



Community Benefit Report

ORLANDO
HEALTH®

South Lake Hospital

FISCAL YEAR **2017**

FY2017 Snapshots



Expansion

Over the past ten years, there has been tremendous growth within South Lake and bordering communities. In order to continue to provide efficient care and better access to emergency services, three construction projects have emerged including: expansion of the main hospital's emergency department, a free standing emergency department north of the main campus in south Leesburg, and a second freestanding emergency department in the Four Corners area where Lake, Polk, Orange and Osceola counties meet.

Leadership Lake County Healthcare Day

The non-profit leadership organization hosted its annual Healthcare Day at South Lake Hospital and offered several sessions led by local community leaders who covered an array of helpful topics, including advancement in medical technology, Lake County's Advanced Emergency Response System, and learning stations for leaders. The goal of the organization is to develop and engage existing and future leaders in pursuit of civic and economic excellence in Lake County and our surrounding communities.

Health Sciences Collegiate Academy (HSCA)

This is the second year of the the HSCA. The program, in which South Lake Hospital helped to create, prepares high school students in Lake County schools for successful careers in the medical field. Students who are selected spend their first two years in high school visiting the hospital for tours and informational sessions and the last two years at Lake-Sumter State College for dual-enrolled classes. The goal is to prepare them for college and to be workforce ready and confident. For FY2017, we had 247 students.

March of Dimes

This organization works to end complications surrounding birth such as prematurity to give every baby a fighting chance. This year, South Lake Hospital held the annual March of Dimes Walk for Babies at the hospital's National Training Center to raise money and awareness around this important cause as well as honor the lives of those who have passed away. South Lake Hospital team members helped raise a total of \$10,612, including cash and in-kind donations.

Chamber Wellness Challenge

For the third consecutive year, South Lake Hospital led the South Lake Chamber Wellness Challenge, a 12-week program that encourages local businesses, including our own team members, to adopt healthy eating choices and exercise habits to lose body fat and get healthier.



Girl Scouts Thank You Tour

South Lake Hospital provided tours to a group of local Girl Scout students to learn the many types of jobs available in healthcare. While on the tour, the Girl Scouts gave cookies to nurses as a thank you gift for their service to our community.

Cornerstone Hospice Veteran Salute

Cornerstone Hospice honored veterans by giving them a special certificate and pin to salute and thank them for their bravery and service.

Lake County Public Schools Elementary Healthy Road Shows

Multiple elementary schools in the Lake County area were provided with interactive, educational programs taught by a clinical dietitian and community relations staff. Information presented included proper handwashing hygiene, food groups, and how to make a healthy, nutritious, and balanced meal. The students also participated in an exercise class set to music to show them how fun and easy it is to get active.



Our Mission

To improve the health and quality of life of the individuals and communities residing in South Lake County, Florida.

Dear Neighbor,

Orlando Health South Lake Hospital has been meeting the needs for our community for 70 years. This is a great honor, and for us, represents more than just providing you with excellent healthcare and service, but also continuing to earn your trust as we expand and grow within and beyond the South Lake community to provide healthcare needs. We have also focused on promoting an active lifestyle and engaging our community and over this past fiscal year, we have seen sustained growth in our community along with an increase in demand for our healthcare services.

In fiscal year 2017, we treated 54,288 patients in our emergency department, 8,000 more than just five years ago. Because of that growth, we recognized the need to expand on our main campus and beyond. Our plans to expand the emergency department on our main campus, including additional emergency department treatment rooms and clinical decision unit rooms are well on their way. In 2018, we will have two new campuses, both of which will house a full-service emergency department, outpatient imaging, laboratory and rehabilitation services, and medical office buildings. One campus will be located in the northern end of our service area and the second will be located in the south end of our service area. Upon completion, these facilities will not only enhance the entire community's access to quality healthcare close to home but also reduce regional disparities in health outcomes.

In fiscal year 2016, South Lake Hospital conducted a Community Health Needs Assessment (CHNA) in order to identify which health concerns impacted our local residents the most. There has been a rising trend in the following areas: heart disease, diabetes, obesity (childhood/student), and infant mortality. Additionally, we have also concentrated on asthma prevention and unintentional deaths including falls and drownings. South Lake Hospital has made efforts to address and improve each of these areas through education, partnerships, and community outreach initiatives.

Our ongoing community benefit activities strive to support our overall mission by addressing healthcare and wellness needs for our residents, a goal which our physicians, team members, and volunteers work diligently and daily to meet. With an exceptional range of medical services, focus on education, and an abundance of community service programs, South Lake Hospital is very proud to be able to serve the needs of our community. We desire for South Lake to remain a safe place to live, work, and play. It is my pleasure to present the Community Benefit Report for 2017 which details our current outreach efforts and partnerships that collaboratively work together to ensure that health and wellness truly remain at the core of our care and the heart of South Lake.

Sincerely,

A handwritten signature in black ink that reads "John A. Moore".

John A. Moore
President, South Lake Hospital

Serving Community Needs

Free-Standing Emergency Departments in progress

Due to the steady growth in population and demand for healthcare services, South Lake Hospital will open two new free standing emergency departments (ED) as well as expand upon its current ED. All of these additions will help to better serve the residents of Clermont, Mascotte, Groveland, Minneola, and Montverde.

- **Orlando Health South Lake Hospital (Main Campus)**

The emergency department plans to expand its current location with 10 additional patient rooms as well as a more spacious, family-friendly waiting room area.

- Additional features include an expanded rapid treatment unit to allow board-certified emergency physicians to quickly treat minor emergencies, a new triage area and a room dedicated to bariatric patients.

- **Orlando Health South Lake Hospital Emergency Room and Medical Pavilion at Blue Cedar** – This 20-acre health care facility is located North of U.S. Highway 27 in south Leesburg, 13 miles north of the main campus.

- The full-service emergency department (ED) will also include diagnostic modalities such as electrocardiogram (EKG), computed tomography (CT), ultrasound, x-ray and magnetic resonance imaging (MRI). Outpatient services will include all of the above as well as laboratory and rehabilitation services.
- The ED and outpatient services are estimated to bring 35 – 50 new jobs to Lake County with additional jobs being added as physician practices join the campus in the medical office building (MOB) located adjacent to the ED.
- The project is on the northern end of the hospital's service area, and scheduled to open in June 2018.



- **Orlando Health South Lake Hospital Joe H. and Loretta Scott Emergency Room and Medical Pavilion** – This facility is located at the junction of U.S. Highway 27 and U.S. Highway 192.

- The ED will include 12 exam rooms, laboratory and imaging services including CT scan, X-ray, and ultrasound. It will include a helipad located directly outside the emergency department. Outpatient services will include the same diagnostic modalities as listed above as well as laboratory services.
- The project is on the southern end of the hospital's service area, and scheduled to open in August 2018.

Health Fairs

Over the course of this year, South Lake Hospital staff attended several health fairs to promote a healthy lifestyle in the community. We also offered free blood pressure screenings and balance screenings at some of these health fairs. Cultivating and fostering partnerships within the South Lake Community has been and remains one of our top priorities.

Elementary School Summer Program

Over the summer, South Lake Hospital staff went to six schools in Lake County to encourage physical activity and healthy eating. We taught children different exercise techniques from an exercise physiologist and our registered dietician showed them how to make healthy choices.

Physician Talks

Here at South Lake Hospital, we strive to appropriately educate our community on how to live healthier lives. Our physicians conduct talks in various community spaces on topics ranging from nutrition to women's health and wellness. They also help to publish blogs on social media to educate the public on staying healthy.

ARC Wellness Series Lunch and Learn

In partnership with the city of Clermont, we hosted a series of informational talks at the Clermont Arts and Recreation Center (ARC). Each presentation had a different theme but all were wellness-focused. Over the course of the series, South Lake Hospital staff educated the community on diabetes, metabolic syndrome, eye care, cardiovascular health, nutrition, depression and more.

Sports, Health and Wellness

NTC NATIONAL TRAINING CENTER
SOUTH LAKE HOSPITAL

South Lake Hospital provides sports, health and wellness programming to residents in South Lake County through the National Training Center (NTC), with a focus on prevention. This includes a special focus on youth in the community with the goal of instilling healthy lifestyle habits in youth at an early age so that they can carry these habits with them into adulthood. The fitness center and sports staff creates programming and partnerships that provide fun, impactful opportunities for exercise and teaching proper nutrition.

Home School Physical Education Program

This program allows local home-schooled children an opportunity to participate in a variety of recreational sports and fitness activities while socializing with other home-schooled children.

Swimming

The NTC Aquatics Department offers infant swim resources, SwimAmerica group lessons and a year-round competitive swim team for children of all ages. In addition, adults can participate in NTC Aquatics Masters Swimming program.



Soccer

The hospital has partnered with Florida Rush Soccer Club to offer recreational and competitive soccer for children ages three to eighteen.

- **Did You Know?** The NTC Track & Field is home to world class elite athletes that train year round for both international and Olympic competition. Also, South Lake Hospital has partnered with Pure Athletics to offer a youth track and field training club for youth of all ages ranging from recreation to competitive.



Clermont Fire Department

The NTC partnered with the Clermont Fire Department to offer staff education and physical fitness services to ensure they are at their optimal best when having to provide emergency response. As part of their specialized training, the department utilizes the pool and other areas of the facility.

Step Over Rehabilitation Program

Patients who have gone through South Lake Hospital's rehabilitation program are able to continue improving their mobility and strength from their injury or condition through the step over program. We provide them a complimentary membership to the NTC and they are able to have an appointment with a fitness staff member to transition them toward better health. We are the only rehabilitation facility housed inside a fitness center within our local area.

Many youth programs include scholarship opportunities for young people in Lake County through the South Lake Hospital Foundation. This year we donated \$7,130 in swim and soccer scholarships!

South Lake Chamber of Commerce Wellness Challenge

The South Lake Chamber of Commerce and South Lake Hospital partnered together in 2017 on a business wellness challenge to encourage local business leaders and their employees to understand their current health status and educate them on simple lifestyle modifications to reduce health risks such as obesity, diabetes, high cholesterol and high blood pressure.

The wellness challenge was a 12-week challenge in which South Lake Hospital offered two free biometric screenings, free membership to the National Training Center, educational lectures, weekly weigh-ins and monthly body mass index (BMI) screenings throughout the challenge. A total of 30 teams participated with 137 people competing. Overall, participants lost a total of 723.8 pounds. Thirty-one people lost 10 pounds or more, while the top person lost 52 pounds and 16.9% body fat over the 90-day period.

Education and Community Outreach

Community Education and Support Groups



South Lake Hospital provides numerous educational programs and support groups, covering a variety of health topics.

In 2017:

- **Free Smoking Cessation Program** – helped dozens of participants stop tobacco use.
- **Heart Healthy Eating Classes** – taught approximately 150 community members how to improve cardiovascular health through dietary changes.
- **Eating well with Diabetes** – educated 82 people with diabetes, prediabetes, and their caregivers about proper nutritional choices.
- **Safe Sitter® Classes** – taught nearly 83 young teenagers essential babysitting skills.
- **Childbirth, Breastfeeding and Newborn Care Education Classes** – supported approximately 164 expectant and new parents.
- **Breastfeeding Support Line** – offered free support to new moms- (352.394.4071, ext. 4380)
- **Mom's Morning Out Support Group** – provided newborn support for more than 200 moms.
- **Wellness Roadshow Program** – visited multiple South Lake County elementary schools and taught proper nutrition, fun physical activity and proper handwashing to over 300 students.
- **Meeting Space** – donated nearly 400 hours of space provided free of charge to support groups including Stroke Support, Breast Cancer Support, AARP, Diabetes and MS Support.

Student Programming and Outreach



- **Groveland Elementary School, BrainyActs**
BrainyActs is a weekly program conducted in partnership with Groveland Elementary School (GES). The focus of BrainyActs is to teach elementary school age children in 3rd-5th grade how to strengthen their brain by showing persistence when faced with challenges in life. This is done by using their problem solving and critical thinking skills. Every week, South Lake Hospital staff teaches students about the importance of healthy eating and exercise for brain health. The purpose of the GES BrainyActs Program is to eliminate barriers, nurture a positive climate, build cognitive capacity, encourage greater effort, build technological understanding, activate inquiry, and provide equitable access to advanced learning opportunities for underrepresented minority populations, girls, and the economically disadvantaged.
- **Citrus Heights Academy**
Good habits start young, that's why South Lake Hospital has a vested interest in promoting healthy lives in our younger populations. This past year we curated a Health and Wellness series at Citrus Heights Academy to reach our student demographic from elementary to high school. Over the course of several sessions, students learned about healthy eating, proper exercise, and how to prevent future illnesses.
- **Promoting Interest in STEM Careers**
South Lake Hospital was invited to Minneola Elementary Schools' STEM (Science, Technology, Engineer, Math) night to educate students on different hospital priorities such as healthy eating, exercise, and human anatomy and physiology. Our team members also provided educational material for parents so the reinforcement and discussion could continue at home.

This year, in order to foster continued interest in STEM careers, we gave young girls from a local Girl Scout troop tours of the hospital. The tour showed them how a hospital runs by taking them to the diagnostic imaging department where they learned the science behind x-rays and ultrasounds. Next, they were shown the inner workings of our laboratory and learned about blood testing. The final stop was the emergency room where they were given a tour of our emergency department and an ambulance.

Community Giving – South Lake Hospital Foundation Update

Supporting a healthy hospital and a healthy community

The South Lake Hospital Foundation is a non-profit organization that supports programs and operating needs of South Lake Hospital and the National Training Center. Generous philanthropic contributions from community members, local businesses and other groups enable us to enhance our community's health and wellness through various initiatives.

In FY 2017, the South Lake Hospital Foundation provided:

- Assistance to employees who are going through financial hardships.
- Enhancements to the South Lake Hospital Community Organic Vegetable Garden, teaching youth and adults how to grow their own nutritious food.
- Free mammograms and diagnostic breast exams for low income uninsured women in South Lake County to detect breast cancer at its earliest stages.
- Nursing scholarships to educate our community's future healthcare professionals.

- Youth scholarships to help underserved youth learn to swim and participate in various sports and fitness activities on our campus.
- Prescription medications for South Lake Health Clinic patients to manage chronic or acute health conditions.

For more information about the South Lake Hospital Foundation or to make a donation, please call 352.394.4071, ext. 4406.



Volunteers

South Lake Hospital's volunteers give their time, talent, and compassion by serving our hospital in a variety of different departments and roles. Our volunteers are essential to fulfilling the hospital's mission and their dedication to help others, shapes our culture of caring at South Lake Hospital.

- In 2017, 141 volunteers ranging in age from 16 to 92 provided care and assistance in the hospital and contributed over 18,630 hours of service to South Lake Hospital.
- Since South Lake Hospital was founded in 1947, community volunteers have contributed 821,669 cumulative hours of service to the healthcare needs of our community. We could not do what we do without the amazing support of our volunteers!

Community Benefit

The value of our total community benefits here in South Lake County can be measured not only by the programs and services an organization offers, but also through the many partnerships it maintains across our entire service area. Extending beyond traditional health care programs, South Lake Hospital has provided resources to the community through monetary and in-kind sponsorships, partnerships, external fundraising efforts, and team members' charitable service.

Below are highlights of a few South Lake Hospital's partnerships and outreach efforts during FY 2017.



March of Dimes March for Babies for Lake and Sumter Counties

South Lake Hospital's Labor and Delivery Department and additional hospital team members fundraised for and participated in the local March of Dimes March for Babies event. The March of Dimes' mission is to help moms have healthy babies. Our team members held bake sales, fundraised online, and walked in the event to help raise money for important research and educational outreach conducted by the March of Dimes. We hosted the walk this year onsite at the National Training Center and donated the facility rental and staff time to the event to help raise awareness on the importance of prenatal care for full-term pregnancies.



New Beginnings Dragon Boat Festival

Employees of South Lake Hospital, Orlando Health UF Health Cancer Center and the National Training Center participated in the Florida Dragon Boat Festival, one of the world's oldest team sports with over 2,000 years of history to support New Beginnings, a local non-profit that helps homeless men and women learn how to live a responsible life by making positive choices. Our 20-paddler team competed in the festival event where our endurance and muscle were put to the test.

American Cancer Society Relay for Life

South Lake Hospital employees came together to help raise funds for the American Cancer Society, an organization dedicated to eradicating cancer in our lifetime. Team members and their families hosted fundraising events and attended the local Relay for Life event to show their support and raise awareness for this important cause.

Thrive Clermont Partnership

Formed in 2015, Thrive Clermont is dedicated to the mental, physical and emotional wellness of all teens and is focused on gathering resources and providing opportunities for teens to thrive through life skills and enrichment programs.

Be Free Lake (www.befreelake.org) Partnership

The hospital works closely with this key non-profit whose mission is to collaborate with community stakeholders to focus on youth substance abuse reduction and prevention while maximizing resources and providing opportunities for health and wellness in order for children and families to be self-sufficient, productive contributors in Lake County and society. The organization also holds a collective resource guide for all healthcare and social services offered in Lake County. The hospital works with the organization to ensure all of our services are properly listed and maintained in their database.

Get Fit Lake (www.getfitlake.com) Partnership

The hospital and NTC collaborated with this volunteer organization that promotes healthy lifestyles in Lake County by maintaining an online database of fitness activities for all residents in the county as well as healthy food recommendations and resources.



Drive for Men's Health

South Lake Hospital sponsored the fourth annual Drive for Men's Health, a cross-country men's health initiative developed by urologists Sijo Parekattil, MD, and Jamin Brahmbhatt, MD, of the PUR Clinic. The drive's premise is that men are much more likely to dedicate time and care for their cars than for their own personal health. The doctors' mission was to engage conversation among men like they do their cars. This event has garnered national attention and reached millions of men.



Hope Hike Breast Cancer Walk

South Lake Hospital partnered with Orlando Health UF Health Cancer Center to provide radiation oncology services and to be a part of the excellent cancer care network located here in South Lake County. In October of 2016, we held a Hope Hike here at the main campus in Clermont. Team members came together to advocate and support breast cancer awareness, to celebrate our fight against breast cancer as well as focus on the importance of early detection by scheduling regular mammogram screenings. We will continue to fight this disease together in South Lake County through early detection and advanced treatments.



Faith Neighborhood Center Partnership

Faith Neighborhood Center provides low-income families with food, clothing, financial support, medical support, educational/training opportunities, and assistance in applying for food stamps, Medicaid and Emergency assistance.



South Lake Hospital Healthcare at a Glance

FISCAL YEAR 2017

COMMUNITY BENEFIT¹

Charity Care²
\$5,133,343

Community Programs and Services
\$1,270,382

(Health fairs, speaker's bureau, support groups, wellness activities, clinical screenings and assessments, women, children and senior health initiatives, community board commitments, hospital sponsorships, public program enrollment assistance, school initiatives and donated meeting space)

Medicaid Shortfalls³
\$12,805,918

Total Community Benefit
\$19,209,643

Costs in Excess of Payment
 Medicare Shortfalls
\$18,891,675

Bad Debt⁴
\$2,779,239

Total Value to the Community
\$40,880,557

FISCAL YEAR 2017

CAPACITY

Number of Beds: **140** (acute)
30 skilled nursing
 (sub-acute)

PEOPLE

Team Members: **1,459**
 Physicians: **390**

PATIENTS

Total Admissions
 (with newborns): **10,763**
 Total Births: **769**
 Total Surgeries: **7,461**
 Total Outpatient Visits: **69,767**
 Total Emergency Visits: **54,288**

¹ Based on: A guide for Planning and Reporting Community Benefits Catholic Health Association (CHA) of the United States, 2015 edition.

² Charity care is the total cost of services incurred by South Lake Hospital to provide medical services to those patients who have demonstrated their inability to pay. Charity care does not include bad debt.

³ The Medicare and Medicaid programs pay South Lake Hospital less than it costs the organization to provide care to its Medicare and Medicaid patients. The amounts shown are the actual costs to provide these services above reimbursement.

⁴ Bad debt is the total cost of services incurred by South Lake Hospital for services provided to patients who have not paid their bills and who have not demonstrated their inability to pay.

Community Partnerships

American Cancer Association

American Heart Association

Be Free Lake

Central Florida Sports
Commission

City of Clermont

City of Groveland

City of Mascotte

City of Minneola

City of Montverde

Clermont Fire Department

Clermont Kiwanis

Clermont Women's Club

Community Foundation of
South Lake

Cornerstone Hospice & Palliative
Care

East Ridge High School

Faith Neighborhood Center

Florida Rush Soccer Club

Friends of Lake Louisa

Get Fit Lake

Groveland Elementary School
King's Ridge

Kissimmee/Osceola County
Chamber of Commerce

Kiwanis Club of South Lake

Lake District Boy Scouts of
America

Lake County Sheriff's Office

Lake County Public Schools

Lake County Emergency Medical
Services

Lake-Sumter State College

Lake-Sumter State College
Foundation

Leadership Lake County

LifeStream Behavioral Center

Lost Lake Elementary School

March of Dimes of Lake and
Sumter Counties

Minneola High School

Montverde Academy

Mother's Milk Bank of Florida

New Beginnings of Central
Florida

Pig on the Pond, Inc.

Pine Ridge Elementary School

Pure Athletics

Rotary Club of South Lake
County

Sawgrass Bay Elementary School

South Lake Chamber of
Commerce

South Lake High School

South Lake Hospital Foundation

South Lake Rotary

Special Olympics Florida

Summit Greens Women's Club

THRIVE Clermont

University of Central Florida
College of Medicine

University of Central Florida
Sports and Fitness



Lake-Sumter State College Health Sciences Collegiate Academy Ribbon Cutting



Cornerstone Hospice Salute to Veterans Ceremony

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1900 Don Wickham Drive
Clermont, FL 34711

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