2015 EAST FLORIDA DIVISION
COMMUNITY REPORT
The HCA East Florida Division is a significant force in the communities we serve. We continue to take a leading role in fundamentally transforming the way healthcare is provided. Our entire team—our physicians, our nurses, our staff, our volunteers and each of our board members—is deeply committed to providing quality, compassionate, patient-centered care.

In 2014, our economic impact was well over $2 billion. Additionally, our hospitals provided over $300 million in healthcare services to those who are unable to pay for their care. We contributed $142,318,000 in taxes that help maintain our schools, assist in the development and renovation of roads and support police, fire, EMS and other services, all of which are vital to sustain our local communities, economies.

This year, our capital investments were over $94 million, which allowed us to continue upgrading our hospital facilities, enlarging our units and expanding our services. All of these enhancements continue to improve our overall patient experience.

HCA East Florida is determined to continue bringing medical and technological advancements in all of our service lines to deliver premier healthcare services. Throughout 2015, we have continued to deepen our commitment to providing the highest levels of quality care, using the latest technologies and improving our outcomes among all patient segments. We look forward to being here for your healthcare needs today and for years to come.

Michael Joseph
President and CEO, HCA East Florida

During the year, our 15 emergency rooms treated over 700,000 patients, and our Level II trauma centers served more than 4,500 patients. We continue to improve our ER services and patient experiences, providing the highest level of quality care.

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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 four 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 160 hospitals and 115 outpatient surgery centers throughout 20 U.S. states and Great Britain. In Florida, there are 45 hospitals and 31 surgery centers, three division offices and several other service facilities affiliated with HCA.

HCA EAST FLORIDA

With headquarters in Ft. Lauderdale, the HCA East Florida Division encompasses 14 hospitals spanning South Florida, from the Treasure Coast to South Dade County, in addition to multiple ambulatory surgery centers and imaging centers, four freestanding emergency care facilities, a supply chain center and an integrated regional laboratory. Together, our network employs more than 16,528 individuals and has more than 6,000 physicians on staff.

Locations

Broward County
• Northwest Medical Center
• Plantation General Hospital
• University Hospital & Medical Center
• Westside Regional Medical Center
• Westside Regional Medical Center Emergency Services in Davie

Miami-Dade County
• Aventura Hospital & Medical Center
• Palms West Hospital
• Palms West Hospital
• Mercy Hospital & Stayer Emergency Hospital
• University Hospital & Palm Beach Gardens
• Baptist Hospital & Boynton Beach
• JFK Medical Center
• Palms West Hospital
• West Palm Hospital

Treasure Coast
• Treasure Regional Medical Center & Heart Institute
• Lawnwood Regional Medical Center & Heart Institute
• Raulerson Hospital
• St. Lucie Medical Center
• St. Lucie Medical Center Emergency Room at Darwin Square

Palm Beach County
• JFK Emergency Care Services
• Palm Beach Gardens & Boynton Beach
• JFK Medical Center
• Palms West Hospital
• West Palm Hospital

2015 East Florida Division Community Report

2015 East Florida Division Community Report
At A Glance

- Number of Licensed Beds: 3,962
- Hospitals: 14
- Surgery Centers: 12
- Regional Laboratory: 1
- Diagnostic Imaging Centers: 4
- Behavioral Health Facilities: 9
- Graduate Medical Education Programs: 15
- Total Volunteers: 1,175
- Total Employees: 16,528
- Total Physicians: 6,350

Leading the Way in Quality

HCAHPs/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.

476 ADDITIONAL lives saved in 2014 as a result of full implementation of our sepsis program.

SEPSIS

Hand washing initiative

Hand Hygiene remains one of the critical factors in reducing infections at our facilities. In 2013, East Florida Division launched the implementation of a Hand Hygiene technology that tracked 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.

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Giving Back to the Community

HCA Hope Fund

The Hope Fund helps our HCA colleagues who are facing a difficult situation. 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 financial assistance and hope 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, 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 providing healthcare to area residents, regardless of their ability to pay, remains as strong as ever. Last year, HCA East Florida provided more than $291,643,000 in healthcare services to those who can’t pay for their care.

Fueling the economy

As a for-profit healthcare system we play a key role as an economic engine throughout the state. Last year, HCA paid $142,919,000 in taxes, including property taxes, which help maintain local schools, contribute in the development and renovation of our roads, support the police, fire & EMS and provide other services vital to sustaining a thriving economy.

STEP UP FOR STUDENTS

Since 2005, HCA has redirected over $100 million in corporate income tax to the Step Up For Students program. Through these donations, over 15,000 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 $12 million to the Step Up For Students program, which will fund more than 2,000 scholarships.

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.

Our single most important community contribution is ensuring that Floridians have access to quality healthcare close to home. But there are other ways that we make a positive impact on the communities we serve. Here are just a few examples:

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When an ailment or health condition presents itself, the first contact with healthcare information often comes via the internet. In fact, 4 out of 5 people research health information online and 1/3 of US adults access health-related social media sites. That’s why it’s critical to engage in health communications through so many communication outlets. HCA is poised to connect and engage within our communities with personalized solutions in real time so we can empower our audiences in their healthcare decision process. Here is a list of our platforms and tools:

Consult-A-Nurse®
Healthcare referral and information
As a community service, the hospitals of HCA East Florida provide a toll-free number with 24/7 access to nurses. By calling 1-800-HCA-Docs, community members can speak confidentially with nurses who provide consultation and prompt answers for a variety of health-related questions. Our nurses do not diagnose conditions, but they do provide health information in an effort to help callers find answers to their health questions. They also provide free physician referrals to the appropriate primary and follow-up providers.

Health information and ER wait times at your fingertips
From a mobile device or home computer, learning ER wait times and directions is as simple as point and click.

HCA’s electronic health record: hCare
Our physicians use the hCare system to access all patient data electronically. hCare provides our physicians with access to a patient’s health documents from multiple sources to provide one complete view, including scanned paper documents. Whether the information comes from a hospital, a doctor’s office, a clinic or lab, it will be presented in a structured, standardized format. It also contains a library of clinical references, and the system is available from hospital, home, office or while traveling.

Patient follow-up based on clinical results
CareAssure is a web-based clinical navigation tool that ensures patients receive the care they need during and after their inpatient stay. The CareAssure program is comprised of clinical and technical resources focused on early follow-up with patients based on their clinical results. Leveraging various rules based on clinical criteria, CareAssure can reach out to patients via a variety of channels to remind providers to treat patients with immediate guidance on their follow-up care. Results are also available to patients to provide them with a complete and accurate follow-up plan.

Physician office electronic medical records: eCW
The East Florida Division HCA Physicians (PSG) continues to be more and more reliant on the paperless, comprehensive version of eClinicalWorks (eCW). We began implementation of this system in 2015 and have deployed it to hundreds of providers. We continue to deploy the system to provider practices with a focus on meaningful-use attestation, clinical excellence and enhanced functionality.

Expired patient transfers
PATRA is a custom-built HCA East Florida application that allows case managers in our post-acute care setting and our critical pathway nurses to identify when our non-acute patients are more effectively and efficiently. PATRA integrates with local emergency management service companies, lessening the amount of time our patients have to wait for transportation from one of our facilities.

Enhanced notification of care status: InformER
InformER is a custom-built HCA East Florida communication tool that allows a patient’s family members to receive up-to-date mobile status notification on multiple milestones while receiving care in our emergency rooms and operating rooms.

Patient access to test results and electronic health records
Patient Portal is a secure website that allows patients to access their own medical records. From this website patients are able to review, print and download their records, as well as set up proxy access for their families. Data available includes allergies, medications, hospital visit history, laboratory reports and radiology reports.

Improving physician experience: Patient Keeper
Piloting this new user interface will enhance each physician’s experience. The new system will provide secure, intuitive electronic provider order entry and electronic review and rating via voice recognition. This product will support our platforms, making electronic order entry more convenient and accessible by use of tablets and mobile devices.

HIE Clinical Viewer
As HCA continues to expand our electronic health record (EHR) system, our physicians have been introduced to the HIE Clinical Viewer in 2014. This database contains patient records from all HCA facilities and our employed physicians. When a patient who has previously visited one of our facilities arrives in our emergency room, our physicians are able to use the Clinical Viewer to view the patient’s EHR. They are able to view previous lab tests, radiology exams and images, medication history and allergies. This greatly assists when treating a patient and is instrumental when treating patients that cannot communicate.

Meaningful use (MU)
If a hospital meets the meaningful use (MU) requirement to ensure that HCA East Florida achieves meaningful-use requirements according to federal guidelines and deadlines. We successfully achieved MU Stage 2 in 2014 as part of all of our facilities. We continue our focus and efforts in 2015 with MU Stage 3.
In an emergency, timing and treatment go hand-in-hand. And our 17 HCA East Florida emergency departments are all about fast action. From stroke care to heart attacks, 24/7 we are saving lives and improving the quality of lives through advanced technology, delivered quickly. Patients can count on minimal wait times and timely care delivered by highly skilled physicians and staff. We take great pride in the fact that our ER wait times consistently fall below the national average, and we proudly post them on hospital websites and digital billboards throughout East Florida.

Our emergency department experts are renowned for their care and compassion. Every year, a multitude of patients rely on us for our superior care and many more enjoy peace of mind knowing we are close to home.

To better meet the needs of the community in Palm Beach County, JFK Medical Center opened two off-site emergency care facilities. One is located in the Palm Beach Gardens area and the other is located in western Boynton Beach. Two additional off-site emergency care facilities were opened during the summer of 2015, Westside Regional Medical Center Emergency Services in Davie and St. Lucie Medical Center Emergency Room at Darwin Square.

Physicians at the off-site ERs are board certified in emergency medicine and are committed to providing their patients with the highest levels of care and personalized attention.

Level II Trauma Centers
Since 2009, HCA East Florida has been growing its trauma network and providing lifesaving services to the community. Our division currently has three trauma centers: Treasure Coast Trauma at Lawnwood Regional Medical Center and Heart Institute, South Florida Trauma at Kendall Regional Medical Center and Aventura Hospital and Medical Center, which was recently designated a provisional Level II Trauma Center. Each of our trauma centers is part of the University of South Florida-HCA Trauma Network, joining forces with one of the state’s top medical schools, which allows HCA to reach its goals for research, quality, safety and better outcomes for our patients. The joint initiative enables HCA hospitals to meet local needs for trauma services through an affiliation with a major academic university and medical school. All receive benefit from centralized, statewide data collection for trauma research and coordination of services not readily accessible in underserved areas of the state.

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Neurosciences & Stroke Care
Our neurosciences 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.

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.

2015 East Florida Division Community Report
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. Six of our hospitals offer obstetric services with Levels I, II and III neonatal intensive care units. An award-winning facility, Plantation General Hospital is recognized by the Joint Commission as a center of excellence in neonatal services—one of only three in the nation.

The HCA East Florida network of affiliated hospitals provides the most 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 full-service outpatient imaging facilities conveniently located throughout Palm Beach County. 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, three in Palm Beach and two in St. Lucie County.

Integrated Regional Laboratories (IRL) is a system of hospital-based laboratories and a sophisticated high-volume core laboratory supporting the clinical laboratory testing needs of over 250 acute care and rehab hospitals, surgery centers, large physician practices and commercial accounts across the United States and the Caribbean.


Our hospitals have a reputation for excellence in heart and vascular care, providing comprehensive services including prevention, diagnostic modalities, (using technology), minimally invasive techniques, rehabilitation and additional support for patients with heart disorders. Our active participation in clinical trials allows us to bring the latest treatments and procedures to our communities.

Dedicated to using minimally invasive techniques, our cardiac cath labs feature the latest imaging technology to assist in the detection and treatment of coronary artery blockages. We offer advanced treatment for the cure of atrial fibrillation, the most common heart arrhythmia condition. And for patients who are unable or who choose not to undergo traditional open heart surgery, we offer a minimally invasive option to surgical valve replacement called transcatheter aortic valve replacement (TAVR).

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 each of our patients.

In the fight against cancer, we are using sophisticated tools such as IMRT, a treatment that allows precise radiation of tumors without harming surrounding healthy tissue. IMRT has proven effective in the management of tumors previously deemed untreatable. Our facilities meet or exceed the standards for accreditation, and many have been awarded distinction by the American College of Surgeons Commission on Cancer (ACoS CoC).

10,361 little arrivals in 2014

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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 Rehab: Patient Outcomes

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<th>BVRU</th>
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<tr>
<td>Average Age</td>
<td>73.6</td>
<td>71.8</td>
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<td>Average Length of Stay</td>
<td>14.0</td>
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<tr>
<td>Discharged to Home/Community</td>
<td>78.9%</td>
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<tr>
<td>Discharged to Long Term Care Facility</td>
<td>7.6%</td>
<td>12.2%</td>
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Bay View Rehab: Payer Mix

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<th>Payer</th>
<th>BVRU</th>
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<th>NATIONAL</th>
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<tr>
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<tr>
<td>Work Comp</td>
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Bay View Rehab: Case Mix

- 11.9% Debility
- 10% Neuro
- 7.6% Brain
- 5% Cardiac
- 3.9% Spinal
- 2.6% Amputation
- 1.3% Other

Lawnwood Rehab: Patient Outcomes

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<th>Outcome</th>
<th>LPRC</th>
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<tbody>
<tr>
<td>Average Age</td>
<td>71.1</td>
<td>70.9</td>
<td>70.7</td>
</tr>
<tr>
<td>Average Length of Stay</td>
<td>16.0</td>
<td>14.6</td>
<td>14.7</td>
</tr>
<tr>
<td>Discharged to Home/Community</td>
<td>69.8%</td>
<td>74.2%</td>
<td>71.0%</td>
</tr>
<tr>
<td>Discharged to Long Term Care Facility</td>
<td>14.9%</td>
<td>13.3%</td>
<td>16.3%</td>
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Lawnwood Rehab: Payer Mix

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<tbody>
<tr>
<td>Charity</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Commercial</td>
<td>12%</td>
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<td>Medicaid</td>
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<tr>
<td>Medicare</td>
<td>61%</td>
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<tr>
<td>Medicare Advantage</td>
<td>14%</td>
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<tr>
<td>Work Comp</td>
<td>1%</td>
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* Based on UDSMR 2014 annual reporting which included 693 patients.
Pediatric Services

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 & Heart Institute, Northwest Medical Center, Plantation General Hospital and Palms West 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 is one of only 6 burn centers in the state of Florida and provides specialized care for children & infants, as well as adults.

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 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

One Step Patient Transfer Center

$34,475,000 Federal Income Tax
$142,919,000 Total Taxes
$17,305,000 Sales Tax
$37,689,000 Indigent Care Tax
$40,166,000 Physician Specialty Coverage in the ED
$291,643,000 Cost of Charity and Uncompensated Care
$2,248,378,000 Total Economic Impact
$19,852,000 Other Local Tax
$395,079,000 Total Local Vendor Support
$1,222,000 Minority- and Women-Owned Business Support
$306,079,000 Total Local Vendor Support
$2,676,000 Unemployment Tax
$37,689,000 Indigent Care Tax
$59,766,000 Capital Investment
$39,475,000 Federal Income Tax
$142,919,000 Total Taxes
$17,305,000 Sales Tax
$37,689,000 Indigent Care Tax
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$395,079,000 Total Local Vendor Support
$1,222,000 Minority- and Women-Owned Business Support
$306,079,000 Total Local Vendor Support
$2,676,000 Unemployment Tax
$37,689,000 Indigent Care Tax
$59,766,000 Capital Investment
Our Services

- 24-hour emergency service (adult & pediatric)
- Accredited Chest Pain Center with Percutaneous Coronary Intervention
- Aquatic and Physical Rehabilitation Center
- Bariatric Center of Excellence
- Cardiovascular/open-heart services
- Diagnostic imaging
- Electrocardiology
- Joint Commission certified Primary Stroke Center
- Maternity services
- Minimal invasive surgery
- Neonatal Intensive Care Unit (NICU Level III)
- Neurology/neurosurgery
- Orthopedic surgery
- Pain-management center
- Pediatric ER
- Pediatrics
- Pain-management center
- Pediatric ER
- Pediatrics
- Radiology
- Robotic-assisted surgery
- Sleep disorders center
- Women’s services

Highlights

- New emergency department with more than 20,000 additional square feet and a total of 50 treatment bays
- Pediatric emergency department voted Readers Choice Favorite Pediatric ER by Coral Springs/Parkland City News for the FOURTH year in a row
- Expanding the birthing center – building a level III neonatal intensive care unit and renovating the current childbirth and pediatric floors

Erica Gulrich
Chief Executive Officer
2801 N. State Road 7
Margate, FL 33063
954-974-0400
NorthwestMed.com

“From the minute I entered the hospital until the day I left, I have never received such caring treatment from such knowledgeable people. The people at Northwest made me feel safe and made me believe that I was going to recover, which I have... If it was in my power, I would go only to Northwest Medical Center.” – Barbara Garner, Patient

2015 East Florida Division Community Report
Our Services
- 24-hour emergency service (adult & pediatric)
- Bariatric Services
- Behavioral health services (adult)
- Cardiology
- Critical care (adult & pediatric)
- Endoscopy & endoscopic ultrasound
- Hand surgery & therapy
- Intensive care unit (adult & pediatric)
- Joint Commission Certified Primary Stroke Center
- Maternity high-risk maternity
- Minimally invasive robotic-assisted surgery
- Neonatal Intensive Care, level III
- Nutrition counseling
- Obstetric emergency care
- Orthopedics
- Ophthalmic imaging services
- Ophthalmic surgical services
- Pediatric ER
- Pediatrics
- Pediatrics intensive care
- Pulmonary rehabilitation
- Radiology
- Rehabilitation services
- Women’s services

Highlights
- Certified Primary Stroke Center
- Certificate of distinction in the management of prematurity
- Spent $5.4 million in upgrading equipment and hospital
- New acute-care (inpatient) behavioral health facility for adults with state-of-the-art security features

“...I was born at Plantation General Hospital at 23 weeks. I needed to stay in their level III NICU so I could keep growing big and strong. Now, I’m 40 weeks and am glad to be the Queen of the NICU...

— Gabriella Amadour, NICU patient
I had knee-replacement surgery last year and hip-replacement surgery this year... I chose University Hospital because of all the little things they do to guarantee my safety. The care is phenomenal. Everybody is so wonderful and nice, from the person who cleans rooms to the PCAs and nurse navigator to the nurses and doctors, everyone.

— Christine Gellert, Patient

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

Our Services
• Behavioral Health (Adult, Geriatric, Child and Adolescent)
• Cancer Services
• Digital mammography
• Emergency medicine
• Hospice
• Interventional radiology
• Joint Commission-Certified Primary Stroke Center
• Joint-replacement program
• Kid-Friendly ER
• Kidney dialysis
• Neurology/Neurosurgery
• Orthopedic and Spine Institute
• Orthopedic surgery
• Rehabilitative Services
• Sleep Disorders Center
• Vascular care
• Weight-loss surgery
• Women’s Center
• Wound-treatment Center

Highlights
• Blue Cross Blue Shield Distinction Center for Knee and Hip Replacement
• Disease-Specific-Care Certified in Total Hip and Knee Replacement Surgery by The Joint Commission
• Celebrating the first graduating class of our four-year psychiatry training program in 2015
• Readers’ Choice Award winner for Emergency Room from the Coral Springs/Parkland City News three years in a row

"I had knee-replacement surgery last year and hip-replacement surgery this year... I chose University Hospital because of all the little things they do to guarantee my safety. The care is phenomenal. Everybody is so wonderful and nice, from the person who cleans rooms to the PCAs and nurse navigator to the nurses and doctors, everyone.” — Christine Gellert, Patient
Our Services

- Breast MRI
- Cancer services with dedicated inpatient unit
- Cardiac catheterization & angioplasty
- Chest Pain Center with Percutaneous Coronary Intervention
- Comprehensive Stroke Center Certified by ACHA
- Digital mammography
- Electrophysiology
- Emergency medicine
- Heart & vascular care
- Joint Commission Certified Primary Stroke Center
- Kid-friendly emergency services
- Kidney dialysis, inpatient
- Minimally invasive robotic-assisted surgery
- Open-heart surgery and cardiovascular ICU
- Orthopedic and Spine
- Sleep disorders center
- Vascular care

Highlights

- New explana neuro-interventional suite
- 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

"I lived with knee pain until I couldn’t take it anymore...

...I had my total knee replacement at Westside. I was amazed by the care I received. I wouldn’t go anywhere else.

— Carlos Fernández, Patient

Barbara J. Simmons, R.N.
Chief Executive Officer
Our Services
- Accredited Chest Pain Center with Percutaneous Coronary Intervention
- Breast diagnostic center
- Cardiac catheterization & angioplasty
- Cardiac and vascular rehabilitation
- Comprehensive cancer services
- Comprehensive Stroke Center
- Digital mammography
- Electrophysiology
- Emergency medicine
- Heart & vascular care
- Hospice
- Hyperbaric medicine
- Inpatient and outpatient behavioral health services
- Interventional radiology
- Joint Commission-Certified Primary Stroke Center
- Kid-friendly ER
- Kidney dialysis
- Neurology/neurosurgery
- Occupational health services
- Open-heart procedures
- Orthopedic and Spine Institute
- Outpatient diabetes program
- Provisional Level II Trauma Center
- Pulmonary rehabilitation
- Rehabilitation center
- Robotic-assisted surgery
- Sleep Disorders Center
- South Florida Valve Institute
- Urology
- Weight-loss surgery
- Women’s services
- Wound care

Highlights
- Joint Commission-certified in total hip and knee replacements
- Graduate medical education programs – internal medicine and general surgery
- Received the Gold Plus Stroke Award from the American Heart Association

Dianne Goldenberg
Chief Executive Officer

2015 East Florida Division Community Report

"In October 2014 I was transferred from the Massachusetts General Hospital to Aventura Hospital to continue my recovery from cardiac arrest and was under the supervision of Dr. Kevin Coy.

"My experience was exceptional because I found the medical staff very attentive, and professional at all levels. The room I stayed in was equivalent to a 5-star hotel, and I was satisfied with the care I received. The state-of-the-art medical equipment was evident and I felt quite comfortable in my surroundings. I would certainly recommend the Aventura Hospital as...the hospital of choice in any emergency."

— Harriet Maragh, Patient
Our Services

- 24-hour emergency service (adult & pediatric)
- Accredited chest pain center with percutaneous coronary intervention
- Advanced diagnostics
- Behavioral health
- Breast diagnostic services
- Burn care services (adult & pediatric)
- Cardiac & vascular care
- Intensivist program
- Joint Commission certified primary stroke center
- Joint replacement
- Maternity services
- Neonatal intensive care units (NICU levels II & III)
- Neurology & neurosurgery
- Orthopedic & spine surgery
- Outpatient physical therapy
- Pediatric orthopedic & general surgery
- Pediatric services (inpatient & outpatient)
- Robotic surgery
- Trauma care services
- Urology

Highlights

- One of only three adult trauma centers in Miami-Dade County
- 1,294 trauma patients treated
- Graduate medical education programs in internal medicine, general surgery and podiatry
- Level III NICU, pediatric intensive care unit and level II trauma center

Scott A. Cihak
Chief Executive Officer

“... This would not have been possible without the love, support and care of the neonatologists, nurses and therapists. Words cannot express our sincere gratitude and appreciation to all that love and care for Brenda unconditionally. Thank you all again for making Kendall NICU our home away from home for the first 5 years of Brenda’s life.”

— Mielidy & Yordani, Parents of NICU Patient

2015 East Florida Division Community Report
Our Services
- Behavioral health inpatient and outpatient
- Cardiac catheterization & angioplasty
- Comprehensive cancer services
- Critical care units
- Diagnostic services
- Electrophysiology
- Emergency medicine
- Gastrointestinal services
- Heart & vascular care
- Hyperbaric medicine
- Infusion center
- Kid-friendly ER
- Kidney dialysis
- Minimally invasive laparoscopic and robotic surgery
- Neonatal intensive care, level II
- Neurological services
- Occupational health services
- Open-heart procedures
- Orthopedic and Spine Institute (inpatient and outpatient)
- Rehabilitation center
- Sleep disorders center
- Weight-loss surgery
- Women’s services
- Wound care

Highlights
- Magnet recognition by the American Nurses Credentialing Center’s (ANCC) for excellence in nursing
- 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

“...The supportive and caring staff at Mercy made all the difference in my recovery.”
— Henry Hernandez, Patient
Our Services
• Post-trauma rehabilitation
• Respiratory and pulmonary medicine
• Strong case management initiative to manage transition moments in patients' lives
• Telemetry
• Wound care

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
• 200+ member medical staff, meeting the medical challenges of a diverse group of patients

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

It was a time of developing faith...
...patience and conquering fears, but today we can testify, thanks to all your support at Sister Emmanuel Hospital, that we are more than conquerors.”
— Miladys Saint-Hilaire, Daughter of Patient

HOSPITAL STATS
TOTAL PHYSICIANS
194
TOTAL PATIENTS TREATED
343
TOTAL LICENSED BEDS
29
TOTAL PATIENTS ADMISSIONS
343
CAPITAL INVESTMENT
$20,000
MCUITY- AND WOMEN-OWNED BUSINESS SUPPORT
$55,000
STATE INCOME TAX
$30,000
PROPERTY TAX
$16,000
OTHER LOCAL TAX
$24,000
TAXES PAID
$584,000
MINORITY- AND WOMEN-OWNED BUSINESS SUPPORT
$55,000
TOTAL ECONOMIC IMPACT
$8,058,000
TOTAL SALARIES AND BENEFITS
$6,495,000
FEDERAL INCOME TAX
$153,000
UNEMPLOYMENT TAX
$16,000
SALES TAX
$123,000
COST OF CHARITY AND UNCOMPENSATED CARE
$305,000
COST OF CHARITY AND UNCOMPENSATED CARE
$305,000
PHYSICIAN SPECIALTY COVERAGE IN THE ED
$95,000
TOTAL LOCAL VENDOR SUPPORT
$559,000
TOTAL LOCAL VENDOR SUPPORT
$559,000
Our Services
- Accredited Chest Pain Center with Percutaneous Coronary Intervention
- Advanced comprehensive stroke center
- Breast MRI
- Cardiac catheterization & angioplasty
- Cardiac and vascular rehabilitation
- Electrophysiology
- Cardiac rehabilitation
- Comprehensive cancer services
- Orthopedic and Spine Institute
- Diabetes certification from Joint Commission
- Diabetes management program
- Digital mammography and 3D tomosynthesis
- Emergency medicine
- Heart & vascular care
- Hospice
- Intraoperative radiation therapy
- Kid-friendly ER
- Kidney dialysis
- Neuroscience Institute
- Open heart procedures
- Rehabilitation center
- Robotic-assisted surgery
- Sleep disorders center
- Wound care
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Our Services
• Accredited Chest Pain Center with Percutaneous Coronary Intervention
• Breast center
• Cardiac catheterization
• Dialysis
• Digital mammography
• Emergency medicine
• Imaging center
• Orthopedic & Spine Center
• Outpatient Rehabilitation Center (adult & pediatric)
• Pediatric emergency center
• Pediatrics
• Pediatric intensive care
• Primary Stroke Center
• Sedation (adult & pediatric)
• Surgical services/cardiologic surgery
• The New Life Center: obstetrics & birthing suites
• Aound care

Highlights
• Recognized as an Accredited Chest Pain Center with PCI by the Society of Cardiovascular Patient Care
• Designated as a Primary Stroke Center by the State Department of Health and Human Services
• Earned a Center of Excellence COEMIG designation in minimally invasive gynecology by the AAGL and Surgical Review Corporation
• Named a Top Performer on Key Quality Measures by The Joint Commission for exemplary performance in using evidence-based clinical processes that are shown to improve heart attack, heart failure, pneumonia and surgical care.

Our Services
• Accredited Chest Pain Center with Percutaneous Coronary Intervention
• Breast center
• Cardiac catheterization
• Dialysis
• Digital mammography
• Emergency medicine
• Imaging center
• Orthopedic & Spine Center
• Outpatient Rehabilitation Center (adult & pediatric)
• Pediatric emergency center
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Eric Goldman
Chief Executive Officer

“...I’m a mother of three girls, my daughter Kiara is 17 and diagnosed with medulloblastoma in February 2014. Since then she has been in treatment at Palms West Hospital. Palms West has become our second home, and the staff, like family. Under the care of Dr. Melissa Singer and the pediatric staff at Palms West Hospital, they offer us the love, support and strength to beat this illness, going above and beyond for us. ...

...I sincerely appreciate all of the effort and support Palms West gives us.”

— Zolly Chavez, Mother of Kiara Barrios, Pediatric Patient

2015 East Florida Division Community Report

13001 Southern Boulevard
Loxahatchee, FL 33470
561.798.3300
PalmsWestHospital.com

I am a mother of three girls, my daughter Kiara is 17 and diagnosed with medulloblastoma in February 2014. Since then she has been in treatment at Palms West Hospital. Palms West has become our second home, and the staff, like family. Under the care of Dr. Melissa Singer and the pediatric staff at Palms West Hospital, they offer us the love, support and strength to beat this illness, going above and beyond for us. ...I sincerely appreciate all of the effort and support Palms West gives us. — Zolly Chavez, Mother of Kiara Barrios, Pediatric Patient
Our Services

- Behavioral health (adult, geriatric and adolescent)
- Breast health
- Breast MRI
- Diabetes certification from Joint Commission
- Diabetes management program
- Emergency medicine
- General surgery
- Hospice
- Interventional radiology
- Joint Commission certified Advanced Primary Stroke Center
- Kid-friendly ER
- Kidney dialysis
- Orthopedic and Spine Institute
- Orthopedic surgery
- Pain management
- Pulmonary rehabilitation
- Rehabilitation
- Skilled nursing unit
- Vascular care
- Wound care

Highlights

- A boutique hospital with hotel-like feel that offers high tech and high touch care
- Committed to delivering pleasant patient experiences and positive medical outcomes
- Awarded accreditation by the American College of Radiology and received designation as Breast Center of Excellence
- Largest provider of behavioral health services in Palm Beach County
- Accredited by The Joint Commission, distinguished reputation for quality behavioral health services
- Offering treatments for conditions ranging from depression to more serious psychiatric diseases

"My experience at West Palm Hospital's Orthopedic Institute was first class... My doctor is remarkable and the whole staff at the hospital were fantastic! They were compassionate, which really put me at ease."
— G. Edwards, Patient
**Our Services**

- Behavioral health (adult)
- Birthing center – obstetrics
- Cancer care
- Cardiac and vascular rehabilitation
- Cardiac catheterization
- Cardiopulmonary
- Gastroenterology
- General surgery
- Heart Institute
- Interventional radiology
- Level II & III NICU
- Level II trauma center/ER
- MRI
- Neurology
- Neurosurgery/Mazor robotics
- Orthopedic surgery
- Pediatric ER
- Pediatric intensive care unit
- Pediatrics
- Podiatry
- Radiology/diagnostic imaging
- Therapy: occupational, physical, respiratory, speech
- Urology
- Vascular
- Women’s services
- Wound care

**Highlights**

- The only Truven top 50 cardiovascular hospital on the Treasure Coast
- Over 5,000 open heart surgeries performed
- Unique preparation to care for children
- CARF accreditation for Lawnwood Physical Rehabilitation Center
- Accredited Primary Stroke Center by The Joint Commission
- Designated as a top performer by The Joint Commission

---

**Lawnwood’s level III NICU provided compassionate care to our miracle baby, Jase.”— Kaysie & Rickey McNabb, Parents of NICU Patient**
Our Services

- Cardiopulmonary services
- Emergency medicine
- In & outpatient services
- Intensive care unit
- Kid-friendly ER
- Laboratory
- Occupational health services
- Physical, occupational & speech therapy – for kids too!
- Radiology & diagnostic imaging
- Sleep lab
- Wound care

Highlights

- Specializing in surgical services – including minimally invasive procedures – providing Okeechobee with convenient healthcare here at home
- Okeechobee’s only 24/7-emergency services provider for kids and adults
- One of only 147 hospitals nationwide to be recognized by The Joint Commission as a Top Performer on Key Quality Measures for 4 years in a row

“I want to thank everyone at Raulerson Hospital for the wonderful care I received while I was diagnosed and treated for a rare non-infectious pneumonia. The hospital administration, the doctors – I had six of them – the nursing staff, the nurses’ aides and the dietary and housekeeping employees... all made my stay as pleasant as humanly possible.”

— Haynes Williams, Patient
Our Services
• Birthing center/obstetrics
• Breast care center/Digital mammography
• Cancer care
• Cardiac catheterization lab
• Cardiopulmonary
• ER
• Gastroenterology
• Inpatient and outpatient rehabilitation
• Interventional radiology
• MRI
• Neurology
• Orthopedic & Spine Institute
• Pediatrics
• Podiatry
• Radiology/diagnostic imaging
• Respiratory therapy
• Senior-friendly ER
• Sleep center
• Urology
• Women’s services

Highlights
• Orthopedic & Spine Institute: the most advanced innovations by top physicians in a resort-inspired environment
• Senior-friendly ER goes the extra mile to ensure our seniors receive the best care
• Joint Commission Accredited Wound Center; Primary Stroke Center
• Designated as a Top Performer by The Joint Commission

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

Jay Finnegan
Chief Executive Officer

“...It was more like staying at a resort than a hospital.”
— Charles Houseworth, Patient Orthopedic & Spine Institute

2015 East Florida Division Community Report