic, visit www.meridianhs.org or jaycountyhospital.com, or call 260-726-4350.

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DERMATOLOGIST. Alexander Zemtsov, MD, MSc, FAAD, is the owner of University Dermatology Center in Muncie.

'I'm just happy to give back'

When Alexander Zemtsov, MD, MSc, FAAD, came to Muncie, he knew he would call the city home and that he wanted to be involved and give back. Meridian Health Services was an easy choice for him to devote his time and effort.

"From the beginning of my time in Muncie, I've wanted to support Meridian Health Services in any way I can. They're doing a wonderful job," Dr. Zemtsov said, citing Meridian's work in pediatric and women's health.

Dr. Zemtsov is the owner of University Dermatology Center (UDC) in Muncie, with satellite offices throughout the state. He also works in IU Health Ball Memorial Physicians' multi-specialty clinics in Hartford City, New Castle, Richmond and Connersville. His clinic provides comprehensive dermatological care and treats all skin conditions, such as rashes, acne, psoriasis, warts and cancer. His is the only facility that provides skin radiation for non-melanoma and phototherapy for other skin conditions, also equipped with a laser spa and a complete pathology lab. Dr. Zemtsov is the only MOHs skin surgeon in the region. Before moving to Muncie in 1994 to work at Ball Memorial Hospital (now Indiana University Health Ball Memorial Hospital) Zemtsov lived in several states while completing his medical education and fellowships, and researching and teaching, including full-time faculty status at Texas Tech School of Medicine. He said having a laboratory on the local campus was a huge draw for him.

In February 1995, Zemtsov opened UDC in order to have more contact with patients, while also having the ability to teach and do research. "I could do it all in Muncie," he said.

Since then, he's anchored himself with the community, especially with Meridian's annual charity gala, Rialzo. Zemtsov has attended Rialzo several times. Some years, when other commitments fill his schedule and he is unable to go, he gives his Rialzo tickets to his staff. "It glues the community together," he

said of the charity gala. "And it's one of only a few times a year I get to wear my tuxedo. It's also a great opportunity to socialize and network with fellow Chamber members and other business leaders in the community."

This year, Dr. Zemtsov's UDC is a platinum partner of Rialzo VIII. He's a supporter of this year's cause, dedicating resources to treating and supporting families who are affected by Neonatal Abstinence Syndrome (NAS). "Meridian is absolutely wonderful to the Muncie community," he added. "I've always wanted to be active in this community, and I'm just happy to give back." After all, he said, the annual fundraiser supports important causes right here in the same community he so loves. As for the entertainment at Rialzo, he said it is always great. His favorites: Brooke Shields speaking on post-partum depression, and "hands down" his favorite "by far" was Rick Springfield at Rialzo IV.

Zemtsov is a volunteer clinical associate professor of dermatology at Eskenazi at IUPUI, and a volunteer part-time associate professor of clinical dermatology at IU School of Medicine-Muncie. In addition to the Chamber, Dr. Zemtsov has been a member of the Indiana Museum of Art for decades, was on the board of directors of the Ball State Art Museum, and holds membership in numerous medical professional organizations, including Indiana State Medical Association, American Medical Association, Indiana Academy of Dermatology, American Academy of Dermatology, American Contact Dermatitis Society, and American Society for MOHs Surgery.

Every year Zemtsov and his associates provide free skin cancer screenings through IU Health, and he supports a number of golf tournaments. Outside of work and supporting Meridian and the community, he enjoys jogging, and has completed Indy Mini and Muncie marathons. "But I'm no spring chicken," he said. So now he puts in just a few miles per day, and there's no stopping him – not rain or snow or otherwise.

['Meridian is absolutely wonderful to the Muncie community.']



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MERIDIAN HEALTH *Woment*

Awareness important for all ages, genders

B **EING VIGILANT ALL YEAR ABOUT BREAST CANCER** awareness is what saves lives, even though we observe National Breast Cancer Awareness Month in October. Dr. Maleeha Khalid, obstetrics and gynecology specialist at Meridian Women's Health, offers some easy steps you can take to stay healthy and aware of your body's changes all year.

We look to the recommendations of American Cancer Society (ACS), the U.S. Preventive Services Task Force (USPSTF) and American College of Obstetricians and Gynecologists (ACOG) for clinical practice guidelines. All three organizations present their guidelines based on review of current scientific research studies, but they vary little in what they recommend.

Breast awareness is recommended for all age groups. A clinical breast exam by a physician is recommended every 1-3 years in women ages 20-39, and every year after 40. However, a woman with only average risk should consult her physician and make a decision on whether to start breast cancer screening. There is no recommended age to stop, so mammography may continue.

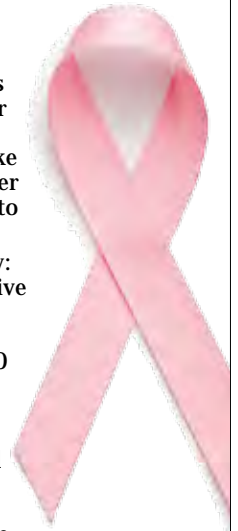
According to the American Cancer Society:

- More than 230,000 new cases of invasive breast cancers are diagnosed each year in women and more than 2,300 in men.
- Approximately 40,000 women and 440 men died of breast cancer in 2015.
- There are more than 3.1 million breast cancer survivors in the United States.

Although breast cancer awareness and survival has increased significantly in the United States, several studies have cited a worse survival rate for African-American women compared to white women.

Meridian's Women's Health Center encourages being aware of your own body, how it feels and what breast cancer looks like. These self-exams help you to know when things aren't just right. No one is a better advocate for his or her health than an informed, self-aware patient. Women should report any change to their physician.

We're zeroing in on a single topic like breast cancer to raise awareness across all ages, genders and ethnicities. For more information, or to schedule an appointment, contact Meridian Women's Health at 765-286-2000.



Keeping *Women*
healthy and happy!

*Dr. Maleeha Khalid is an
obstetrics and gynecology
specialist at Meridian Women's
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Learn more:

www.meridianhs.org/Physical/MeridianWomensHealth



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A silhouette of a pregnant woman stands on the left side of the frame, looking down at her belly. She is positioned against a vibrant sunset background with orange and yellow hues. In the foreground, there are silhouettes of bushes and trees. The overall mood is serene and contemplative.

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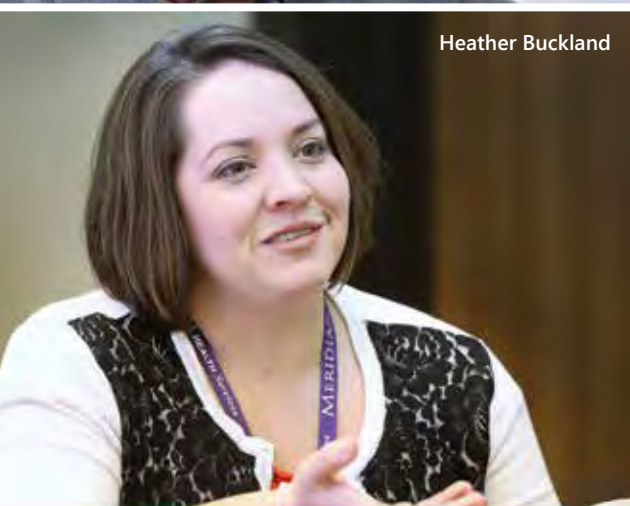
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Gerry Cyranowski



Heather Buckland



Brenda Johnson



ADDICTIONS & Recovery



Nichole Carr



Sayward Salazar



Tom Pennington



Answering a community-wide call to action, Meridian Health Services opened Richmond's first residential treatment center in the spring of 2017, ushering in a new era of care for people suffering from addiction.

Meridian's Addictions and Recovery Center is located just south of U.S. 70 near Ind. 35. It will provide 30 residential beds for adults 18 years and older, 15 beds for men and 15 for women in two separate units. The facility will provide a multi-disciplinary approach for drug and alcohol treatment, promoting "whole-person" health with residential detox, behavioral therapy, intensive rehabilitation, wellness education, recovery and post-treatment support.

"We started on this project over a year ago because of the growing addiction problem related to opiate abuse," said Hank Milius, President and CEO, Meridian Health Services. "It was a collaborative effort with community stakeholders and

the Department of Mental Health and Addiction (DMHA) in identifying a plan to combat this drug epidemic."

Meridian currently offers outpatient services for addictions and has seen a dramatic increase in demand for services, which supports the need for more intensive services and responds to a regional community need.

In addition to the residential center, there is a team of substance abuse experts - therapists, addiction counselors, licensed clinical social workers and behavior clinicians - who work with people on an outpatient basis, located in downtown Richmond.

"We are creating a new layer of additional supports and medical treatment to help people with substance abuse and



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addiction problems through intense rehabilitation, which requires residential treatment,” said Gerry Cyranowski, Meridian Health Services Regional Vice President. “Removing people from their unhealthy environment and providing around-the-clock medical treatment and behavioral therapy are key in combating addiction. Meridian’s innovative treatments integrating medical and behavioral care while treating the body and mind are especially important when facing addiction.”

Initially, patients will go through a medically monitored withdrawal or detoxification phase for up to five days. The active treatment phase, which might run on average of 30 days, gives patients housing and support designed to accelerate addiction recovery.

“For us, it’s a huge expansion and something this region has not had prior to this,” explained Sayward Salazar, licensed clinical social worker (LCSW) and regional manager for Meridian Health Services in Richmond. “We’re able to connect our outpatient addictions with residential addictions, primary health care and traditional behavioral health care. It completes that circle of whole-person health.”

The residential program is designed to address an 11-county area: Wayne, Randolph, Jay, Blackford, Grant, Delaware, Madison, Henry, Rush, Fayette and Union counties. The program accepts insurance as well as the uninsured through support of the DMHA. The facility will be staffed with a team of experts including addiction and mental health therapists, nurses, physicians, psychiatrists and residential counselors who have extensive skills in treating the psychological and medical ailments that add to the dependence on drugs and/or alcohol. All patients will receive a physical assessment and be followed throughout treatment by a MeridianMD primary medical care provider.

The goal of Meridian’s residential addictions treatment program is to begin the process for recovery, which will include elimination of substance use through a focus on physical, behavioral health and productive social functioning. A higher rate of success is achieved when sustained attention to the biological, psychological and social contributors of addiction are met.

“There is an opiate epidemic of proportions not seen since the 1930s that has overtaken resources and drained the community, not only of their ability to sustain financially this burden, but also the ability to sustain a working population in the community, the ability to sustain schools in the community and the ability to function in the (state) because of unprecedented demand,” said Tom Pennington, LAC and therapist for Meridian Health Services. “While the population of (Wayne) county has decreased over the last 30 years, incidents of dependence on opiates has risen dramatically, both in this smaller population, and in general. But a larger population of drug-addicted people concentrates in an area that doesn’t have resources to combat the problem.”

Meridian’s new Addictions and Recovery Center is designed to address the growing and urgent need. “The state is realizing this is a huge problem, but the state cannot solve it by themselves,” Cyranowski said. “Meridian was selected by the Department of Mental Health and Addictions to take this on.”

Why Meridian?

“It is Meridian’s whole-person health philosophy and its integrated care that makes the difference,” said Salazar. “It’s the wrap-around services that are key. With the continuous circle of care, it is harder to fail.”



MERIDIAN HEALTH Moment

Stop smoking now!

NEARLY HALF A MILLION PEOPLE IN THE United States die from smoking each year. Think of it as the entire population of Atlanta, Georgia, dying every year from a tobacco-related disease. Tobacco use is the leading preventable cause of death. In Delaware County, nearly one in four smoke.

The Tobacco Free Delaware County Coalition, in partnership with Meridian Health Services, works with healthcare providers, organizations and individuals across the community to raise awareness and promote a tobacco-free lifestyle. Originally established in 2001 by a small group of concerned citizens, Meridian became a lead agency for the coalition in July of 2015.

This collaboration widened the Coalition’s reach statewide by extending services into more than 40 counties where Meridian services are located.

Smoking is an addiction that calls for recovery, and recovery is not easy. Meridian is uniquely qualified to help people through the recovery process because of its whole-person health initiatives that integrate medical, behavioral and social healthcare.

There are many free resources available to Hoosiers, including free one-on-one telephone counseling. Free nicotine replacement therapy like nicotine gum, patches and lozenges are also available for those who qualify.

For help now call 1-800-QUITNOW. Quit Now Indiana offers 3 services: The Indiana Tobacco Quitline, Web Coach and Text2Quit.

■ The Indiana Tobacco Quitline is a free, telephone-based, one-on-one coaching service that helps Indiana smokers quit tobacco for life. The Quitline also serves young tobacco users with a phone counseling program specifically designed for ages 13-17 and does not require parent permission.

■ Web Coach® is a private, confidential, interactive website that incorporates Quit Coach® sessions, e-tools, social support, and educational information.

■ Text2Quit® is a service that sends personalized text messages, at the right time, to help quitters manage their quitting process. Text2Quit® helps participants stay connected with their Quit Coach® and/or Web Coach®, manage their cravings to smoke and get the right medication at the right times to prevent relapses.

For more information on any of the services mentioned, contact Jacey Foley, MAE, CTTS, Director of Tobacco Control and Resources at 765-288-1928 x 5237, or talk with your healthcare provider about the best treatment options for you.

Keeping You healthy and happy!

Jacey Foley is a Certified Tobacco Treatment Specialist, Coordinator for the local coalition and the Director of Tobacco Control and Resources at Meridian Health Services in Muncie.



Learn more:

www.meridianhs.org/Physical/MeridianMD



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SPIRIT OF MUNCIE. Meridian's President and CEO, Hank Milius, is surrounded by Meridian board and staff members as he receives the AI Rent "Spirit of Muncie" award, presented by the Muncie-Delaware Chamber of Commerce.

2017 starts strong for Meridian and Milius

MERIDIAN'S PRESIDENT AND CEO, HANK MILIUS, in February, was invited to speak at a national conference, the 2017 Open Minds Performance Management Institute in Clearwater, Florida. And in March, the Muncie-Delaware Chamber of Commerce presented him with the AI Rent "Spirit of Muncie" award.

At the conference, Milius spoke in front of hundreds of fellow healthcare leaders to discuss the strategic, financial and clinical perspectives of running an integrated healthcare organization that treats the "whole person." His presentation was titled, "From Specialty Care to Primary Care: A Town Hall Discussion on the Strategic Challenges and Opportunities in Integrated Care."

In this discussion, Milius explained Meridian's transition from a traditional community mental health center to a federally qualified health center that provides treatment for physical, mental and social health. "This was a great opportunity to speak to leaders in the healthcare industry, not only about Meridian's success as a whole-person healthcare provider, but also the challenges we continue to overcome as we grow," Milius said.

Milius said Meridian's development into a whole-person healthcare provider was made possible by starting with a strong financial foundation, which allowed the organization to invest in new opportunities. He also credited his creative executive staff and board of directors. Many challenges have come along the way, according to Milius, but he said his executive staff combats these challenges by visualizing the big picture, sticking with profitable investments, hiring the expertise needed for the jobs and learning to adapt to any situation.

Now, Meridian serves 46 counties and manages a staff of more than a thousand employees. Its value has jumped from \$20 million to more than \$128 million in just 14 years. Meridian has continued to expand. In February, Meridian collaborated with Jay County Hospital to open MeridianMD Convenience Care, a walk-in clinic aimed at diverting emergency room traffic by

treating patients with minor conditions. In April, Meridian took initiative in the fight against addiction. Meridian Addictions and Recovery, a 30-day residential drug treatment facility, opened in Richmond. And in May, Meridian implemented a maternal addiction treatment program supporting mothers facing addiction and their babies.

Because of these accomplishments with Meridian, and his avid volunteer work, Milius received the AI Rent Spirit of Muncie award, given to a "respected leader" who exemplifies good character, has a positive attitude and enriches the community. "It is an incredible honor to receive this award, especially given it recognizes the contributions made by a dear friend of mine," Milius said. "I am pleased to accept this award fully recognizing this reflects all the great efforts of all those involved with Meridian including board, committees, staff and friends of Meridian who have worked hard to make Muncie a healthier community." Milius' volunteering includes positions with the Muncie Advisory Board for First Merchants Bank, East Central Indiana Regional Partnership, Indiana Hospital Association Governance Committee and National Association of Psychiatric Healthcare Systems. He has served in leadership positions with the Muncie Chamber of Commerce, United Way and Rotary.



OPEN MINDS. Meridian President and CEO, Hank Milius, speaks on integrated healthcare at the Open Minds conference.

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Dr. Khan honored as Distinguished Fellow

DR. SARFRAZ KHAN – CHIEF MEDICAL OFFICER, Vice President of Medical Services and Medical Director for Psychiatry at Meridian Health Services – received a distinguished national award, honoring his significant contributions to the psychiatric profession.

Recently, Sarfraz S. Khan, MD, MAAPE, DFAPA earned the American Psychiatric Association (APA) Distinguished Fellowship award, the highest honor the APA bestows upon its members.

The award focuses on high achievement in at least five of the following areas: administration, teaching, scientific and scholarly publications, volunteering in socially significant mental health and medical activities, community involvement and clinical excellence.

“Dr. Khan has been instrumental in Meridian’s medical integration efforts of primary medical care and behavioral health, which enable a higher level of patient care focusing on the whole person,” said Meridian President and CEO Hank Milius.

“He is fully deserving of this award, as it commemorates those accomplishments.”

Along with the APA award, Dr. Khan also was unanimously voted as deserving of promotion to Clinical Associate Professor of Psychiatry at the Indiana University School of Medicine’s Muncie location (IUSM-Muncie) as a part of the volunteer faculty by the IU School of Medicine Lecturers and the Clinical Rank Faculty Promotion Committee.

In a letter from Dr. Jeffrey Bird, new CEO for IU Health Ball Memorial Hospital, Dr. Khan was praised for his leadership.

“Dr. Khan has been integral in achieving an improved working environment on our inpatient psychiatric floors for psychiatry and geropsychiatry,” Bird wrote. “His leadership has

dramatically improved patient care. It’s quite uncommon to see such selfless dedication to teaching.”

Dr. Khan is the site director for the Psychiatry Clerkship for third-year medical students at IUSM-Muncie.

Dr. Khan completed medical education at Pakistan’s Rawalpindi Medical College in 1990 and completed his training from the joint residency program of Creighton University and University of Nebraska. He was a Research Fellow at Yale University School of Medicine, was part of the original research on PTSD for veterans and worked in a national center for depression. He also co-authored multiple research papers. Dr. Khan has received multiple honors and awards in his professional life.

He worked as a surgeon and subsequently as a cardiologist in the early years of his career before making a switch to psychiatry. He has also been the chairman of the IU Health Ball Memorial Hospital Department of Psychiatry since August 2010.



‘Dr. Khan has been instrumental in Meridian’s medical integration efforts.’



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Dr. Scott Marsteller

IN HIS OWN WORDS

Scott Glenn Marsteller, MD, is a family practice physician at Meridian Health Services in Rushville. A 1998 graduate of Temple University School of Medicine in Philadelphia, he has been practicing medicine since 2001. Beginning his work in Pennsylvania and California, he later moved to Indiana in 2010. He practiced medicine in Hagerstown, Indiana, prior to joining Meridian Health Services.

Why did you choose Meridian?

Meridian is unique in its approach to the psychosocial aspects of patient care and how this impacts a patient's overall health. We are much more in tune with a patient's social situation and how this affects his or her ability to take care of health issues. I believe that Meridian does an excellent job taking care of our patient's physical, mental and social well-being.

What do you find most gratifying about your profession?

While we see all ages of patients here at the Rushville Family Practice, I primarily see patients ages 2 and older. One of my areas of greatest interest is weight-loss medicine. I find it gratifying to help patients achieve weight loss and develop habits to keep weight off once they have lost it.

One area of whole-person health that receives a lot of focus is Type 2 diabetes. My interest in weight loss management pays off here. We focus on dietary choices and portion control to keep post-meal sugar spikes to a minimum. We discuss exercise and how it lowers mortality. In addition, we link patients to outside resources, such as financial assistance programs and support groups, so they're treated with our whole-person health approach.

What have you learned as a physician?

I find practicing medicine a continual challenge that can be humbling at times. I am always learning new things and growing in knowledge. Advances in medicine and technology make this a wonderful time to be a physician and will continue to challenge health care providers to keep their skills and techniques sharp.



What do you like about your staff in Rushville?

I feel blessed to have a wonderful staff here at Rushville. Our patients often comment that this is the friendliest office they have been to. It is a pleasure to come to work every day. For that, I would like to say "thank you" to the staff.

How big of an issue is diabetes?

More than 29 million people in the U.S. have been diagnosed with diabetes, and Type 2 diabetes, previously called non-insulin-dependent diabetes mellitus (NIDDM) or adult-onset diabetes, accounts for 90-95 percent of all diagnosed cases of diabetes. This type of diabetes usually develops after age 45, but a growing number of younger people are developing it.

Diabetes is the condition in which the pancreas does not properly release insulin to process food for use as energy. When you eat, your body turns foods into sugars or glucose. Insulin serves to open your cells to allow the glucose to enter and provides us energy. However, with diabetes, too much glucose stays in the blood stream and can cause serious, permanent damage.

How do you incorporate healthy living into your family life?

When I'm not providing healthcare to my patients, I enjoy being with my two daughters, Giselle and Noelle. I make a real effort to stay in shape by walking and running (mostly walking these days) and working out regularly. I am also trying to be savvy about financial health, so I read newsletters about finance to be a better investor. Whole-person health is important to me and for my family as well as my patients.

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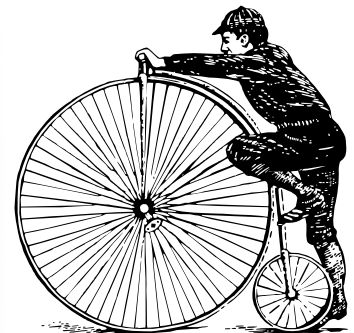
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Lori Luther.

‘IT’S WHERE I WANT TO BE’

Lori Luther, Chief Financial Officer for the East Central Region of IU Health, was once a single mom with two boys, working her way through college at Ball State University.

Life’s travels and travails have taught Luther there might be no easy answers, but there are solutions, and she is a problem-solver. Meridian Health Services’ medical spectrum of behavioral care, primary care, women’s health, pediatric services and addiction rehabilitation makes it an easy charity of choice.

“First of all, it’s got to be a cause I’m passionate about,” said Luther whose territory with IU Health includes Blackford County Hospital, IU Health Ball Memorial Hospital and the Ball Physician Group. “I have several programs in Muncie and in the community that I care deeply about, especially those dealing in drug addiction and the mothers and the babies who are victims of drug addiction.”

Luther has seen the effects of addiction up close.

“Lori Luther is a community champion,” said Hank Milius, President and CEO of Meridian Health Services. “She is a community servant and advocate.”

Luther is a boomerang. She raised her family in Muncie. Then, she left for 22 years, pursuing her career and building her resume. And finally, she came back home.

After graduating with a bachelor’s degree in accounting, Luther lived and worked in Cincinnati, Washington D.C. and later the Middle East. It was in the early 2000s in the state of Qatar, a tiny Middle Eastern country on the coast of Saudi Arabia, that had the greatest impact on Luther.

“I had spent my life so focused on my career and moving up,” she explained, adding her objective was to help create an emerging health care system for the country. “The time there, it

‘Lori Luther is a community champion. She is a community servant and advocate.’

was life-changing. It set my priorities.”

Those priorities were all about family and community.

“When my son became a single father, it was time to come home,” she said.

Meridian’s focus at this year’s Rialzo was funding for drug-addicted mothers and their newborns. Just over two babies a week are born exposed to maternal drug use or addiction at IU Health Ball Memorial Hospital, which is Neonatal Abstinence Syndrome (NAS). Proceeds from this


year’s Rialzo event will go toward developing programs to help mothers leave drugs behind and teach them tools and techniques to care for babies who have NAS.

“I have grandchildren, and so I know what it’s like to love babies and how important it is to have a healthy home for those children to grow up in,” Luther said.

Today, Luther is more connected to the community than ever. A former Muncie-Delaware County Chamber of Commerce Board member, she serves on Meridian’s Development Council.

“Until I moved back, I had no idea just how much Meridian did for this community. But their whole-person health philosophy and focus on integrated care is very attractive for me as a donor,” she said.

Married to Terry Robinson, a high school classmate she reconnected with at a class reunion, Luther believes all things are possible.

“I want to make Muncie and the region a better place to live and a place that my grandkids choose to stay,” she said. “I believe it’s a nice place to be. It’s where I want to be.” 



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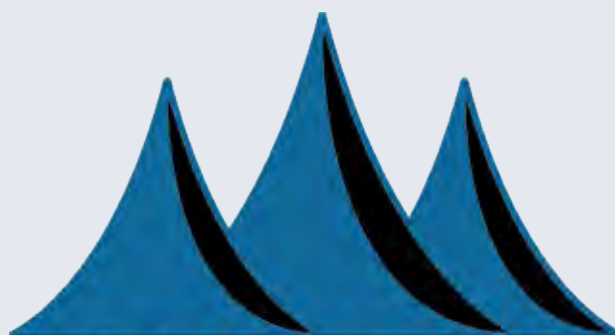
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Dennis, Wenger, & Abrell Attorneys
IU Health / Ball Memorial Hospital
Sursa Griner Wealth Management

Silver:

(\$25,000 – \$49,999)

3D Company
Ball State University
CS Kern
Henry County Memorial Hospital
Indiana Michigan Power
Ivy Tech Community College
Jay-Crew Landscape
Medical Consultants
Muncie Auto Group
Muncie Power Products
Pridemark Construction
University Dermatology
Walls Furniture & Mattress
Wee Wisdom Nursery School
Willowbrook Interiors/NV Design

Bronze:

(\$10,000 – \$24,999)

Ashcraft Jewelers
Asons Property Management
Courtyard by Marriott
Genoa Healthcare
H&D SupeRent
Leland C. Wilhoite, D.D.S.
Mainstreet
Mutual Bank
Red Head Salon Boutique
University Avenue Dental, Dr. Greg Pyle
Verallia (now Ardagh)



Coldwell Banker Lunsford increased its support in 2016, attaining the **Gold** level in The Partner's Society. Shown with Meridian's President and CEO Hank Milius are (from left) Nicci and Mike Lunsford.

Walls Furniture and Mattress

increased its support in 2016, attaining the **Silver** level in The Partner's Society. Shown with Meridian's President and CEO Hank Milius are (from left) Audrey and Craig Robbins.



Wee Wisdom increased its support in 2016, attaining the **Silver** level in The Partner's Society. Shown with Meridian's President and CEO Hank Milius are (from left) Kathy Hardman, Denise Allen, Nadene Phillips, and Angie Clark.



Ashcraft Jewelers increased its support in 2016, attaining the **Bronze** level in The Partner's Society. Shown with Meridian's President and CEO Hank Milius are (from left) Reashea Reed, Amy Crawl, Shawna Reaver.

Courtyard by Marriott

increased its support in 2016, attaining the **Bronze** level in The Partner's Society. Shown with Meridian's President and CEO Hank Milius is Jennifer Hasty.



H&D SupeRent increased its support in 2016, attaining the **Bronze** level in The Partner's Society. Shown with Meridian's President and CEO Hank Milius are (from left) Shane and Tammy Neal.



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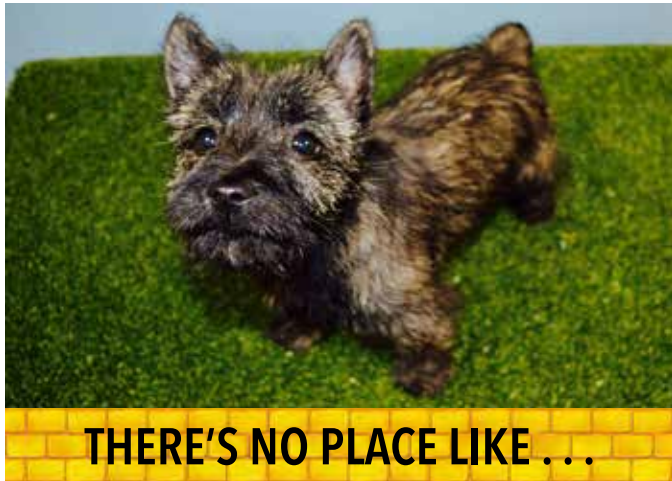
The background of the entire page is a photograph of the Muncie Civic Theatre, a large, ornate brick building with multiple stories and arched windows. The image is overlaid with a semi-transparent yellow banner across the top and a large, semi-transparent 'UPHOLD' watermark in the center.

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Best-Dressed List

People who turned heads...



*Erica McKay
with
B.J. McKay*



*Jodi Dalton
with
Jim Dalton*



*Holly Jenkins
with
Todd Jenkins*



*Tammy Neal
with
Shane Neal*



*Danni Wasson
with
Dan Wasson*

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THE YELLOW BRICK ROAD AT RIALZO VIII WAS FILLED WITH WELL-DRESSED GUESTS!

As we at Redhead Salon Boutique all put our heads together,
a few stand-outs emerged from the crowd in Emerald City!

Here are our picks for the Best-Dressed of Rialzo VIII.



*Brittany Bales
with
Bradley Bales*



*Katy Williams
with
Derrick Williams*



*Best Dressed Group:
Walls Furniture*

...and the
judges for
the evening...



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IT WAS ANOTHER RECORD-BREAKING EVENING FOR Rialzo VIII, Meridian's annual charity gala that combines a purpose with a party. "Party on the Moon," a nationally headlining band, returned for a second year to provide entertainment for the nearly 1,000 guests who raised more than \$150,000.

"This was another wonderful night," said Hank Milius, Meridian's President and CEO. "We are grateful for all the community support and goodwill that comes together every year."

Milius explained that this year's benefactor really emerged after a conversation with his wife, Terri, who volunteers at IU Health Ball Memorial Hospital's infant Cuddler Program. She asked a simple question, "What is Meridian doing to help?" Hank knew Meridian had to do something.

A Wizard Of Oz theme titled, "There's No Place Like Home," along with an Emerald City-inspired dress code, went hand-in-hand with this year's focus. Funds from Rialzo VIII and last winter's holiday ornament auction will go toward outreach and recovery programs for infants with NAS (Neonatal Abstinence Syndrome) and their mothers struggling with drug addiction, making them feel supported as they go through recovery. For their dedication to this issue in caring for these babies, Meridian honored IU Health Ball Memorial Hospital's Neonatal Intensive Care Unit (NICU) with the Spirit of Meridian award.

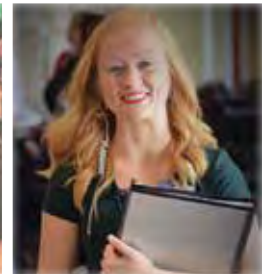
"This is an evening that has grown exponentially," said Scott Smalstig, Meridian's vice president for fund development. "We have hundreds of volunteers that help put this together, then we have a thousand of our closest friends show up. That's the very definition of community."

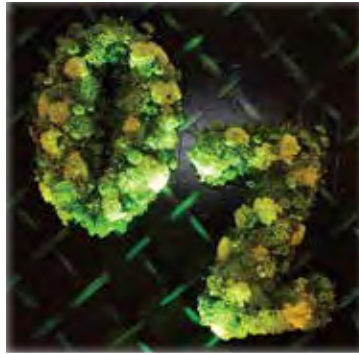
With experts in primary medical care, OBGYN gynecology, pediatrics, behavioral health and social health, Meridian is uniquely equipped to provide care for all stages of life and all facets of care.

"We know our services can help these mothers get off drugs and care for their babies at home," Milius said.















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