

Interprofessional Community Clinics

BUILDING A HEALTHIER FUTURE

Yearly Highlights



**BALL STATE
UNIVERSITY**
Interprofessional
Community Clinics



ABOUT US

Established in 2019, the Ball State University Interprofessional Community Clinics (ICCs) are a multi-specialty group practice that combines new and existing services to better serve our community. We provide quality clinical training for students by meeting authentic community needs in an outpatient setting.

Mission:

- Align collective resources, technology, budget, and planning processes to support holistic and collaborative service delivery to our community and to continually strengthen clinical education opportunities for our students.
- Develop, strengthen, and improve service delivery models by supporting professional fulfillment opportunities for clinicians, faculty, and researchers.
- Showcase interprofessional leadership and innovation in human service delivery through healthy environments that are intellectually stimulating and respectfully embrace individual differences.

Non-

Discrimination

Policy: Aligned with Ball State University's equal opportunity policy, the ICCs prohibit discrimination and promote inclusivity, regardless of race, religion, color, sex, sexual orientation, gender identity or expression, genetic information, disability, ethnicity, national origin, age, or protected veteran status.

Key Services:

- Audiology Clinic
- Counseling Practicum
- Healthy Lifestyle Center
- Speech Pathology Clinic

Community and Educational Asset: The ICCs respond directly to community needs, offering unique services through our diverse clinical and research experts.

We serve Muncie residents and the Ball State University community on a fee-for-service basis through contracts with third-party payers and state and local agencies, and several of our service lines are offered at no cost to patients. For cost details, refer to our website [bsu.edu/icc](https://www.bsu.edu/icc).

Values:

- **Respect**—Treating everyone with dignity and honoring their experiences.
- **Clarity**—Ensuring clear communication for effective care.
- **Empathy**—Understanding the feelings and experiences of all community members.
- **Integrity**—Upholding the highest standards of professionalism and ethics.

We invite clients, families, and caregivers to commit to these values and treat each community member with respect, clarity, empathy, and integrity.



Highlights of Major Milestones and Achievements in FY24:

The Interprofessional Community Clinics celebrated its 5th anniversary.



DATA AND STATISTICS

Key performance indicators and metrics:

190+

undergraduate students provided clinical services or observed sessions in the ICCs.

200+

graduate students gained hands-on clinical training through the clinics this past year.

90

volunteers assisted the ICCs through the on-campus clinics or our community outreach events and programs.

16,804

patient visits.

2,405

unique patients/clients served (birth to 104 yrs.)

9,100+

hours of direct service provision to patients.

\$920,000+

worth of services delivered.

- **\$438,000** was collected by clinics
- **\$482,000** worth of services provided either in-kind or could not be collected for other reasons.

466

outreach events with a total of **8,148** individual encounters.



1,468

community attendees to Cardinal Wellness for their exercise, strength training, and nutritional classes.

1,200+

referrals for services from **225** different physicians, nurse practitioners, physician assistants, physical therapists, psychologists, audiologists, and speech pathologists.

1,200+

hearing screenings by speech-language pathology students at **20** different elementary schools and preschool programs.

The ICCs provided diagnosis and/or treatment services for individuals with hearing loss, anxiety disorder, receptive-expressive language disorder, tinnitus, dizziness, depression, autism spectrum disorder, Parkinson's Disease, Cognitive Communication Deficit, Speech and Language Developmental Delay, Multiple Sclerosis, Apraxia, Auditory Processing Disorder, Chronic Pain Syndrome, Cerebral Palsy, Post Traumatic Stress Disorder, feeding difficulties, and many more.

Clinics exceeded their financial sustainability goal (**109%** of target).

Student clinicians were surveyed on the impact of their experiences in the clinic. Below are some highlights from this year's surveys:

- 1.** More than 95% of responding students agreed or strongly agreed that participating in the clinic enhanced their educational experience at Ball State.
- 2.** More than 91% of responding students agreed or strongly agreed that their clinic experience helped prepare them for practice after graduation.
- 3.** More than 83% of respondents agreed or strongly agreed that their experience in the clinic enhanced their connection and engagement with community members.
- 4.** More than 86% of respondents agreed or strongly agreed that they were more likely to recommend their program and Ball State to other students due to their experience in the clinic.

PATIENT FEEDBACK

Clinics received incredibly high marks from patients on their overall experience with us, as we received an average rating of 4.9 on a 5.0 scale.



“The staff of the audiology department were very knowledgeable and helpful in assisting me with hearing aids. My experience was very life-changing as well as gratifying. I am truly satisfied and blessed by our choices.”

“My speech therapist was amazing, and I highly appreciate everything she did to help me get my voice back. I had muscle tension dysphonia, and her techniques and support helped me get my voice back. Thank you so much for being so friendly and efficient! The front desk staff were also incredibly friendly and helpful!”

“I have nothing but praise for Ball State’s hearing clinic. Everyone is accommodating, knowledgeable, and nice. They are easy to work with no matter the reason for the visit. I highly recommend the hearing clinic!”

“My Healthy Lifestyle Center therapist is so knowledgeable. I am so glad I get to work with her each week. The HLC is an unbelievable resource, and I have told many people about it!”

“The Ball State speech program has been such a blessing! My son has made tremendous progress this semester and has loved coming each week.”

“My experiences so far with the clinic (Counseling Practicum Clinic) and my counselor have been very beneficial. I appreciate our communication and the progress we’ve made so far. I am looking forward to the next meeting. Thank you, Ball State, for the opportunity to experience these sessions.”



LOOKING AHEAD: GOALS FOR 2025

- **Planned projects and initiatives for the upcoming year:** ICC Giving Tree, Expansion of Outreach services (possibly acquiring a mobile unit), athletic training services provided at no charge to performing arts students from the College of Fine Arts.
- **Strategic goals and objectives:** Become a conduit for all College of Health students to participate in community engagement, ensure all participating student clinicians are exposed to interprofessional education or practice, provide additional financial support to individuals and families in their pursuit of necessary health services through our Giving Tree Project.
- **Opportunities for community engagement and partnerships:** Expand utility of the rural health network partnerships that we have formed with Open Door Health Services, Indiana Wesleyan, IU Health Blackford, Bridges to Health, Blackford Community Schools, Montpelier Civic Center, Drug-Free Blackford County, Thriving Grant County, Harvest Christian Church, Ball State University Center for Substance Use Research and Community Initiatives, and the Randolph County Health Department to deliver mobile health services and screenings to underserved areas while also immersing our student clinicians in rural health care settings.

NEW SERVICE SPOTLIGHT

This past year, Mary Ewing, associate clinical lecturer and speech pathologist, and 15 speech pathology students evaluated or treated 12 infants and toddlers with Pediatric Dysphagia and Feeding Disorders (PDFD). In response to a community need, Ms. Ewing developed the Pediatric Dysphagia Program in 2022, and she, along with colleague Rebecca Kadinger, speech-language pathology clinic director and speech pathologist, was awarded a Women of Beneficence Grant of \$30,000 to operate and expand the service line. PDFD is associated with medical, nutritional, feeding skill, and/or psychosocial dysfunction and, without appropriate intervention, can lead to aspiration or a failure for a child to gain weight and grow properly. Before the development of the program, families in our community were experiencing extended wait times to receive appropriate diagnosis and treatment services.

“A diagnosis of dysphagia can be overwhelming and life-altering. The scarcity of services for dysphagia is one issue we can address responsibly for our community.”

—Mary Ewing



HIGHLIGHTS OF INNOVATIVE PROGRAMS AND THEIR IMPACTS

Hands-On Leadership and Community Impact

The Ball State University student-run audiology clinics (SRC) began operations in Spring 2019. The clinic is unique to Indiana, providing graduate students in audiology with leadership roles uncommon in other student-run clinics, which are typically focused on different medical fields.

Graduate students manage the clinic's operations, gaining valuable administrative skills. The experience helps students prepare for the fourth-year externship. It equips them with professional skills that enhance their employability, such as ordering supplies, billing insurance, and doing other behind-the-scenes clerical work.

The clinic offers students unique leadership opportunities and insights into private practice, which are appreciated by potential employers. Beyond academic benefits, the SRC serves the community by providing accessible services. Efforts are underway to expand services to better support underinsured patients or patients without insurance.



Caring About Coping—YWCA

The Counseling Practicum Clinic offers a free onsite, ten-week healthy coping skills group for individuals currently residing at the YWCA in Muncie. Topics center around positive self-care and personal coping strategies to support optimal mental health and wellbeing in women. Topics include stress management strategies, self-empowerment, the power of positive thinking, healthy boundaries in relationships, mindfulness, and assertive communication.





MISSI MATHENY

Clinical Coordinator
Five years of service

“I love and enjoy working in healthcare, interacting with and connecting with patients, clients, co-workers, and providers. Our team truly is a group effort; everyone is willing to help each other even if it is not in their job description. At the end of the day, knowing that I have helped in some way to assist/aid in one’s quality of life is very rewarding to me.

I have been in the Healthcare field for more than 20 years and now have the opportunity here at Ball State to continue to learn, grow, and achieve many accomplishments along the way. I never want to stop learning, so there will always be opportunities to succeed.

The College of Health ICC is different in many ways, but one aspect is that here at the ICC, we are able to provide high-quality care community-wide and allow the students to have hands-on training and prepare them for their future in healthcare. Not only are our patients and clients getting great care from our providers, but they also get great care from our students, watching them grow in their field as well. To me, that is the best of both worlds.”

TRAINING AND PROFESSIONAL DEVELOPMENT ACHIEVEMENTS

A service gap for the evaluation and treatment of individuals with voice and swallowing issues was identified in our community, and the clinics responded. Two Speech-Language Pathologists (SLPs), Rebecca Kadinger and Dawn Condon, attended training at Emory University to enhance their skills in video stroboscopy, basic endoscopy, and FEES (fiberoptic endoscopic evaluation of swallowing). This allowed the Speech-Language Pathology Clinic to train future SLPs to deliver these services while also filling the needed service gap in the community.





BERNARD BELL

Health Information Technologist
Five years of service

“I’ve appreciated the chance to engage with a diverse group of students, faculty, and healthcare professionals. Contributing to meaningful projects that advance the ICC has also been incredibly rewarding.

I am proud to have participated in the launch of a new facility—assisting with the clinic’s integration of a new electronic health records system (EHR).

Delivering collaborative clinical services to the Delaware County community while providing our students with an immersive learning experience makes Ball State Interprofessional Community Clinics truly exceptional.

CLINICAL RESEARCH SPOTLIGHT

Dr. Bryant Keirns and his research team of master’s (Sarah Fruit, Alexis Quirk) and undergraduate (Jenna Schifferer, Morgan Higgins, Ariel Johnson, Amna Mallick) students are interested in understanding risk factors for—and preventing—cardiometabolic diseases such as cardiovascular disease and type 2 diabetes. Much of their work has focused on characterizing atypical forms of obesity, including those with “normal-weight obesity” (people with a normal body weight but high body fat percentage) and “metabolically healthy obesity” (people with obesity but no other risk factors). They also conduct practical studies examining the acute effects of eating specific food products or meals (e.g., new varieties of plant-based meat alternatives) on health markers. Their work includes measuring

serum biomarkers, functional measures of vascular health, and body composition assessment, among other research techniques. Their research aims to help refine understanding of who is at risk for cardiometabolic conditions (and through what mechanisms) and to help inform consumer decisions about what to eat.

Dr. Keirns enjoys the opportunity to mentor students in research at Ball State. He feels that engaging students in research brings challenging classroom concepts to life, solidifying learning in a lasting way. He also notes that engaging students in research has led to several tangible benefits and professional experiences for his students, including poster and oral presentations (regional and national), research awards, and scholarships.

FINANCIAL SUMMARY

Major funding sources and expenditures:

ICCs received monetary support from the Ball Brothers Foundation and American Electric Power. We also received approximately \$50,000 in equipment from Open Door Health Services, which included new wireless body composition scales and blood pressure cuffs. These are provided at no charge to individuals who schedule initial consultations and follow-up programming with our Healthy Lifestyle Center.

Grants and donations received:

While the ICCs are working towards financial sustainability, we still need monetary support from donors and agencies to ensure that all individuals needing services can receive them.

GROW A TREE OF HOPE

Ball State University's Interprofessional Community Clinics are excited to announce a unique fundraising campaign to construct a donor tree, our "Giving Tree." This beautiful and meaningful symbol will honor the generosity of our supporters and showcase the values that our clinics hold paramount.

Each branch, leaf, and Cardinal on the tree will represent a monetary donation, and donors can personalize their piece of the "Giving Tree" with a message or tribute. This will not only serve as a visual reminder of our community's compassion but also inspire others to invest in the health of our community.

Contributions to the "Giving Tree" will directly support essential health, developmental, and wellbeing services for community members who need them most. Each piece of the tree will represent a tangible difference in the lives of individuals and families.

INNOVATIVE PROJECTS AND INITIATIVES



Weekly visits to Avondale United Methodist Church to provide health screenings and education and participating in Avondale's End of School Bash resulted in 257 individual health screenings and educational opportunities.



Hosted two health fairs at the Muncie Children's Museum, providing education and screenings to more than 500 children and their family members.



The Counseling Practicum Clinic partners with Muncie OUTreach to provide a safe and affirming counseling experience to Delaware County's only LGBTQ+ youth group. This past year, the Speech Pathology Clinic expanded the partnership to include gender affirming voice therapy to individuals referred by Muncie OUTreach.



HLC launched new free walking and yoga classes at various locations, such as the Muncie Mall, Blackford High School, and the Ball State campus.



Created a partnership with the Jay County Retirement Home that allows Ball State students to interact with and support residents. Activities have included exercise and movement promotion (walking groups, music-based physical activities, resistance training, etc.), social activities (sing-a-longs, board games, etc.), needs assessments, activities related to

healthy coping skills, and vision screenings. With donor support, we hope to provide the retirement home with fitness equipment for their basement to further enhance our ability to work with residents on health and fitness.



The Counseling Practicum Clinic continued to partner with Working Well at Ball State to deliver the Self Care for your Mind Series to 227 attendees this past year. The Series focuses on topics related to the power of gratitude, optimism, navigating self-doubt and more!



The Ball State Literacy Clinic is a part of the Department of Speech Pathology and Audiology, and is affiliated with the Interprofessional Community Clinics. This literacy-focused initiative was made possible by grants from the Indiana Lions Club McKinney Outreach Program as well as the work of an Immersive Learning

course, Language and Literacy for Kindergarten Readiness. Contributions of the Literacy Clinic to the Muncie Community include the establishment of a “Little Free Library” located at the clinic entrance, and ongoing successful book drives to maintain a continual replenishment of free, age-appropriate books to stock the “Little Free Library.”



ICCs, the Healthy Lifestyle Center (HLC), and the Center for Substance Use Research and Community Initiatives (SURCI) are helping to address the opioid overdose crisis in Indiana. To date, with support from SURCI, the HLC has trained 222 College of Health students to be trainers in an effort to educate others about Narcan and its life-saving potential.



ICCs and ECI-AHEC supported rural county community health fairs at Blackford and Mississinewa High Schools, including more than 1,100 encounters for health screenings and health education.



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The information presented here, correct at the time of publication, is subject to change.
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and actively committed to diversity within its community. MC-68441-24