

INDIANA UNIVERSITY HEALTH NORTH HOSPITAL

Setting a New Standard of Patient Care

For Indiana University Health (formerly Clarian Health), building a leading-edge hospital in Indiana's fastest growing county couldn't have made more sense. Opened in 2005 along the bustling U.S. 31 corridor in Carmel, Indiana University Health North Hospital - along with IU Health hospitals in nearby Avon and Lafayette - was the beginning of a continuing and concerted effort to extend the reach of the state's most comprehensive health system to more Hoosiers.



"Locating a hospital in Carmel was a natural," says Jonathan R. Goble, president and chief executive officer of IU Health North Hospital. "The city was close, it was progressive, and more importantly, building here offered a unique opportunity to demonstrate that IU Health was serious about its commitment to bring nationally recognized healthcare and a higher level of service to communities throughout Indiana."

Today, employing more than 1,000 associates, IU Health North Hospital is a full-service hospital offering Hamilton County residents a broad range of health services, from expert cardiovascular care and maternity services to the renowned pediatric programs of Riley Hospital for Children at IU Health North Hospital. The 189-patient-bed facility features

dedicated pavilions for women, children and specialty surgery and an attached medical office building. All patient rooms are private, including those in the neonatal and pediatric intensive care units, to ensure a comfortable, healing environment for every patient and family.

SETTING A NEW STANDARD OF SERVICE

IU Health North Hospital prides itself on offering patients a healthcare experience like no other. Recognized both nationally and internationally for its patient satisfaction, the hospital continues from year to year to perform above state and national averages in patient satisfaction as reported by the Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS).

"Every hospital has to reflect the needs of the community, and we felt there was a need in Carmel to provide high-quality, advanced healthcare with a higher level of service," explains Goble. "Anybody can build a hospital and provide average quality care. We believe what sets IU Health North Hospital apart is a deliberate culture of service that focuses on individual needs and goes far beyond simply treating the patient physically."

PROUD COMMUNITY PARTNER

Whether staffing a booth at the Carmel Farmer's Market, offering healthy cooking classes during the Make It Fit Now Wellness Challenge or hosting hundreds of neighbors at the annual Pumpkin Patch Festival, IU Health North Hospital is dedicated to the health and well-being of the community it serves. Each year, the hospital provides financial support for local non-profit and government organizations, offers wellness screenings at numerous venues and participates in other forms of community outreach. In 2011, the hospital provided funding and associate volunteers for a playground enhancement project at Sheridan Elementary School in Sheridan, Indiana. This project was a component of the IU Health Day of Community Service, a one-day event focused on obesity prevention by creating opportunities for greater physical activity for Hoosier children.

Although the hospital provides corporate financial support for the community, much of the "giving back" is actually provided through the time and talent of IU Health North Hospital associates.

Carmel: 'round about right

IU Health North Hospital



Each year, dozens of employees donate personal time to a variety of worthy causes.

“People who have a passion for the patient also have a passion for the community – it’s not a very far leap,” says Goble. “We’re

THE STRENGTH OF INDIANA UNIVERSITY HEALTH

United with more than 20 hospitals across Indiana under one strong IU Health identity, IU Health North Hospital shares a unique partnership with Indiana

medical technology. IU Health is the only Indiana hospital to be consistently named among “America’s Best Hospitals” by *U.S. News & World Report*.

IU HEALTH NORTH HOSPITAL – MEDICAL SERVICES:

- ▶ Bariatric & Medical Weight Loss
- ▶ Breast Care
- ▶ Cancer and Blood Diseases
- ▶ Heart/Cardiovascular
- ▶ Digestive Diseases
- ▶ Emergency Services
- ▶ Fertility
- ▶ Head and Neck
- ▶ Hospice
- ▶ Maternity
- ▶ Orthopedics
- ▶ Radiology/Imaging
- ▶ Rehabilitation
- ▶ Riley Hospital for Children at IU Health North Hospital
- ▶ Sleep Disorders
- ▶ Surgery
- ▶ Urogynecology
- ▶ Urology



proud that so many of our associates share a commitment to help ensure Carmel and the surrounding communities we serve are strong, vibrant and healthy.”

University School of Medicine, one of the nation’s largest medical schools. This distinction is meaningful, offering patients in Hamilton County access to highly skilled physicians, the most innovative treatments and the latest

IMPACTING INDIANA’S COMMUNITIES

Indiana University Health employs nearly 23,000 health-care professionals across the state. These employees help to carry out the mission of IU health in the communities we serve through clinical care, education, research and community service.

IU Health also invests in its communities by providing charity care to uninsured, low-income and medically indigent patients, education and training to health professionals, financial and in-kind contributions, and other programs intended to address identified community needs. In 2010, IU Health provided more than \$500,000,000 of community impact through these community benefit efforts, serving over 550,000 Indiana residents, and the statewide health system continues to expand these efforts each year.

A spacious, state-of-the-art maternity suite

