



# Community Benefit Report

ORLANDO  
HEALTH®

South Lake Hospital

FISCAL YEAR

**2018**





**Orlando Health South Lake Hospital Joe H. and Loretta Scott Emergency Room and Medical Pavilion** opened to patients on July 31, 2018. This new location offers ease of access to quality emergency and outpatient care closer to home for those in the southern part of the hospitals' service area.



**Orlando Health South Lake Hospital Emergency Room and Medical Pavilion at Blue Cedar** opened to patients on June 8, 2018. This new location offers ease of access to quality emergency and outpatient care closer to home for those in the northern part of the hospitals' service area.

### Chamber Wellness Challenge

South Lake Hospital enhanced South Lake Chamber of Commerce's efforts in creating a 12 week wellness challenge for chamber members, employees, and NTC members by providing biometric screenings, lectures, and free membership to the wellness facility to promote healthy lifestyle modifications.

### Toy Drive

Cypress Ridge, Groveland and Clermont communities participated in a toy drive organized by South Lake Hospital to provide toys to children who visited the ER during the holidays.

### Disaster Preparedness Fair

Held annually at the Kings Ridge Community Center, different organizations come together to benefit the community in health awareness, disaster preparedness awareness and provide information to the community on how to prepare and respond in times of an emergency.



### Leadership Lake County

Increasing awareness and commitment to the development of Lake County, this all day event brings leaders from different organizations to South Lake Hospital for lectures, tours, hands on experiences, and other health related topics.

### 2018 School Supply Drive

Over 751 items were donated to include; backpacks, calculators, construction paper, scissors, pens, markers, crayons, headphones, notebooks, glue, and other necessary items to benefit local elementary schools in South Lake County.



### Blue Cedar Senior Art Contest

To incorporate local artwork into the calming and healing aesthetics of the South Lake Hospital Emergency Room and Medical Pavilion at Blue Cedar, South Lake Hospital held an art contest for local artists to submit their original art. Eight art pieces were chosen from local artists that reside within South Lake County. Artwork is displayed in the main hallway of the free standing Emergency Room and Medical Pavilion.



## 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 over 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 2018, over 60,635 patients were treated in our emergency department, 6,347 more than the year prior. Due to this growth, we recognized the need to expand on our main campus and beyond. Our plans to expand the emergency department on our main campus included additional emergency department treatment rooms and clinical decision unit rooms. In 2018, we opened two new campuses, both of which house a full-service emergency department, outpatient imaging, laboratory and rehabilitation services, and medical office buildings. The Orlando Health South Lake Hospital Emergency Room and Medical Pavilion at Blue Cedar opened to patients on June 8, 2018 and is located in the north end of our service area. The Orlando Health South Lake Hospital Joe H. and Loretta Scott Emergency Room and Medical Pavilion opened to patients on July 31, 2018 and is located in the south end of our service area. These facilities have not only enhanced the entire community's access to quality healthcare close to home but also have reduced regional disparities in health outcomes.

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 2018** which details our current outreach efforts and partnerships that collaboratively work together.

Sincerely,

*John A. Moore*  
John A. Moore  
President, South Lake Hospital



# Serving Community Needs



Due to the steady growth in population and demand in healthcare services, **South Lake Hospital** opened two new free standing Emergency Departments (ED) as well as expanded the current ED. All of these additions will help to better serve the residents of Clermont, Mascotte, Groveland, Minneola, and Montverde.

## • OR Expansion July 2018

This 24 month build will open to the public in July 2020. The expansion will increase South Lake Hospital's surgical services capacity to a total of 6 operating rooms, with an additional shelled space for future expansion when needed. The expansion also includes a lobby renovation, PACU renovation and surgical services patient bays expansion and renovation.

## • 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.

- Grand Opening was August 2018.
- ED has 12 exam rooms, laboratory services including CT scan, X-ray, and ultrasound. It also has a helipad located directly outside the emergency department. Outpatient services include the same diagnostic modalities as listed above.

## • 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.

- Grand Opening was June, 2018
- Full-service Emergency Department including; diagnostic modalities such as electrocardiogram (EKG), computed tomography (CT), ultrasound, x-ray, and magnetic resonance imaging (MRI). Outpatient services being provided are listed above.

## • Rapid Treatment Unit

As part of the expansion to the Emergency Department on the South Lake Hospital Clermont campus, a new extension was added offering flex care—which helps fast track minor emergencies. The addition of this area helps reduce overall wait time, and increases patient comfort and satisfaction.

- Area opened September 2018
- Includes separate waiting area with a dedicated kids corner and two pediatric rooms

# Sports, Health and Wellness



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. Programs Include:

## 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 rescues, Swim America Group lessons and a year round competitive swim team for children of all ages.



## Soccer

South Lake Hospital has partnered with Florida Rush Soccer Club to offer recreational and competitive soccer for children ages 3-18 years old.

## Track and Field

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. NTC Track and Field is home to world class elite athletes that train year round for both International and Olympic competitions.

## Other Events

- **Gynecologic Community Awareness Event at Lake Eola Park (January 21, 2018)** January is Cervical Health Awareness Month. South Lake Hospital helped raise awareness and raise hope for all those affected by gynecologic cancers. This event included; food, music, and a survivor walk, while also having an appearance by Kyndall Truett.
- **Free Hernia Screening and Information Session with Dr. Johnson (November 6, 2017)** Our surgical expert, Christopher Johnson, DO, discussed the signs and symptoms of a hernia, the importance of early detection and the treatment options available at Orlando Health, including minimally invasive robotic surgery.
- **Dr. Paez Stem Cell Therapy Talk (Spring and Fall)** Dr. Paez had multiple discussions throughout the year on regenerative medicine and stem cell therapy as an option for anyone with pain, arthritis, injuries and neurological degenerative diseases.



# Education and Community Outreach

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

In 2018:

- **Better Breathers Support Group** – a support and education group for those with breathing problems.
- **Breastfeeding Support Line** – offered free support to new moms- (352.394.4071, ext. 4380)
- **Childbirth, Breastfeeding, and Newborn Care Education Classes** – supported more than 150 expectant and new parents.
- **Eating Well with Diabetes** – educated 75 people with diabetes, prediabetes, and their caregivers about proper nutritional choices.
- **Free Smoking Cessation Program** – helped dozens of participants stop tobacco use.
- **Heart Healthy Eating Classes** – taught nearly 160 community members on how to improve cardiovascular health through dietary change.
- **Moms Morning Out Support Group** – provided newborn support for more than 220 moms.
- **Multiple Sclerosis Support Group** – provided support to those who have MS or are caregivers to those with MS as a way to empower and share stories and experiences with others.
- **Safe Sitter Class** – taught nearly 40 young teenagers essential babysitting skills.
- **Sjogren's Support Group** – provided support for those battling this autoimmune disease, encouraging patients and residents to join together to talk about living with Sjogren's, and learn from others experiences.
- **Stroke Support Group** – provided support for all stroke victims and caregivers, encouraging patients and caregivers to join together to discuss their experience.

Over 449 hours of donated meeting space were provided free of charge to support groups, and nutrition classes such as: Heart Healthy Eating, Eating Well with Diabetes, Stroke Support Group, and Better Breathers Support Group.

## Student Programming and Outreach



### • Youth Art Contest

Collaborated with three local schools from each of the following counties: Lake, Polk, and Osceola to promote art in the youth and provide a friendly competition.



### • Take Stock in Children of Lake and Sumter Counties

Career exploration tour for at-risk students provided by South Lake Hospital by empowering them to achieve their dreams of an education and career past high school.

### • Pig on the Pond Sponsorship

A yearly event of Project Scholars, a 501(c) 3 non-profit organization which provides educational scholarships and support to local students. Elizabeth is a 2017 East Ridge High School graduate who received a \$10,000 scholarship from Pig on the Pond.



### • Teddy Bear Clinic

Held during the grand opening community event of the Orlando Health South Lake Hospital Joe H. & Loretta Scott Emergency Room in Four Corners area, children were able to bring in their teddy bears to be examined at the ER and were given a diagnosis as well as their treatment plan.

# 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 2018, the South Lake Hospital Foundation provided:

- Free mammograms and diagnostic breast exams for low income uninsured woman in South Lake County to detect breast cancer at its earliest age.
- Youth scholarships to help underserved youth learn to swim and participate in various sports and fitness activities on our campus.
- Nursing scholarships to educate our community's future healthcare professionals.



## Volunteers

South Lake Hospital's volunteers serve their community by dedicating their time and talents at the hospital in a variety of different departments and roles. Our volunteers are essential to fulfilling the hospital's mission and their compassion helps shape our culture of caring at South Lake Hospital. We could not accomplish what we do without the amazing support of our dedicated volunteers!

In 2018, **171** volunteers ranging from teenagers to retirees provided care and support in the hospital and contributed **21,665** hours of service to South Lake Hospital.





# 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 2018.

## THRIVE Clermont, Teen Summit

This all day personal development conference focuses on teen wellness. Its aim is to equip teenagers with knowledge about how to lead healthy and fulfilling lives. Several breakout sessions were offered ranging from cooking classes, healthy eating, self-defense, personal finance, photography, and yoga. There were also opportunities for teens to explore different career paths such as computer gaming and coding, makeup artistry, and government jobs. Select teens were also able to have a roundtable table discussion with Mayor Ash and other members of the public sector.

## Soccaween and Spooktacular

On October 27, 2017, over 1,000 kids participated in a combo swimming and soccer event. Other fun activities included foam pumpkin decorating, coloring contest, face painting and photo opportunities.



## 2018 Special Olympics Torch Run Host Location

On April 25, 2018, Law enforcement officers from over 300 Florida agencies — Police Departments, Sheriff's Offices, Florida Department of Corrections, Florida Department of Law Enforcement, Federal Bureau of Investigation, Drug Enforcement Agency, U.S. Customs, Air Force Police and Florida Fish and Wild Life Conservation Commission (FWCC) — all participate in the state-wide torch run to benefit the athletes of Special Olympics Florida. Each year, over 5,000 officers carry the torch on a 1500-mile relay through 67 counties in Florida.

## Faith Neighborhood Food Pantry

South Lake Hospital sponsored a refrigerated food truck for Faith Neighborhood Food Pantry in Groveland, to allow this pantry to provide fresh produce and much needed healthy nutritious meals to families in need.

## March of Dimes

The mission of March of Dimes is to help moms have full-term pregnancies and healthy babies. South Lake Hospital's Labor and Delivery Department along with additional hospital team members fundraised and participated in the local March of Dimes March for Babies Event. Teams held bakes sales, March of Dimes t-shirt sales, fundraised online, and walked in the event to help raise money for important research and educational outreach conducted by March of Dimes.



# Community Partnerships

American Cancer Society  
American Heart Association  
Break Away Track Club  
Central Florida Sports Commission  
Central Florida Susan G. Komen  
City of Clermont  
City of Groveland  
City of Minneola  
Clermont Football Club  
Clermont Fire Department  
Clermont-Minneola Lions Club  
Clermont Police Department  
Clermont Kiwanis  
Community Foundation of South Lake County  
Cornerstone Hospice & Palliative Care  
East Ridge High School  
Educational Foundation of Lake County  
Faith Neighborhood Center

Family Services of Metro Orlando  
Florida Rush  
Florida Sports Foundation  
Friends of Lake Louisa  
Friends of South Lake  
Get Fit Lake  
Kiwanis of South Lake  
Lake County Career and Technical Education  
Lake County Sheriff's Office  
Lake County Public Schools  
Lake Emergency Medical Services  
Lake-Sumter State College  
Lake Technical Center  
Leadership Lake County  
Leadership Lake County Alumni Association  
Lost Lake Elementary School  
March of Dimes

Minneola High School  
Montverde Pop Warner Football and Cheerleading  
New Beginnings  
Rotary Club of South Lake County  
South Lake Chamber of Commerce  
South Lake County YMCA  
South Lake High School  
Special Olympics Florida  
United Way of Lake and Sumter  
University of Central Florida College of Medicine  
University of Central Florida Sports and Fitness  
U.S. Marine Corps Toys for Tots  
West Orange Habitat for Humanity  
Workforce Central Florida





# South Lake Hospital Healthcare at a Glance

## FISCAL YEAR 2018

### COMMUNITY BENEFIT<sup>1</sup>

Charity Care <sup>2</sup>
<b>\$5,970,253</b>
Community Programs and Services
<b>\$1,144,108</b>
(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 Shortfalls <sup>3</sup>
<b>\$14,010,907</b>
Total Community Benefit
<b>\$21,125,268</b>
Costs in Excess of Payment
Medicare Shortfalls
<b>\$19,645,916</b>
Bad Debt <sup>4</sup>
<b>\$3,674,081</b>
Total Value to the Community
<b>\$44,445,265</b>

## FISCAL YEAR 2018

### CAPACITY

Number of Beds:	170 (total)
	140 (acute)
	30 skilled nursing (sub-acute)

### PEOPLE

Team Members:	1,587
Physicians:	461

### PATIENTS

Total Admissions (with newborns):	12,023
Total Births:	726
Total Surgeries:	10,941
Total Outpatient Visits:	78,364
Total Emergency Visits:	60,635

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

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

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