



PARKVIEW
HEALTH



Rising to the Challenge.

Report to the Community
2020-2022



A message on community health

It's hard to believe that it has been three years since the first COVID-19 patient was admitted to Parkview. I distinctly remember the feelings of anxiety I felt during this time and the concern that this pandemic would cause a disruption to the great services our hospitals and community health teams provide each day. At the time, the idea that COVID-19 would impact our lives, the lives of our children and families, and the health of our community so profoundly was unthinkable.

In so many ways, 2020 brought trials and tribulations that were unexpected and daunting. However, this time also led to opportunities. We served the community in new and innovative ways, reached people we hadn't been able to before, and offered new programming to promote health for those who were most impacted by the pandemic. As I reflect on this time, I feel a sense of pride. Our clinicians, hospital service lines and community health teams showed strength and resiliency as they rose to the challenge and found new purpose during the pandemic.

I am proud to say that, as a health system, we continue to address the needs the COVID-19 pandemic highlighted. Our teams remain dedicated to promoting healthy food access and mitigating food insecurity, providing access to critical childhood immunizations, and serving the homeless and unsheltered populations in ways we haven't before.

As the head of community health for the largest not-for-profit health system in the region, it is a privilege to provide you with the impact of our community health programs and investments between 2020 and 2022. As the quote by Friedrich Nietzsche says, "That which does not kill us, makes us stronger." We are truly stronger and more resilient than ever, and I look forward to continuing this critical work in our mission to improve the health and inspire the well-being of those we have the privilege of serving.



Sarah E. GiaQuinta, MD, MPH
Senior Vice President
Community Health & Equity
Parkview Health



Table of contents

2	Message on community health
4	Health priorities
6	Supporting our communities during a pandemic
10	Milestones related to COVID-19
11	Investing in our community's health
12	Making strides in the community



Health priorities

Mission

Improve your health and inspire your well-being.

Vision

You are at the center of everything we do, as an individual, as an employer and as our community member.



If you live or work in a community in northeast Indiana, your health and well-being is our priority. Parkview Health has made a commitment to you, and to fulfill it, we must understand how we can best support your efforts for good health. Success in this mission depends on our ability to recruit physicians and clinical teams to provide care as well as develop services and delivery models that match community needs.

Every three years, Parkview Health conducts a Community Health Needs Assessment (CHNA) that identifies the greatest health needs in our region and allows us to develop strategies to address those needs in a manner consistent with our mission, expertise and resources. For the years 2020–2022, Parkview hospitals throughout northeast Indiana identified a common, two-fold

health priority, as these health concerns often co-exist: substance use disorder and mental health. Parkview’s Community Health Improvement (CHI) program supported these priorities through financial support for Parkview outreach and community-based initiatives within our region.

In addition to substance use disorder and mental health, all Parkview hospitals identified other health conditions as priority areas, which can be found in the chart below.

As the largest not-for-profit healthcare system in northeast Indiana, we reinvest our resources in services and programs that directly affect the health and well-being of people of all ages. In this way, we invest in you.

Additional Community Health Priorities

Parkview Hospital	Cardiovascular Disease & Diabetes	Maternal/Child Health
Parkview Ortho Hospital	Obesity	
Parkview LaGrange Hospital	Obesity	Maternal/Child Health
Parkview Huntington Hospital	Obesity	
Parkview Noble Hospital	Obesity	
Parkview Wabash Hospital	Obesity	
Parkview Whitley Hospital	Obesity	
Parkview DeKalb Hospital	Childhood Development	



Supporting our communities during a pandemic

Parkview Health was at the center of the region's response to and management of the COVID-19 pandemic. In fact, it's estimated that Parkview treated 70% of the region's COVID population.

Soon after the emergence of COVID-19, a collaboration was formed in northeast Indiana between Parkview Health, the Allen County Department of Health and local business, city and philanthropic leaders. Representatives met in early March 2020 to develop a survey to assess community needs associated with the pandemic. This online survey was created by Parkview's Health Services and Informatics Research (HSIR) team and deployed by the Allen County Department of Health on their public website. The survey was available to the public for several weeks in March and focused on understanding needs prior to the shelter-in-place order. This survey sample included 4,796 respondents. A second survey, that was available April 22 through June 22 and included 1,039 respondents, focused on needs following the mandate to social distance.

Results of the surveys revealed widespread financial instability, regardless of zip code, with roughly half of the

respondents reporting they would only be able to sustain their household expenses for one to two weeks if they stopped working. Top concerns identified by the survey process included access to food (98%), housing (85%) and medicine/medical care (70%), as well as contact with friends/family (67%). The ability to pay for medication, and specifically for mental health medication, was a primary concern. Despite negative mental health effects of social distancing reported by many respondents, only 15% of survey participants sought mental health resources during the initial shelter-in-place mandate.

Results from the studies were used by the City of Fort Wayne to justify a moratorium on expenses related to rent and utilities during the early stages of the pandemic, which provided relief to individuals and families struggling financially. Parkview also organized COVID-19 vaccination clinics for co-workers and community members in Allen County and beyond. Many co-workers volunteered at these clinics during personal time, administering vaccinations, completing paperwork or managing foot traffic.



Quarantine weight gain and inactivity

Nutrition, physical activity and mental health are just some of the areas in which children were negatively impacted by the COVID-19 pandemic. With individuals being home-bound for so long, and with youth learning virtually at home, families spent less time socializing and being physically active. This led to significant weight gain for many in our community.

Parents and guardians contacted Parkview looking for support and information for their families' health. The solution for many became FitKids360 – a local healthy lifestyle program for families that was developed to combat childhood obesity. To help the program regain momentum, professionals from Parkview's Health and Well-being team modified the format by first offering the program virtually and, later, in person with proper guidelines around social distancing. The relaunch of this program came at a critical time for many families.

During fall 2020 and through spring 2021, Parkview hosted two eight-week sessions that included seven families and 28 individuals. Although small in numbers, families appreciated the intimacy of the program, which helped them feel more comfortable asking questions and sharing stories. Outcomes from these FitKids360 sessions included significant increases in fruit and vegetable consumption and better maintenance of participants' body composition measures. Most importantly, families reported feeling confident that they were now equipped to continue the progress they started to stay on a healthier path, even after the pandemic. Since the program's inception in 2019, a total of 19 families have completed the program, reflecting an 85% retention rate.

Food insecurity

Parkview has a history of leading innovative food distribution programs that address food insecurity and enhance the health of our community's most vulnerable populations. Early in the COVID-19 pandemic, fresh produce grown at the Parkview Community Greenhouse

and Learning Center was delivered to at-risk pregnant and postnatal moms, low-income seniors and residents of a low-income housing complex.

VeggieRx, a produce prescription program, also took on new importance during the pandemic, as low-income individuals with chronic diseases were able to utilize vouchers to get free produce at local markets. Through Parkview, some produce was even delivered directly to home-bound individuals.

In fitting with Parkview's mission of reducing the burden of disease in our community, Parkview applied for and won the USDA's Produce Prescription grant, which allowed us to expand the program and reach hundreds more individuals in 2022. As higher intake of fruits and vegetables can lower the risk of chronic disease, this initiative is poised to be a game changer for community health.

During the pandemic, families and pregnant women in our region faced unparalleled food insecurity. The No Kid Hungry campaign from Washington, D.C., awarded Parkview grant dollars to distribute Healthy Family Rx boxes to support the nutritional needs of 100 immigrant and minority families with children 0-5 years of age. These boxes are curated by registered dietitians to include nourishing foods along with three do-it-yourself meal kits.

In addition, Parkview continues our partnership with St. Joseph Community Health Foundation to reduce food insecurity through the HEAL (Healthy Eating Active Living) farm markets. During COVID, safety measures were put in place so we could continue to offer fresh produce while honoring food incentives for SNAP, WIC and senior produce vouchers.

As food insecurity is one of the most important social drivers of health, Parkview is determined to continue to support critical programs such as these.



Shelter for the homeless in Allen County

Unsheltered individuals and families in our community face many barriers that make accessing healthcare difficult, including a lack of financial resources or health insurance, the absence of a safe and stable environment, and the inability to access reliable transportation. The COVID-19 pandemic served as a reminder of how difficult it is to manage daily tasks that impact personal health without these resources.

Throughout the pandemic, Parkview community nurses continued to provide onsite support to clients of The Fort Wayne Rescue Mission, Charis House, Salvation Army and St. Joseph Missions. Nurses worked closely with shelter leadership to provide services such as COVID-19 testing, immunizations and education on the importance of social distancing, wearing masks and proper hygiene. Parkview nurses monitored clients for symptoms in the shelters and referred those who tested positive for care and temporary housing to reduce the risk of spreading disease, if necessary.

Medical care in the Region 3 quarantine shelter

Since the early surges and plateaus of the COVID-19 pandemic, public health agencies and healthcare organizations had a consistent goal of containing the virus. In early April 2020, Parkview partnered with other local agencies to develop and staff a Region 3 quarantine shelter for homeless or unsheltered individuals who were exposed to or tested positive for COVID-19.

Parkview's community-based nurses were integral to the success of this quarantine shelter and were involved in every step of the planning and implementation process. Nurses helped with direct patient care at the shelter, provided on-call phone coverage for questions and concerns and, in partnership with Parkview physician leaders, developed standing orders and emergency department protocols for other on-site providers. They also created a care documentation system and wrote policies and procedures necessary for shelter operations. In total, Parkview community nurses spent approximately 640 hours supporting this community program.

Childhood immunizations and wellness visits

In partnership with Ronald McDonald House Charities, Parkview funds and operates the Ronald McDonald Care Mobile, a pediatric office on wheels. The Care Mobile serves children from birth through age 18 with immunizations, well-child care, acute care and other preventive services such as hearing and vision screening at no cost for families who are uninsured. It has been in operation since 2018 and has served thousands of children over the past five years.

When COVID-19 hit the region in 2020, the services provided on the Care Mobile proved to be critical for many children who were unable to access care, especially vaccines, through local clinics or health departments

overwhelmed by the pandemic. By May 2020, the state saw a significant decrease in the number of pediatric immunizations administered to children under 18. In response to these numbers, the Care Mobile traveled to high-need areas and provided immunizations at no cost to families. Between August and December of 2020, we served more than 250 children, the majority requiring immunizations.

The Care Mobile continues to partner with local non-profit organizations and schools to bring pediatric care to families unable to access traditional healthcare due to lack of transportation or an inability to pay. Over the last two years, the mobile unit has provided services to more than 750 children, and we look forward to caring for many more across northeast Indiana in years to come.



Milestones related to COVID-19

162,692

Number of COVID-19 vaccinations administered by Parkview during 2021

Feb. 24, 2021

Parkview Mirro Center for Research and Innovation celebrates administering 50,000 doses of COVID-19 vaccines

54,829

Number of uses of free COVID-19 symptom checker on Parkview.com (March 2020 - December 2021)

May 11, 2020

Parkview unveils “Roadmap to a Healthy Reopening” with recommendations for returning to work and community life

3,143

Number of business and academic leaders who participated in live, virtual “Safe Return to Work” webinars*

55

Number of “Return to School” playbooks developed for K-12 school districts, colleges and universities

***Safe Return to Work” webinars were collaborative efforts with Greater Fort Wayne and the Northeast Indiana Regional Partnership.*

Investing in our community's health

Being a community-owned, not-for-profit organization means Parkview is responsible to the communities we serve, not shareholders. We are legally and ethically bound to make a positive impact in our patients' lives and in our

communities, and we are required to demonstrate the impact we make each year by reporting our investments in community health improvement, uncompensated and charity care, and advancement in the services we provide.



2019	2020	2021
\$24,090,736	\$18,078,074	\$66,674,324
Community benefit		



2019	2020	2021
\$1,845,992	\$1,978,356	\$2,218,345
Community building		



2019	2020	2021
\$492,616,560	\$493,709,093	\$462,373,125
Uncompensated care* (detailed below)		



2019	2020	2021
\$170,169,662	\$137,817,262	\$97,565,944
Facilities and technology		



2019	2020	2021
\$1,278,905,869	\$1,375,630,697	\$1,561,333,705
Personnel and other purchased service costs		



2019	2020	2021
\$59,099,974	\$66,759,941	\$74,289,881
Payroll, property and income taxes		

	2019	2020	2021
TOTAL	\$2,026,728,793	\$2,093,973,423	\$2,264,455,324

Co-workers at 2021 year-end:

14,160

New jobs filled during 2020:

668

New jobs filled during 2021:

535

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



Making strides in the community

Parkview DeKalb Hospital

In many rural areas, volunteer fire departments arrive on scene before other emergency medical providers. Volunteer first responders often carry emergency medical equipment with them to treat injuries before medical professionals arrive. Parkview DeKalb Hospital partnered with local volunteer fire departments to distribute a total of nine Statpacks® at a cost of approximately \$350 each to local fire departments.

Statpacks are a way for emergency medical providers to easily carry and access needed equipment and supplies when on emergency calls and help keep first responders' hands free to treat those in need. Supplies that may be carried in these Statpacks include tourniquets, gauze, wraps, ice packs and other medical equipment.

Parkview Noble Hospital

Parkview Noble Center for Healthy Living partnered with Drug Free Noble County and Noble House Ministries to bring author and speaker David Parnell to Noble County. Parnell's book, *Facing the Dragon*, tells the story of his drug addiction and journey to recovery following a suicide attempt. He has traveled around the United States speaking about his experience in hopes of reducing stigma around substance use disorders while educating others on the risks.

In partnership with community organizations, Parkview Noble Center for Healthy Living was able to host a book reading of *Facing the Dragon*. Parnell held a community event and presented at local schools, to the recovery community and to law enforcement officers. Through distribution of the book and the educational events, Parkview Center for Healthy Living was able to reach over 1,000 community members.

Parkview Wabash Hospital

Statistics show that 73 percent of child restraint systems are installed incorrectly. In September 2022, Parkview Wabash Hospital (PWB) partnered with the Indiana Department of Health to sponsor a "Big Kid Booster Bash" during which three PWB child passenger safety technicians provided education on proper installation of child restraint systems.

The event targeted older children between ages four and eight. After seeing material promoting the event, one family decided to attend because they had children in that age range who did not use any type of car seats. Upon arrival, it was determined they both required booster seats. The parents received education on the need and proper use of booster seats, and they left the event with two children in properly fitted and installed boosters at no cost to the family.

Another mom who attended the event brought her child with special needs. The child was in an outdated car seat that did not fit properly and was installed incorrectly. Furthermore, the child's physical needs required him to be in a seat. Though the booster seats being offered on this day were not appropriate to fit his needs, PWB co-workers were able to go to a nearby store and purchase the correct version. It was installed, and the mom was grateful for the education.

"I had not ever participated in this event, but I would do so again in a heartbeat after seeing how we helped these families," said Mary Schaeffer, nutrition services manager. "The help these mothers received at the Booster Bash greatly reduced the risk of injury and gave them peace of mind."

Parkview Whitley Hospital

The Center for Whitley County Youth, a longtime partner of Parkview Whitley Hospital, is a community-based youth development organization that serves middle and high school students. This not-for-profit organization takes a holistic approach to youth development and promotes well-being and healthy relationships through programs that provide spiritual guidance, homework assistance and meals. The center offers additional guidance specialized for high school students through “After School Serve.” This volunteer program focuses on developing job skills, creating resumes, helping others and becoming role models for younger kids.

The Center for Whitley County Youth offers free home cooked meals three days a week and a weekly community meal. In the summer, they offer a program on Thursday evenings where students can meet at the center and participate in trips and outdoor activities in a safe, fun environment.

Despite the COVID-19 pandemic, the Center for Whitley County Youth continues to serve more youths each year. During the 2019–2020 school year, 421 students were served. The following school year, they served nearly 700 students and are on target to reach 750 students over the 2022–2023 school year.

In addition to The Center for Whitley County Youth’s success in reaching increasing numbers of adolescents each year, the program is also highly valued by the youth they serve. According to a recent survey, 92% of the students surveyed say they are proud to be a part of the program, and 95% believe the staff cares about them. When students were interviewed, they described feelings such as safe, cared for and happy. Parents are pleased to have their children in an environment where they can experience a sense of belonging.





Parkview LaGrange Hospital

Mental health/substance use was identified as the number one health priority for LaGrange County based on Parkview LaGrange Hospital's (PLH) 2019 Community Health Needs Assessment. A collaborative group of over 20 community partners came together and completed projects to help address this critical need.

One of the projects was a year-round drug takeback program. As part of this program, the group created a flyer that listed all locations where medications could be safely disposed of in LaGrange County. Over 250 flyers have been circulated as of December 2022. The flyer also included education on proper disposal of needles and information on drug disposal bags, which can be used to confidentially dispose of medications in the convenience of a person's home. These bags were provided free of charge to the LaGrange County Sheriff's Department, Parkview LaGrange Hospital emergency department, county physician offices and EMS ambulances.

In March 2022, David Parnell was brought to LaGrange County to share a personal testimony based on his book *Facing the Dragon*. Presentations were given to over 325 people including the junior and senior classes of all three LaGrange County high schools, law enforcement at the

LaGrange County Sheriff's Department and the general public. Over 160 copies of his book were distributed throughout LaGrange County, and the LaGrange County libraries hosted community book reads and discussion groups. The inside flaps of each book contained discussion starter questions and education on who is at risk for opioid overdose.

The group also worked to distribute over 375 Science of Addiction booklets throughout LaGrange County. This booklet has been used to initiate discussions on substance use disorder as a treatable disease and to provide education on prevention and stigma reduction. The following community partners have utilized this booklet to date: Juvenile Detention Alternatives Initiative, LaGrange County Schools, probation department, law enforcement, Council on Aging and the Millersburg Amish Safety team.

McMillen Health Center provided education on mental health and substance use to over 820 LaGrange County students, which was made possible through funding from PLH. Topics included tobacco, drug and alcohol use, and social and emotional health. Assessments showed that students benefitted from this program and increased their knowledge of the subjects covered by an average of 62%.



Parkview Huntington Hospital

Parkview Huntington Hospital's (PHH) community health partner, Blessings in a Backpack, strives to reduce childhood hunger in Huntington County by providing meals each weekend to financially qualified Huntington County Community School Corporation elementary students. To prepare for each food distribution, volunteers meet at Saint Anne Communities at Victory Noll to sort and pack bags that are delivered to the elementary school.

When the program started in 2011, the team was only able to feed 20 children per week. The program has grown tremendously over the last ten years. In 2020, the team was able to feed an average of 376 students weekly. The numbers continued to increase annually, with 391 students served weekly in 2021, 409 students in 2022 and nearly 450 children to date this year. Surveys from 2022 indicate

that 48% of teachers feel that the food provided helps children improve in the classroom, and 95% of teachers feel that the program improves the quality of life for students.

During the pandemic's lockdown period, food was delivered by school bus drivers to students' homes. They implemented additional measures for infection prevention including tote disinfection at each packing, social distancing and volunteer sign-in using phone numbers in the event that contact tracing would be required.

Parkview Health
PO Box 5600
Fort Wayne, IN 46895-5600

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