HCA East Florida has a special mission: “Above all else, we are committed to the care and improvement of human life.” As HCA prepares to head into its 50th year, our mission statement could not ring more true. In 2017 we celebrated growth, innovation and other factors that contribute to the delivery of outstanding care.

The patient experience is a journey. HCA East Florida’s vast network of hospitals, surgery centers and physician practices uniquely positions us to provide affordable, high-quality healthcare to patients, no matter their need. Our goal is to make the patient journey as smooth as possible.

We would not be able to provide compassionate care to our communities without our people. Last September, residents across south Florida experienced the impact of Hurricane Irma. Our staff rallied to care for our patients, the communities we serve, and each other. Fourteen of our fifteen facilities remained open for those requiring care or medical shelter during the storm. We are proud of the service our staff provided to each member of our community.

Despite Irma, 2017 was a year of tremendous growth. HCA East Florida welcomed 126-bed Highlands Regional Medical Center to our network of hospitals. This allowed us to connect the Sebring community to world-class specialty services. We made progress toward capital investment projects exceeding $800 million at JFK Medical Center, Westside Regional Medical Center, Kendall Regional Medical Center, Northwest Medical Center and Aventura Hospital and Medical Center. The community relies on our Emergency Rooms and trauma programs. Last year, our trauma centers provided care to over 7,500 trauma patients, a 29% increase over 2016. We plan to add six additional Emergency Room locations throughout south Florida to provide more 24/7 access to care for the growing population.

Giving back to the communities we serve remains one of our greatest priorities. In 2017, HCA East Florida contributed over $2.5 billion to our local economy. We provided more than $329 million in healthcare services to those unable to pay for their care. As a tax paying entity, over $161 million in taxes supported local school systems, the expansion and development of roads, and supported the EMS, fire rescue, police and other services that are so critical to our communities.

Not only did we grow our access points in 2017, but also expanded on our strong clinical foundation. Our Dade hospitals strengthened their neurosurgery programs by adding talented neurosurgeons skilled in minimally invasive surgery. We also grew our cardiovascular surgery, breast surgery and general surgery programs across the East Florida Division. We are committed to assessing gaps in care and working tirelessly to fill those gaps with skilled surgeons practicing on the cutting-edge of medicine.

In 2017, HCA East Florida focused on increasing our access points to the exceptional health care our communities deserve. This focus expands beyond Florida as we work to treat patients worldwide through our growing International Services Program. As we move through 2018, we look forward to bringing world class physicians, advanced technology and convenient emergency care to underserved areas throughout south Florida.

Thank you for supporting us as we strive to better serve you.

Michael G. Joseph
PRESIDENT & CHIEF EXECUTIVE OFFICER
HCA EAST FLORIDA
IN 2017 HCA EAST FLORIDA LAUNCHED MAJOR CAPITAL INVESTMENT PROJECTS that would inject over $830 million into building new facilities and expanding and improving existing healthcare facilities in the East Florida market. Highlights of the capital investment projects in East Florida include:

- **A new hospital to be built on the campus of Nova Southeastern University (NSU) in Davie, Florida. This hospital entails HCA’s single largest investment at $312 million. HCA East Florida already operates a free-standing emergency room facility on the NSU campus.**

- **JFK Medical Center** received $108 million to add a three-story bed tower, complete floor renovations of many units, and an expansion and upgrading of parking.

- **Westside Regional Medical Center** received $70 million to significantly expand its capacity and provide much needed private rooms.

- **Kendall Regional Medical Center** received $108 million for a two-story tower addition, ICU beds, pediatric units and parking facilities upgrade.

- **Aventura Hospital and Medical Center** received $76 million to build a new patient tower and parking garage as well as an Emergency Department expansion. Their ER expansion was completed April 2017.

- **Northwest Medical Center** received $75 million to build two new floors that will house patient beds, ICU beds and a 6-level 322-space parking garage.

- **Mercy Hospital** received $31 million for enhancements to patient rooms, remodeling and upgrading of the facility.

- **JFK North** received $24 million for an Emergency Room and Behavioral Health Services expansion.

- **Six new Free-Standing Emergency Rooms** across the area will cost approximately $65 million.
HCA’s roots date back to 1968 when Dr. Thomas Frist, Sr. led a group of physicians to build a hospital in Nashville, Tennessee. The following five decades of hard work and dedication have made HCA – Hospital Corporation of America – the nation’s leading provider of quality healthcare services, with locally managed facilities that include approximately 178 hospitals and 119 outpatient-surgery centers throughout 20 U.S. states and the United Kingdom. In Florida, there are 49 hospitals and 36 surgery centers, 3 division offices and several other service facilities affiliated with HCA.

*Based on FY 2017 Data
HCA East Florida

With headquarters in Ft. Lauderdale, the HCA East Florida Division encompasses 15 hospitals spanning South Florida, from the Treasure Coast to South Dade County, in addition to multiple ambulatory surgery centers and imaging centers, four free-standing emergency care facilities, a supply chain center and an integrated regional laboratory. Together, our network employs more than 18,800 individuals and has more than 7,000 physicians on staff. *Based on FY 2017 Data
The core of our values comes from our continual act of improving the health and quality of life in communities we serve. Our community-benefit activities encompass charity care, corporate charitable giving, employee giving and volunteerism to benefit a wide variety of charitable organizations. HCA’s commitment to the health of the community includes providing care to those without the ability to pay.

The countless hours of our employees and physicians to provide support through wellness education and volunteer efforts to support those who need it most go well beyond our organization’s efforts. We are fortunate to partner in these initiatives with outstanding health, education, civic and social service institutions that share our vision for a healthier community.

Step Up For Students

Since 2005, HCA has redirected over $150 million in corporate income tax to the Step Up For Students program. Through these donations, over 31,000 low-income students have received a K-12 scholarship. The Step Up For Students program was created to help alleviate the enormous educational challenges faced by children in low-income Florida families. The program allows the student to choose between a scholarship to help with private school tuition and fees or a transportation scholarship to attend an out-of-district public school.

Florida has made tremendous gains in student achievement, but with only 48 percent of economically disadvantaged children reading at grade level, more work must be done. The mission of Step Up For Students is to be a partner in the larger solution. This year HCA is contributing $20 million to the Step Up For Students program, which will fund more than 3,000 scholarships.
The Hope Fund helps our HCA colleagues who may be facing any number of difficult situations. The HCA Hope Fund is an employee-run, employee-supported 501(c)(3) not-for-profit organization. The Fund’s goal is to be an effective, reliable and permanent way for HCA employees to help one another, providing hope and financial assistance in times of need. The Hope Fund offers financial aid for illnesses, injuries, disasters and other special circumstances, such as domestic violence, that create an unavoidable financial strain. To learn more about the Hope Fund, please visit www.hcahopefund.org. The Hope Fund has become an important part of our HCA culture, demonstrating that HCA is committed not only to the communities we serve, but also to our own HCA family.

Helping Those in Need

Our commitment to ensuring delivery of much-needed healthcare to area residents, regardless of their ability to pay, remains strong. Last year, HCA East Florida provided more than $329,000,000 in healthcare services to those without the ability to pay for their care.

Fueling the Economy

As a for-profit healthcare system we play a key role as an economic engine helping to support many cities throughout South Florida, various counties and even the state of Florida through our tax base. Last year, HCA East Florida paid $161,000,000 in taxes including property tax which helps maintain local schools, contributes in the development and renovations of our roads, supports police, fire and EMS as well as provides other services vital to support and sustain a thriving economy.
At HCA we pride ourselves on actively listening to our patients and communities to understand their needs and cater solutions and services across integrated communication touch points including: digital, telephone and face-to-face interactions. As a result, we offer the below personalized solutions that work together cohesively to empower healthcare choices and decisions.

Digital Resources

- **InformER™**: HCA Text Service that provides status updates to patients, family members, and friends regarding the medical milestones of a patient’s ER visit. For more information visit [http://HCAEastFlorida.com/service/informer](http://HCAEastFlorida.com/service/informer).

- **Hospital Websites**: All of our hospital websites house information on our services and our average ER wait times are live at all times. To learn more about HCA East Florida, please visit: [HCAEastFlorida.com](http://HCAEastFlorida.com).

- **MyHealthOne**: Patients can instantly access their health information at their convenience through this secure portal. [http://HCAEastFlorida.com/myhealthone](http://HCAEastFlorida.com/myhealthone). MyHealthOne is designed to simplify and streamline the patient’s experience with our hospitals, and empower them and their loved ones to have more control and flexibility when managing their care.

- **ShareCare**: A health and wellness engagement platform that provides consumers with personalized information, programs and resources to improve their health.

- **Social Media**: For more information and to join the conversation follow us on Twitter [@HCAEastFlorida](https://twitter.com/HCAEastFlorida) and on Facebook at: [Facebook.com/HCAEastFlorida](https://facebook.com/HCAEastFlorida).

- **YouTube**: There are more than 1700 videos featuring physicians, nurses and patients who share valuable insight and explanations for medical conditions and procedures. To watch the videos visit: [https://www.youtube.com/user/HCAEastFloridaHealth/about](https://www.youtube.com/user/HCAEastFloridaHealth/about).

Telephone

Consult-A-Nurse® - Health Care Referral and Information is a community resource through which HCA East Florida provides a toll-free number (1-866-442-2362) with 24/7 access to nurses.

- Members of the community can speak to a registered nurse free of charge via phone
  - Nurses provide consultations and prompt answers to a variety of health questions
  - Nurses do not provide a diagnosis, but provide guidance and health information
  - Free physician referrals are provided, connecting callers with the appropriate physician or specialist

- The service connects the community with information about health services, hospital programs and registers people for numerous community education classes and events hosted by our hospitals.
Moving Mobile Care Forward

Mobile Heartbeat “iMobile” – the mobile clinical communication and collaboration platform enables care teams to use iPhones for enhanced communication and improved patient care. With over 4000 iPhones deployed in seven of our hospitals, “iMobile” is unifying communication across the many roles that comprise the patient care team including, nurses, physicians, therapists, case workers, transportation assistants, pharmacists, and other ancillary staff.

Care teams have embraced “iMobile” which empowers them to quickly respond to patient requests and communicate in real-time between departments, and streamline patient care through the use of “iMobile” nurse call integration, secure text, mobile patient result view, and camera capability. “iMobile” will be key to advancing in mobile healthcare.

Health Information Exchange (HIE)

HIE HELPS PATIENT TRANSFERS AND CONTINUUM OF CARE DURING HURRICANES

Hurricanes left a significant imprint on 2017 and presented unusual challenges for clinicians and patients. Thankfully, a technology was in place to help support the continuity of care – the Health Information Exchange “Agent”. The benefit of years spent implementing the HIE became clear when clinicians had access to clinical records for those patients who had to be transferred to other facilities for safety. Before the HIE, patient records had to be printed and sent with patients during transfer. Today, the HIE bridges the information gap because it shares medical records anywhere. As soon as transferred patients presented to the new facility, the medical records were available and clinicians knew about recent test results, known allergies, medications, and medical history.

With incredible effort and support of many throughout HCA, we were able to safely care for our patients and staff during the dire situation.

Efficiencies in Patient Transport

An innovative patient transport system (PATRA) was developed by the East Florida team, which enhanced the management of transport resources in 2017. PATRA provided visibility into activities and metrics that helped teams efficiently plan and prioritize the transport of patients within the facilities. Leaning on mobility, transport teams and clinical users were able to manage priorities on-the-go and therefore the traditional method of requesting a patient transport via phone was substantially reduced, saving time.

Evidenced Based Clinical Documentation Gains

Throughout 2017, the East Florida team implemented Evidenced Based Clinical Documentation (EBCD) at all facilities. A powerful solution that enhances EHR documentation workflow, the team streamlined more than 1200 MEDITECH documentation screens, substantially reducing the time required for comprehensive documenting. Because of the EBCD implementations, the division enjoyed improved nursing satisfaction and patient care delivery, allowing caregivers to spend more time at the bedside.
At HCA East Florida, we are committed to building and maintaining healthy communities through preventive healthcare services and ongoing treatment management.

We understand that emergencies do inevitably arise and when they do, we are prepared to provide excellent emergency care for the communities we serve. Through our expertise of what it takes to successfully navigate an emergency: timing with responsiveness, accuracy, precision, 24/7 accessibility, expert care and advanced technology.

HCA East Florida offers Emergency Services in 18 locations throughout our region and this year we will be adding 3 more ER locations in Miami Dade County. Patients can count on minimal wait times and timely care delivered by highly skilled physicians and staff. We take great pride that our average ER wait times fall consistently below the national average.

ABOUT HCA EAST FLORIDA ER SERVICES OVERALL
• Our emergency room experts are renowned for their care and compassion.
• Average ER wait times at our ER’s consistently fall below the national average.
• Patients have access to average ER wait times that are frequently updated and promoted on our websites and digital billboards.
• Physicians at our offsite ERs are board certified in emergency medicine and are committed to providing their patients with the highest levels of care and personalized attention.

URGENT CARE SERVICES
HCA East Florida has expanded our services to offer five Urgent Care centers in the Treasure Coast. These centers offer healthcare services for non-emergent medical problems that can develop unexpectedly and require immediate attention, filling the gap between primary care physicians and hospital emergency rooms. This includes care for flu, infections, migraines, sprains, cuts, bruises, burns and minor illnesses as well as immunizations, physicals, occupational health and worker’s compensation services and on-site IVs, X-rays and lab testing. Each center also includes a procedure room for more complex needs such as suturing and splinting.

Patients in our centers can expect to receive care from a team of highly qualified caregivers, including board-certified physicians. HCA East Florida’s goal is to provide convenient healthcare and make it as easy as possible for people to access urgent care close to home or work. We also hope to provide our urgent care patients the broader resources of our large hospital network if a higher level of care should be required.

1 CareNow® Urgent Care - Ft. Pierce
2 CareNow® Urgent Care - Jensen Beach
3 CareNow® Urgent Care - Port St. Lucie East
4 CareNow® Urgent Care - Port St. Lucie SW
5 CareNow® Urgent Care - St. Lucie West
Orthopedic & Spine Care

Our network of hospitals offers patients access to a full spectrum of orthopedic and spine resources for accurate diagnosis and treatments. From conservative measures and pain management to minimally invasive procedures and reconstruction of spinal deformity, our hospitals offer an integrated model of care to help patients get back to their everyday activities as quickly and safely as possible.

Neurosciences & Stroke Care

Our neuroscience services encompass comprehensive collaborative care coupled with advanced technology and research to offer patients amazing new possibilities. Diagnosis and treatment for a variety of neurological conditions ranging from epilepsy and brain tumors to strokes are available, including deep brain stimulation (DBS) for treatment of symptoms of Parkinson’s disease and essential tremors.

TOTAL TRAUMA PATIENTS
7,502

Trauma Centers

Life can change in an instant, and with the unpredictability of a life-threatening trauma instantaneous healthcare decisions must be made. It is at these unexpected junctures when seconds count that individuals and their loved ones seek medical experts they can trust.

Since 2009, HCA East Florida has asserted its expertise by beginning to establish the largest trauma network in Florida by providing 24-hour immediate coverage by onsite general surgeons and expert specialists in orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology and critical care. From resuscitation to rehabilitation, the centers provide a comprehensive continuum of trauma care to the entire community. In 2017, HCA East Florida provided care to 7,502 trauma patients. Our division currently has three trauma centers:

• Treasure Coast Trauma at Lawnwood Regional Medical Center & Heart Institute established in May 2009, is designated by the Florida Department of Health a Level II Trauma Center

• South Florida Trauma at Kendall Regional Medical Center established in November 2011, is designated by the Florida Department of Health a Level I Trauma Center

• The Trauma Center at Aventura Hospital established in May 2016, is designated by the Florida Department of Health a Level II Trauma Center

Through our trauma centers, we have partnered with one of the state’s top medical schools to establish the University of South Florida/HCA Trauma Network. This partnership enables HCA East Florida to meet its goals for research, quality, safety and better outcomes for our patients. All Florida residents benefit from centralized, statewide data collection for trauma research and coordination of services not readily accessible in underserved areas of the state.
Our commitment to women’s health is demonstrated in the wide array of programs and services provided to meet the unique healthcare needs of women at various stages of life.

Our hospitals offer a spectrum of services ranging from digital mammography and minimally invasive surgery for gynecologic issues to pregnancy and menopause management.

Women count on our network of hospitals to provide unparalleled care and medical expertise. Eight of our hospitals offer obstetric services and many have a Level I, II or III neonatal intensive care unit.

- JFK Medical Center
- Kendall Regional Medical Center
- Lawnwood Regional Medical Center
- Mercy Hospital
- Northwest Medical Center
- Palms West Hospital
- Plantation General Hospital
- St. Lucie Medical Center

Behavioral Health Services is one of the fastest growing service lines within HCA and one of the nation’s largest acute care psychiatric providers. We offer comprehensive, effective inpatient and outpatient behavioral healthcare to help individuals and their loved ones build a path to discovery and recovery. We provide a broad continuum of psychiatric services, including inpatient and outpatient programs, so we can help individuals achieve their full potential and improve their overall quality of life.
HCA East Florida has solidified a reputation for excellence in the practice sector providing comprehensive services including:

Trust Your rhythm to HCA East Florida Hospitals of Miami-Dade

PREVENTION • DIAGNOSTIC MODALITIES • LIFESAVING TECHNOLOGY
MINIMALLY INVASIVE TECHNIQUES • REHABILITATION

Additionally, we offer advanced treatment for the cure of atrial fibrillation, the most common heart arrhythmia condition. For patients who are unable to, or elect not to, undergo traditional open heart surgery, we offer a minimally invasive option to surgical valve replacement called transcatheter aortic valve replacement (TAVR). JFK Medical Center had the largest TAVR volume in all of HCA and ranked third in volume for the entire state of Florida in 2017. This procedure has also been incorporated at Aventura Hospital and Medical Center and Lawnwood Regional Medical Center.

2017 State of the Heart
• 7 Heart Programs
  o Aventura Hospital and Medical Center
  o JFK Medical Center
  o Kendall Regional Medical Center
  o Lawnwood Regional Medical Center
  o Mercy Hospital
  o Northwest Medical Center
  o Westside Regional Medical Center
• 10 Cardiac Catheterization Suites
• 21,000+ Cardiology Patients
• 1,600+ Cardiovascular Cases
• 600+ Thoracic Cases

Complex Procedures Performed
• Abdominal aortic aneurysm (AAA) repair
• Aortic Surgery
• Atrial Fibrillation Surgery
• CABG
• Minimally Invasive Cardiac and Valve Surgery
• Transcatheter Mitral Valve Repair
• Structural Heart Disease Treatments
• TAVR – largest volume in the tri-county area
• Thoracic Surgery
• Left Atrial Appendage Closure Device

Did you know?
We actively partake in clinical trials enabling us to bring the latest treatments and procedures to our communities.
We are dedicated to providing minimally invasive procedures- our cardiac catheterization suites feature the latest imaging technology to assist in the detection and treatment of coronary artery blockages.
Imaging Services

The HCA East Florida network of affiliated hospitals provides a comprehensive array of outpatient imaging and outpatient surgery centers. Part of the HCA family of services includes Florida Open Imaging Centers (FOIC) which owns and operates a full-service outpatient imaging facility conveniently located in Palm Beach County.

Ambulatory Surgery Centers

Our 12 Ambulatory Surgery Centers were founded to provide our patients and physicians with the finest quality of outpatient care, delivered in a compassionate and efficient manner. Our physicians are supported by a highly skilled team of registered nurses and surgical technicians specially trained in surgical recovery and care. Our staff is carefully selected for their dedication to providing personalized care and service. The standards of care required by Medicare and other regulatory bodies are strictly adhered to.

Our surgery centers are accredited by the Accreditation Association for Ambulatory Health Care. We have five centers located in Dade County, two in Broward County, three in Palm Beach County and two in St. Lucie County.

Integrated Regional Laboratories

The HCA East Florida Division additionally encompasses Integrated Regional Laboratories (IRL). IRL is a system of hospital-based laboratories and a sophisticated high-volume core laboratory supporting the clinical laboratory testing needs of more than 250 acute care and rehab hospitals, surgery centers, large physician practices and commercial accounts across the United States and the Caribbean. Visit our website at www.irfl.com.

We are a recognized premier provider of cancer services incorporating the latest breakthroughs in technology, research, psychosocial services and survivorship programs to ensure the best clinical outcomes for our patients.

In the fight against cancer, we are utilizing sophisticated tools such as Intensity-modulated radiation therapy (IMRT), a treatment that allows for precise radiation of tumor cells without harming surrounding healthy tissue. IMRT has proven effective in the management of tumors previously deemed untreatable. Our facilities meet or exceed the many standards for accreditation, and many have been awarded distinction by the American College of Surgeons Commission on Cancer (ACoS COC).
While all of our facilities are kid-friendly, HCA hospitals are pleased to offer pediatric inpatient care at Kendall Regional Medical Center, Lawnwood Regional Medical Center, Northwest Medical Center, Palms West Hospital and Plantation General Hospital.

The pediatricians and pediatric specialists on staff expertly treat most conditions. With many years of experience in caring for little ones, we know how to make kids feel safe, comfortable and, most of all, better.

Kendall Regional Medical Center’s Burn Center provides specialized care for children and infants, as well as adults.
To help ensure the best possible recovery after an injury or illness, we offer a multi-disciplinary approach to rehabilitative therapy. One important key to success in rehabilitation is a team approach. With a personalized and patient-focused model, our expert team of professionals works together to bring special expertise to the patient. Our highly trained professionals develop an interdisciplinary treatment plan to meet the patient’s individualized physical, cognitive, and emotional needs. Our commitment to excellence is reflected in the talented staff who work with our patients throughout their recovery.

**BAY VIEW REHABILITATION CENTER: PATIENT OUTCOMES**

<table>
<thead>
<tr>
<th></th>
<th>BVR</th>
<th>Regional</th>
<th>National</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Age</td>
<td>67.3</td>
<td>69.3</td>
<td>70.0</td>
</tr>
<tr>
<td>Average Length of Stay</td>
<td>12.4</td>
<td>13.3</td>
<td>13.3</td>
</tr>
<tr>
<td>Discharged to Long Term Care Facility</td>
<td>5.0%</td>
<td>10.4%</td>
<td>12.8%</td>
</tr>
<tr>
<td>Discharged to Home/Community</td>
<td>82.3%</td>
<td>79.4%</td>
<td>76.9%</td>
</tr>
</tbody>
</table>

*Based on UDSMR 2017 annual reporting, which included 339 patients.

**BAY VIEW REHABILITATION CENTER: PAYER MIX**

<table>
<thead>
<tr>
<th>Payer</th>
<th>Payer Mix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare</td>
<td>39.8%</td>
</tr>
<tr>
<td>Medicare MCO</td>
<td>15.9%</td>
</tr>
<tr>
<td>Others</td>
<td>44.4%</td>
</tr>
</tbody>
</table>

**BAY VIEW REHAB: CASE MIX**

- Orthopedic: 28.9%
- Stroke: 20.4%
- Cardiac: 12.4%
- Other: 5.3%
- Other Neuro: 3.9%
- Amputation: 2.7%
## Lawnwood Physical Rehabilitation Center: Payer Mix

<table>
<thead>
<tr>
<th>PAYER</th>
<th>PAYER MIX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity</td>
<td>10.9%</td>
</tr>
<tr>
<td>Commercial</td>
<td>11.5%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>13.7%</td>
</tr>
<tr>
<td>Medicare</td>
<td>53.5%</td>
</tr>
<tr>
<td>Medicare Advantage</td>
<td>8.6%</td>
</tr>
<tr>
<td>Work Comp</td>
<td>1.6%</td>
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</table>

## Lawnwood Physical Rehabilitation Center: Patient Outcomes*

<table>
<thead>
<tr>
<th></th>
<th>LPRC</th>
<th>Regional</th>
<th>National</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Age</td>
<td>67.4</td>
<td>70.2</td>
<td>70.2</td>
</tr>
<tr>
<td>Average Length of Stay</td>
<td>15.4</td>
<td>14.3</td>
<td>14.3</td>
</tr>
<tr>
<td>Discharged to Home/Community</td>
<td>68.3%</td>
<td>75.5%</td>
<td>72.8%</td>
</tr>
<tr>
<td>Discharged to Long Term Care Facility</td>
<td>14.8%</td>
<td>12.7%</td>
<td>15.3%</td>
</tr>
</tbody>
</table>

*Based on UDSMR 2017 annual reporting which included 858 patients.

## Lawnwood Rehab: Case Mix

- Orthopedic: 21.7%
- Stroke: 23.2%
- Cardiac: 12.1%
- Neuro: 8.5%
- Brain: 6.8%
- Other: 14.3%
- Multi-Trauma: 8.7%
- Spinal: 2.8%
- Amputation: 2.6%
Hand Hygiene remains one of the critical factors in reducing infections at our facilities.

Hand Washing Initiative

The East Florida Division utilizes Hand Hygiene technology that tracks compliance of nursing staff members with defined targets. Outfitting the staff and soap dispensers allows our system to capture when a staff member washes their hands.

Patient Safety

Our clinicians and physicians have developed and implemented two screening processes to quickly identify and treat some of our most common diagnoses: stroke and sepsis. With early-warning systems in place for these two serious conditions, our staff members are better prepared to recognize and respond to these warning signs, both in our emergency departments and among our inpatients.

We also have a Radiation Right Program to consider the right exam, right site and right dose. We consider alternative exams to achieve desired test results and minimize exposure to radiation. We verify that patients receive the right test or procedure using the Joint Commission Universal Protocol. We also follow nationally accepted guidelines to assure that we always give the lowest effective dose of radiation possible.

1,447 additional lives saved in 2017 as a result of full implementation of our sepsis program.
One Step Patient Transfer Center

At the One Step Patient Transfer Center, their mission is to facilitate timely patient transfers, ensuring all patients receive the right level of care when expertise and efficiency are critical.

With one step, a call to the One Step Patient Transfer Center, you will reach the right hospital and specialist for your patients’ needs for hospital to hospital transfers.

Calls are handled 24/7 by Registered Nurses and EMTs experienced in critical care and knowledgeable in EMTALA.

Call schedules for every HCA facility in East Florida are visible to the Transfer Center nurses and EMTs, ensuring accurate specialist availability in the HCA network of facilities.

Services provided:

Transfers for specialty service lines include but are not limited to:

- Cardiac
- Stroke/neurology
- Labor and delivery
- Pediatrics
- Burns
- Trauma

Transport arrangements for discharges to:

- Skilled nursing facilities
- Long-term acute care
- Rehabilitation facilities
- Assisted living

ER NOTIFICATION FOR URGENT CARE PATIENTS NEEDING AN ER VISIT CALL 877-549-9337 OR 877-549-XFER
2017 HOSPITAL STATISTICS

- Medicaid Market Share: 32.0%
- Sales Tax: $17,637,000
- Indigent Care Tax: $42,465,000
- Property Tax: $19,384,000
- Other Local Tax: $164,000
- Total Taxes: $161,393,000
- Indigent Care Tax: $52,701,000
- Total Patients Treated: 1,273,311
- Total Salaries and Benefits: $16,470,000
- Minority & Women-Owned Business Support: $1,439,316,000
- Cost of Charity & Uncompensated Care: $329,210,000
- Total Uninsured Patients Treated: 168,246
- Physicians Specialty Coverage in the ED: $52,701,000
- Total Uninsured Patients Treated: 168,246

- Total Patients Treated: 3,481,569
- Total Salaries and Benefits: $16,470,000
- Minority & Women-Owned Business Support: $1,439,316,000
- Cost of Charity & Uncompensated Care: $329,210,000
- Total Uninsured Patients Treated: 168,246
- Physicians Specialty Coverage in the ED: $52,701,000
$2,511,866,000 Total Economic Impact

$13,674,000 State Income Tax

$590,000 Unemployment Tax

786,667 Annual Emergency Visits

285,488 Total Medicaid Patients Treated

200,329 Annual Hospital Admissions

$67,479,000 Federal Income Tax

$314,568,000 Total Local Vendor Sport

$198,208,000 Capital Investment

$37,478,000 State Income Tax

$21,450,000 Federal Income Tax

$13,674,000 Total Medicaid Patients Treated

$590,000 Unemployment Tax

786,667 Annual Emergency Visits

200,329 Annual Hospital Admissions

$67,479,000 Federal Income Tax

$314,568,000 Total Local Vendor Sport

$198,208,000 Capital Investment
Our Services
• Aquatic and Physical Rehabilitation Center
• Bariatric Center of Excellence
• Cardiovascular/Open Heart Services
• Diagnostic Imaging
• Electrophysiology Lab
• Emergency Medicine (Adult and Pediatric)
• Maternity
• Minimally Invasive Surgery
• Neonatal Intensive Care Unit (Level II and III)
• Neurology/Neurosurgery
• Orthopedic Surgery
• Pain Management Center
• Pediatrics
• Primary Stroke Center
• Radiology
• Robotic Surgery
• Sleep Disorders Center
• Women’s Services

Highlights
• Level III Neonatal Intensive Care Unit (NICU) with 24/7 Neonatology coverage making Northwest the only Level III NICU in northern Broward County
• Expanded ER and Pediatric ER
• New 324 visitor/patient parking garage
• $75 million tower expansion underway increasing bed capacity from 228 to 289 with expanded maternity suites and state of the art ICU
PLANTATION GENERAL HOSPITAL

Madeline Nava
Chief Executive Officer

410 NW 42nd Avenue
Plantation, FL 33317
954-587-5010
PlantationGeneral.com

HOSPITAL STATS

78,062 Patients Treated
69,480 Annual ER Visits
10,652 Annual Admissions
264 Number of Licensed Beds
572 Physicians
920 Employees

TOTAL ECONOMIC IMPACT

$118,363,000

$2,731,000 Economic Impact
$14,211,000 Capital Investment
$26,380,000 Total Local Vendor Support
$489,000 Minority & Women Owned Business Support
$70,020,000 Salaries, Wages & Benefits
$1,752,000 Total Local Vendor Support
$489,000 Cost of Charity & Uncompensated Care

Physician Specialty Coverage in the ED

*Based on FY 2017 Data
Our Services

- Bariatric Services
- Behavioral Health Services, Adult
- Cardiology
- Emergency Medicine (Adult and Pediatric)
- Hand Surgery
- Intensive Care Unit, Adult and Pediatric
- Intense Outpatient Services (IOP)
  - Generalized Treatment, Women’s Health, Substance Abuse
- Lactation Services
- Maternity/High-Risk Maternity
- Minimally Invasive Robotic-Assisted Surgery
- Neonatal Intensive Care (Level III)
- Nutrition Counseling
- Obstetric Emergency Care
- Orthopedics, Adult and Pediatrics
- Outpatient Imaging Services
- Outpatient Surgical Services
- Pain Management
- Pediatrics
- PET-CT (Positron emission tomography–computed tomography)
- Primary Stroke Center Certified by The Joint Commission
- Pulmonary Rehabilitation
- Radiology
- Rehabilitation Services
- Women’s Services

Highlights

- Extensive Women’s and Children’s Services
- 24/7 Dedicated Pediatric ER
- Advanced Level III NICU for the most delicate babies in need
- Private postpartum suites and deluxe Mother-Baby suites
- Certified as a Primary Stroke Center by The Joint Commission
UNIVERSITY HOSPITAL & MEDICAL CENTER

7201 N. University Drive
Tamarac, FL 33321
954-721-2200
UHMChealth.com

**UNIVERSITY HOSPITAL & MEDICAL CENTER**

*Based on FY 2017 Data*

**HOSPITAL STATS**

- **Patients Treated**: 53,045
- **Annual ER Visits**: 39,378
- **Annual Admissions**: 11,639
- **Physicians**: 317
- **Employees**: 537

**HOSPITAL ECONOMIC IMPACT**

- **Total Economic Impact**: $89,386,000
- **Salaries, Wages & Benefits**: $618,000
- **Capital Investment**: $60,753,000
- **Total Local Vendor Support**: $12,682,000
- **Minority & Women Owned Business Support**: $575,000
- **Cost of Charity & Uncompensated Care**: $9,315,000
- **Physician Specialty Coverage in the ED**: $575,000

*Based on FY 2017 Data*
Our Services
- Behavioral Health Inpatient Adult, Geriatric, Child and Adolescent
- Behavioral Health outpatient partial hospitalization program and intensive outpatient program
- Cancer Services
- Emergency Medicine (Adult, Senior and Kid-Friendly)
- Interventional Radiology
- Joint Replacement Program
- Kidney Dialysis
- Neurology/Neurosurgery
- Orthopedic and Spine Institute
- Orthopedic Surgery
- Primary Stroke Center, Joint Commission Certified
- Rehabilitative Services
- Vascular Care
- Women’s Imaging
- Wound-treatment Center

Highlights
- American College of Radiology Accredited in Mammography
- Certified as a Primary Stroke Center by The Joint Commission
- Successful 2018 Joint Commission Triennial Survey
- Received Baker Act Receiving Facility Re-Certification
WESTSIDE REGIONAL MEDICAL CENTER

Barbara Simmons, RN
Chief Executive Officer

8201 W. Broward Boulevard
Plantation, FL 33324
954-473-6600
WestsideRegional.com

HOSPITAL STATS

- 82,897 Patients Treated
- 62,002 Annual ER Visits
- 13,998 Annual Admissions
- 224 Number of Licensed Beds
- 689 Physicians
- 1,219 Employees

TOTAL ECONOMIC IMPACT

- $168,811,000
  - $2,736,000 Physician Specialty Coverage in the ED
  - $96,279,000 Salaries, Wages & Benefits
  - $23,266,000 Capital Investment
  - $15,312,000 Total Local Vendor Support
  - $15,244,000 Minority & Woman Owned Business Support
  - $744,000 Cost of Charity & Uncompensated Care
  - $744,000

ECONOMIC IMPACT:

- $15,244,000 Total Local Vendor Support
- $15,312,000 Minority & Woman Owned Business Support
- $23,266,000 Capital Investment
- $96,279,000 Salaries, Wages & Benefits
- $2,736,000 Physician Specialty Coverage in the ED

*Based on FY 2017 Data
$15,230,000 TAXES PAID

Our Services
- Atrial Fibrillation Care
- Breast MRI/Digital Mammography
- Cancer Services with dedicated Inpatient Unit
- Cardiac Catheterization and Angioplasty
- Chest Pain Center with Percutaneous Coronary Intervention
- Colorectal Program
- Comprehensive Stroke Center Certified by AHCA/Joint Commission Certified Primary Stroke Center
- Electrophysiology
- Emergency Medicine (Adult and Kid-Friendly)
- General Surgery
- Heart and Vascular Care
- Kidney Dialysis, Inpatient
- Minimally Invasive Robotic-Assisted Surgery
- Neurosurgery
- Open Heart Surgery and Cardiovascular ICU
- Orthopedic and Spine Institute
- Total Joint Program
- Vascular Care

Highlights
- Biplane Neuro Interventional Suite
- Received the Joint Commission Top Performer on Key Quality Measures for three years in a row
- Hospitalists and Intensivists in-house 24/7 ensuring our patients get the best hospital care possible
- $70 million expansion will add a 3-story tower with 72 private rooms to the facility
- Expanded 16-bed PACU/Recovery Room
MiAmI-DADE CoUnTy HOsPITALS

Our Services

- Behavioral Health Services (Inpatient and Outpatient)
- Breast Diagnostic Center
- Cardiac Catheterization and Angioplasty
- Chest Pain Center with Percutaneous Coronary Intervention - Accredited
- Comprehensive Cancer Services
- Comprehensive Stroke Center
- Digital Mammography
- Electrophysiology
- Emergency Medicine (Adult and Kid-Friendly)
- Heart and Vascular Care
- Hyperbaric Medicine
- Interventional Radiology
- Kidney Dialysis
- Neurology/Neurosurgery
- Neuro-Interventional Radiology
- Occupational Health Services
- Open Heart Procedures
- Orthopedic and Spine Institute
- Outpatient Diabetes Program
- Physical, Occupational and Speech Therapy Services
- Robotic-Assisted Surgery
- South Florida Valve Institute
- Structural Heart Procedures
- Transcatheter Aortic Valve Replacement (TAVR)
- Trauma Center (Level II)
- Urology
- Women’s Services
- Wound Care

Highlights

- Granted initial accreditation for our Psychiatry, Hospice & Palliative Care and Geriatrics residency training program and Cardiology, Pulmonary Disease, and Infectious Disease Fellowship programs by the Accreditation Council for Graduate Medical Education (ACGME).
- Received the Gold Plus Stroke Award from the American Heart Association
- Received Level II Trauma Center Designation in July 2016
- Echo Lab received accreditation from the IAC (Intersocietal Accreditation Commission)
- Joint Commission Certification of Distinction for Advanced Certification as a Primary Stroke Center
KENDALL REGIONAL MEDICAL CENTER

Brandon Haushalter
Chief Executive Officer

11750 Bird Road
Miami, FL 33175
305-223-3000
KendallMed.com

**HOSPITAL STATS**

- **Patients Treated**: 115,020
- **Annual ER Visits**: 82,635
- **Annual Admissions**: 23,301
- **Employees**: 850
- **Physicians**: 417
- **Number of Licensed Beds**: 417

**TOTAL ECONOMIC IMPACT**

- **Physician Specialty Coverage in the ED**: $8,066,000
- **Salaries, Wages & Benefits**: $162,866,000
- **Capital Investment**: $40,407,000
- **Total Local Vendor Support**: $41,378,000
- **Minority & Woman Owned Business Support**: $1,539,000
- **Cost of Charity & Uncompensated Care**: $41,378,000
- **Total Local Vendor Support**: $40,407,000
- **$303,932,000

*Based on FY 2017 Data*
$22,704,000 TAXES PAID

$10,752,000 Federal Tax
$2,184,000 Sales Tax
$1,666,000 Property Tax
$5,848,000 Indigent Care Tax
$2,179,000 State Tax
$75,000 Unemployment Tax

Our Services
- Advanced Diagnostics
- Behavioral Health (Adult)
- Breast Diagnostic Services
- Burn Care Services (Adult and Pediatric)
- Cardiac and Vascular Care
- Chest Pain Center with Percutaneous Coronary Intervention-Accredited
- Comprehensive Stroke Center
- Critical Care Intensivist Program
- Emergency Medicine (Adult and Pediatric)
- Joint Replacement
- Maternity Services
- Neonatal Intensive Care Units (Level II and III)
- Neurology and Neurosurgery
- Orthopedic and Spine Surgery
- Outpatient Physical Therapy
- Pediatric Orthopedic and General Surgery
- Pediatric Services (Inpatient and Outpatient)
- Robotic and Minimally Invasive Surgery
- Level I Trauma Center
- Urology

Highlights
- One of only two adult and pediatric trauma centers in Miami-Dade County, 3,207 trauma patients treated
- Graduate Medical Education Programs– Anesthesia, Emergency Medicine, Internal Medicine, General Surgery, Transitional Year and Podiatry
- Level III NICU, Pediatric Intensive Care Unit and American College of Surgeons Verified Level I Trauma Center
- Comprehensive Stroke Center
MERCY HOSPITAL

Joseph Melchiode
Chief Executive Officer

3663 South Miami Avenue
Miami, FL 33133
305-854-4400
MercyMiami.com

*MERCY HOSPITAL

HOSPITAL STATS

106,840
Patients Treated

488
Number of Licensed Beds

586
Physicians

48,571
Annual ER Visits

1,474
Annual Admissions

15,249
Employees

$172,020,000
TOTAL ECONOMIC IMPACT

$945,000
Minority & Woman Owned Business Support

$3,737,000
Physician Specialty Coverage in the ED

$23,576,000
Cost of Charity & Uncompensated Care

$108,243,000
Salaries, Wages & Benefits

$4,715,000
Capital Investment

$22,383,000
Total Local Vendor Support

$945,000
Cost of Charity & Uncompensated Care

*Based on FY 2017 Data

2018 East Florida Division Community Report
Our Services

- Behavioral Health (Inpatient and Outpatient)
- Cardiac Catheterization and Angioplasty
- Comprehensive Cancer Services
- Critical Care Units
- Diagnostic Services
- Electrophysiology
- Emergency Medicine (Adult and Kid-Friendly, Senior-Friendly)
- Gastrointestinal Services
- Heart and Vascular Care
- Hyperbaric Medicine
- Infusion Center
- Kidney Dialysis
- Maternity
- Minimally Invasive Laparoscopic and Robotic Surgery
- Neonatal Intensive Care, (Level II)
- Neurological Services
- Open-Heart Procedures
- Orthopedic and Spine Institute
- Rehabilitation Services (Inpatient and Outpatient)
- Sleep Disorders Center
- Weight Loss Surgery
- Women’s Services
- Wound Care

Highlights

- American College of Surgeons Commissions on Cancer Accredited
- Hyperbaric and Wound Care Center designated as the Divers Alert Network (DAN) Regional Coordinators for Florida and the Caribbean
- Now accessible by land, air and sea
- Designated by The Joint Commission as a Primary Stroke Center
- Miami-Dade’s only acute care Catholic Hospital

TAXES PAID

- Federal Tax: $3,000
- Sales Tax: $44,000
- State Tax: $1,000
- Unemployment Tax: $3,647,000
- Indigent Care Tax: $3,114,000
- Property Tax: $1,612,000
- $8,421,000 Total Taxes Paid
Miguel Vasquez  
Chief Executive Officer

3663 South Miami Avenue  
Miami, FL 33133  
305-285-2939  
SisterEmmanuelHospital.com

SISTER EMMANUEL HOSPITAL

HOSPITAL STATS

249 Patients Treated

249 Annual ER Visits

29 Number of Licensed Beds

160 Employees

Number of Physicians

Employees

Annual Admissions

Annual ER Visits

HOSPITAL STATS

$7,467,000 TOTAL ECONOMIC IMPACT

$94,000 Physician Specialty Coverage in the ED

$6,417,000 Salaries, Wages & Benefits

$458,000 Total Local Vendor Support

$133,000 Cost of Charity & Uncompensated Care

$30,000 Minority & Women Owned Business Support

$30,000 Capital Investment

$63,000 Total Local Vendor Support

$94,000 Physician Specialty Coverage in the ED

$6,417,000 Salaries, Wages & Benefits

$458,000 Total Local Vendor Support

$133,000 Cost of Charity & Uncompensated Care

$30,000 Minority & Women Owned Business Support

$30,000 Capital Investment

*Based on FY 2017 Data

36 2018 East Florida Division Community Report
Highlights

- Miami’s only Catholic long-term acute-care hospital, co-located with a major hospital offering expanded access to care, treatment and services
- Joint Commission accredited
- 160+ medical staff members, meeting the medical challenges of a diverse group of patients

Our Services

- Acute and Chronic Medical Care
- Certified Pain Management
- Complex Wound Care
- Gastrointestinal Services
- Heart and Vascular Care
- Hyperbaric Medicine
- Infusion Services
- Kidney Dialysis
- Occupational Health Services
- Post-trauma Rehabilitation
- Pulmonary Medicine
- Rehabilitation Center
- Telemetry Medicine
**JFK MEDICAL CENTER**

Gina Melby  
Chief Executive Officer

5301 S. Congress Avenue  
Atlantis, FL 33462  
561-965-7300  
JFKMC.com

**HOSPITAL STATS**

- **Patients Treated**: 195,483
- **Annual ER Visits**: 99,186
- **Annual Admissions**: 28,283
- **Employees**: 888
- **Physicians**: 486
- **Number of Licensed Beds**: 486

**TOTAL ECONOMIC IMPACT**

- **Salaries, Wages & Benefits**: $197,453,000
- **Capital Investment**: $44,919,000
- **Cost of Charity & Uncompensated Care**: $2,571,000
- **Minority & Women Owned Business Support**: $65,760,000
- **Total Local Vendor Support**: $46,467,000
- **Physician Specialty Coverage in the ED**: $7,382,000
- **Total Local Economic Impact**: $386,483,000

*Based on FY 2017 Data*
Our Services
- Behavioral Health Services (Adult)
- Breast MRI
- Cardiac Catheterization and Angioplasty
- Cardiac Rehabilitation
- Chest Pain Center with Percutaneous Coronary Intervention-Accredited
- Comprehensive Cancer Services
- Comprehensive Stroke Center
- Diabetes Management Program
- Digital Mammography and 3-D Tomosynthesis
- Electrophysiology
- Emergency Medicine (Adult and Kid-Friendly)
- Heart and Vascular Care
- Hospice Care
- Kidney Dialysis
- Limb Salvage/Wound Care
- Maternity Care
- Neuroscience Institute
- Open Heart Procedures
- Orthopedic and Spine Institute
- Rehabilitation Center
- Robotic-Assisted Surgery
- Sleep Disorders Center
- Two Off-Site Emergency Rooms
- Weight Loss Surgery

Highlights
- Busiest ER in Palm Beach County, offering four locations (Atlantis, West Palm Beach, Boynton Beach and Palm Beach Gardens)
- Largest Open Heart Surgery Program in Palm Beach County and busiest Electrophysiology program in the Southeastern United States
- The county’s first AHCA recognized Comprehensive Stroke Center, with the most advanced Stroke Interventions
- Graduate Medical Education Residency Programs in Internal Medicine, General Surgery, Cardiovascular Disease Fellowship, Podiatric Surgery and Hospice and Palliative Care Fellowship
- Two off-site Emergency Rooms in Boynton Beach and Palm Beach Gardens, providing the same level of emergency care as our main hospital
Pat Burns
Chief Executive Officer

2201 45th Street
West Palm Beach, FL 33407
561-842-6141
JFKNorth.com

*Based on FY 2017 Data
$3,021,000 TAXES PAID

- $763,000 Unemployment Tax
- $243,000 Federal Tax
- $49,000 State Tax
- $759,000 Property Tax
- $1,172,000 Indigent Care Tax
- $15,000 Other Local Tax
- $20,000 Other Local Tax

Our Services

- 24-Hour Emergency Medicine (Adult, Kid-Friendly and Senior-Friendly)
- Advanced Primary Stroke Center
- Behavioral Health Services (Child, Adolescent, Adult and Geriatric)
- Breast Institute
- Comprehensive Diagnostic Imaging
- General Surgery
- Interventional Radiology
- Kidney Dialysis
- Laboratory Services
- Orthopedics
- Outpatient Rehabilitation
- Pain Management Center
- Pulmonary Rehabilitation
- Vascular Care
- Wound Care

Highlights

- Skilled, caring and friendly staff focused on providing a superior experience
- Distinguished provider of full spectrum of surgical services using leading edge technology to yield superior outcomes, less pain and improved recovery times
- Recipient of the 2017 Patient Safety Excellence Award, Healthgrades
- Breast institute designated by the American College of Radiology (ACR) as a Breast Center of Excellence
- Largest provider of behavioral health services in Palm Beach County offering a full continuum of prevention, treatment and support to address mental health and wellness
PALMS WEST HOSPITAL

Josh DeTillio
Chief Executive Officer

13001 Southern Boulevard
Loxahatchee, FL 33470
561-798-3300
PalmsWestHospital.com

89,276
Patients Treated

54,189
Annual ER Visits

13,106
Annual Admissions

1,207
Employees

656
Physicians

204
Number of Licensed Beds

$151,629,000
Total Economic Impact

$89,433,000
Physician Specialty Coverage in the ED

$8,866,000
Salaries, Wages & Benefits

$22,600,000
Capital Investment

$17,078,000
Total Local Vendor Support

$989,000
Minority & Women Owned Business Support

$3,786,000
Cost of Charity & Uncompensated Care

$17,078,000
Cost of Charity & Uncompensated Care

$8,866,000
Salaries, Wages & Benefits

$22,600,000
Capital Investment

$17,078,000
Total Local Vendor Support

$989,000
Minority & Women Owned Business Support

$3,786,000
Physician Specialty Coverage in the ED

*Based on FY 2017 Data
Our Services
- Breast Diagnostic Center with Digital Mammography and Tomosynthesis (3-D)
- Cardiac Catheterization
- Chest Pain Center-Accredited
- Critical Care
- Dialysis
- Emergency Medicine (Adult and Pediatric)
- Imaging Center
- Interventional Radiology
- Neurosurgery
- Orthopedic and Spine Center
- Outpatient Rehabilitation and Aquatics Center, Adult and Pediatric
- Pediatric Hospital Including Pediatric Intensive Care
- Primary Stroke Center
- Robotic-Assisted Surgery
- The New Life Center – Obstetrics and Birthing Suites with a Level II NICU
- Wound Care

Highlights
- Recognized as one of Healthgrades America’s 100 Best Hospitals for Prostate Surgeries for 2 years in a row (2017-2018)
- Named among the top 10% in the Nation for General Surgery in 2018
- Recognized as an Accredited Chest Pain Center with Percutaneous Coronary Intervention by the Society of Cardiovascular Patient Care
LAWNWOOD REGIONAL MEDICAL CENTER

Eric Goldman
Chief Executive Officer

1700 S. 23rd Street
Fort Pierce, FL 34950
772-461-4000
LawnwoodMed.com

HOSPITAL STATS

- 98,021 Patients Treated
- 79,365 Annual ER Visits
- 370 Number of Licensed Beds
- 442 Physicians
- 442 Employees
- 1,559 Annual Admissions
- 18,885

$241,388,000 TOTAL ECONOMIC IMPACT

- $14,922,000 Physician Specialty
  Coverage in the ED
- $135,714,000 Salaries, Wages & Benefits
- $36,388,000 Capital Investment
- $32,728,000 Total Local Vendor Support
- $5,482,000 Minority & Woman Owned Business Support
- $1,098,000 Cost of Charity & Uncompensated Care

*Based on FY 2017 Data
Our Services

- Behavioral Health, Adult
- Birthing Center - Obstetrics
- Cancer Care
- Cardiac and Vascular Rehabilitation
- Cardiac Catheterization
- Cardiology
- Cardiopulmonary
- Cardiovascular Surgery
- Comprehensive Stroke
- Critical Care
- Emergency Medicine (Adult and Pediatric)
- ENT
- Gastroenterology
- General Surgery
- Hand Surgery
- Heart Institute
- Interventional Radiology
- Infectious Disease
- MRI
- Neonatal Intensive Care Unit (Level III)
- Neurology
- Neurosurgery
- Ophthalmology
- Oral and Maxillofacial Surgery
- Orthopedic Surgery
- Pediatric ER
- Pediatric Intensive Care Unit
- Pediatric Specialty Services
- Pediatrics
- Plastic Surgery
- Podiatry
- Radiology/Diagnostic Imaging
- Therapy - Occupational, Physical, Respiratory, Speech (Adult and Pediatric)
- Trauma Center (Level II)
- Urology
- Vascular
- Women’s Services
- Wound Care

Highlights

- The first and only hospital in the Treasure Coast to offer a Comprehensive Stroke program treating the most complex stroke cases with the latest technology. Before this program, these patients would have been transferred outside of the community for care.

- The Lawnwood Regional Treasure Coast Trauma Center saves lives. This team has treated over 10,000 patients with a 96 percent survival rate.

- With the most experienced team on the Treasure Coast, the Heart Institute is the leader in the treatment of heart disease offering the most innovative treatments.

- Committed to offering the children in our community quality care, close to home. Lawnwood offers a Pediatric ER, Level III NICU, Pediatric Intensive Care as well as 14 pediatric specialty areas and services.
Brian Melear
Chief Executive Officer

1796 Highway 441 N. 
Okeechobee, FL 34972
863-763-2151
RaulersonHospital.com

*Based on FY 2017 Data
$4,921,000 TAXES PAID

Our Services
- Cardiopulmonary Services
- Emergency Medicine (Adult and Kid-Friendly)
- Outpatient Services
- Surgical Services
- Intensive Care Unit
- Laboratory
- Occupational Health Services
- Physical, Occupational and Speech Therapy (Adult and Pediatric)
- Primary Stroke Center Certified by ACHA
- Radiology and Diagnostic Imaging
- Wound Care

Highlights
- Proud to specialize in surgical services, providing the community of Okeechobee with convenient healthcare close to home
- Offering minimally invasive procedures, which can result in shorter hospital stays and a faster recovery
- 24/7 emergency services provider
- 24/7 access to board certified neurologists through telemedicine technology
- One of only 117 hospitals, nationwide, to be recognized by The Joint Commission as a Top Performer on Key Quality Measures. Measure Sets include: Heart Attack, Heart Failure, Pneumonia and Surgical Care, Venous Thromboembolism and Immunization.
- We are Raulerson: Founded on Integrity, Driven by Quality, Inspired by Caring
Jay Finnegan
Chief Executive Officer

1800 SE Tiffany Avenue
Port St. Lucie, FL 34952
772-335-4000
StLucieMed.com

ST. LUCIE MEDICAL CENTER

86,075
Patients Treated

57,784
Annual ER Visits

13,596
Annual Admissions

229
Number of Licensed Beds

321
Physicians

1,117
Employees

$138,880,000
TOTAL ECONOMIC IMPACT

$13,557,000
Cost of Charity & Uncompensated Care

$13,927,000
Total Local Vendor Support

$3,441,000
Capital Investment

$92,151,000
Salaries, Wages & Benefits

$1,343,000
Physician Specialty Coverage in the ED

$706,000
Minority & Women Owned Business Support

*Based on FY 2017 Data
Our Services
- Birthing Center - Obstetrics
- Breast Care Center Digital Mammography
- Cancer Care
- Cardiac Catheterization Lab with Cardiac Intervention
- Cardiopulmonary
- Cooled radiofrequency ablation pain relief for knee, shoulder hip and spine
- Emergency Medicine (Adult and Senior-Friendly)
- Gastroenterology
- Hyperbaric Oxygen Therapy
- Inpatient and Outpatient Rehabilitation
- Interventional Radiology
- Minimally Invasive and Robotic Surgery options
- MRI
- Neurology
- ER at Darwin Square
- Orthopedic and Spine Institute
- Pediatrics
- Podiatry
- Radiology/Diagnostic Imaging
- Respiratory Therapy
- Sleep Center
- Urology
- Women’s Services
- Wound Care

Highlights
- Our doctors are great teachers and serve as mentors and educators for the next generation of physicians. Our Family and Emergency Graduate Medicine Education Programs offer new doctors hands-on instruction and professional guidance by our team of experienced faculty physicians.
- St. Lucie Medical Center offers non-surgical treatments for chronic joint pain with Cooled Radio Frequency Therapy. This advanced non-surgical, minimally-invasive procedure gets patients back to their lives faster.
- The Orthopedic and Spine Institute cares for people from all over the world. The 35-bed Institute is designed to feel like an upscale hotel rather than a hospital. Each private room is equipped with safety enhanced patient beds, the latest orthopedic equipment, vital signs monitoring system and advanced medication delivery system.
- The Emergency Room at the main hospital and the Emergency Room at Darwin Square are ready to provide convenient emergency care by a team of compassionate and efficient professional caregivers. They have short wait times and are designed with consideration for special populations such as pediatric and geriatric patients and their families.
In November of 2017, HCA East Florida acquired Highlands Regional Medical Center. This addition nicely complemented our existing presence in the Treasure Coast and enhanced our ability to meet the region’s healthcare needs. Highlands Regional Medical Center has provided healthcare services to the residents of Highlands County for over 50 years.
ABOVE ALL ELSE, WE ARE COMMITTED TO THE CARE AND IMPROVEMENT OF HUMAN LIFE.

In pursuit of our mission, we believe the following value statements are essential and timeless:

• We recognize and affirm the unique and intrinsic worth of each individual.
• We treat all those we serve with compassion and kindness.
• We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and dignity.
• We act with absolute honesty, integrity, and fairness in the way we conduct our business and the way we live our lives.
OUR PATIENTS ARE AT THE HEART
OF EVERYTHING WE DO