

ORLANDO HEALTH®

South Lake Hospital



COMMUNITY BENEFIT REPORT

FISCAL YEAR 2016



SOUTHLAKEHOSPITAL.COM

OUR MISSION

To improve the health and quality of life of the individuals and communities in south Lake County.

DEAR NEIGHBOR,

This past fiscal year, we continued to see growth in our community and with that, the increase in demand for our healthcare services. South Lake Hospital announced plans to expand our footprint to better serve the needs of our entire South Lake community including prevention, wellness and emergent and acute care.

In fiscal year 2016, we treated more than 57,000 patients in our emergency department, 12,000 more than just five years ago. Because of that growth, we recognized the need to expand on our main campus and beyond. We announced plans to expand the emergency department on our main campus, including additional emergency department treatment rooms and clinical decision unit rooms. Growing in our service area, we announced 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. These expansion projects are expected to be completed in 2018 and will enhance the entire community's access to quality healthcare close to home.

As always, we continue to ensure that we are focusing on educating our community on prevention and obtaining optimal health. The forthcoming report showcases some of our current outreach efforts and partnerships that work together to ensure south Lake County is a healthy, vibrant place to live, work, and play.



Sincerely,

John A. Moore
President, South Lake Hospital

FY 2016 SNAPSHOTS

- **UF HEALTH CANCER CENTER – ORLANDO HEALTH AT SOUTH LAKE HOSPITAL** Partnered with cancer experts at UF Health Cancer Center—Orlando Health to keep radiation oncology services available in the south Lake County community by opening a new UF Health Cancer Center—Orlando Health office adjacent to the hospital campus.
- **HEALTH SCIENCES COLLEGIATE ACADEMY (HSCA)** Welcomed the inaugural class of the new Health Sciences Collegiate Academy. The HSCA is a partnership with the hospital, Lake County Schools, Lake-Sumter State College, Montverde Academy and the University of Central Florida. The program prepares high school students for successful careers in the medical field. Students in the program spend two years at their high school with frequent visits to the hospital and the last two years at the college campus as dual-enrolled students. They will graduate workforce ready or well-prepared to enter college. The inaugural class had 133 students, well surpassing the goal of 100.
- **CHAMBER WELLNESS CHALLENGE** For the third year in a row, South Lake Hospital has 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. This challenge is to empower and provide the knowledge to participants to take control of their own health. The hospital provides a free membership to the National Training Center wellness facility through the length of the program to promote healthy lifestyle modifications in the entire community.
- **AHA FIT FRIENDLY AWARD** Earned the American Heart Association Fit Friendly Employer Award for the sixth consecutive year for the hospital's dedication to team member and community wellness.
- **CARDIAC SCREENINGS** Conducted free screenings at our South Lake Heart and Vascular institute with free blood pressure, BMI checks, lipid/glucose and vascular screenings.
- **3D MAMMOGRAPHY AND DEXA SCAN** Added high-tech advanced equipment in our diagnostic imaging center to assure the women in our community are receiving the highest-level care and technology available on the market.
- **LAKE COUNTY ELEMENTARY SCHOOL HEALTHY ROAD SHOW** Provided multiple elementary schools with an interactive, educational program taught by a clinical dietitian, exercise physiologist and other staff that presented information on nutrition, food groups, and how to make a healthy, balanced meal. The students also participated in a fun exercise class set to music to show them how easy it is to get active.
- **RIO SUMMER GAMES 2016** Cheered on 12 National Training Center (NTC) track and field athletes as they competed in the 2016 Rio Olympic Summer Games. The athletes represented seven different countries and earned five medals at the games.

SERVING COMMUNITY NEEDS



UF HEALTH CANCER CENTER – ORLANDO HEALTH AT SOUTH LAKE HOSPITAL

The communities served by South Lake Hospital, which includes the cities and surrounding areas of Clermont, Minneola, Montverde, Groveland and Mascotte, have seen steady growth in population throughout the past five years. This growth trend is reflected in the increase of emergency department visits and inpatient admissions at the hospital. Due to this growth and demand for healthcare services, South

Lake Hospital opened a new radiation oncology center to give patients in and around Lake County local access to cancer specialists, vast resources, leading-edge treatments and ongoing medical trials.

The 4,800 square-foot practice is staffed by UF Health Cancer Center—Orlando Health radiation oncologists and an advanced nursing team, providing comprehensive cancer care.

The center's technology - provided by ION - offers breakthrough technologies, including Intensity-Modulated Radiation Therapy (IMRT) and Image-Guided Radiation Therapy (IGRT). IMRT is the



most technologically advanced and most precise method of external beam radiation therapy available. IGRT takes this technology one step further. Daily imaging assures the radiation is delivered precisely to the treatment area while sparing surrounding tissue. Treatment may be able to be delivered in as few as one to five treatments. These advanced radiation technologies provide cancer treatment more precisely, with less risk, and are beneficial for many different types of cancer.



UFHealth
CANCER CENTER
ORLANDO HEALTH
at South Lake Hospital

SPORTS, HEALTH & WELLNESS



South Lake Hospital provides sports, health and wellness programming to residents throughout 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 create 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 resources, Swim America 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 3 to 18.
- **TRACK & FIELD** - The 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.

SOUTH LAKE CHAMBER OF COMMERCE WELLNESS CHALLENGE

The South Lake Chamber of Commerce and South Lake Hospital partnered together in 2016 to create 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. A total of 35, five-person teams participated. The top three winning teams lost an average of 15.5% total body fat over the 12-week time period.



Most youth programs include scholarship opportunities for youth in Lake County through the South Lake Hospital Foundation.

NTC 15 YEAR CELEBRATION

On September 17, 2016, the National Training Center invited the community to celebrate its 15 years in sports and fitness. The NTC also honored long-time members with a special reception and presented them with a commemorative water thermos etched with the 15-Year NTC logo. The celebration kicked off with the Lace It Up series race followed by outside fitness classes, face painting, bounce houses, a teddy bear clinic and sports agility testing. Guests enjoyed the remainder of the day poolside.



EDUCATION & COMMUNITY OUTREACH

COMMUNITY EDUCATION & SUPPORT GROUPS

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

IN 2016

- **FREE SMOKING CESSATION PROGRAMS** — helped dozens of participants stop tobacco use.
- **SAFE SITTER® CLASSES** — taught nearly 50 young teenagers essential babysitting skills.
- **CHILDBIRTH, BREASTFEEDING AND NEWBORN CARE EDUCATION CLASSES** — supported more than 200 expectant and new parents.
- **BREASTFEEDING SUPPORT LINE** — offered free support to new moms.



- **MOM'S MORNING OUT SUPPORT GROUP** — provided newborn support for more than 200 moms.
- **WELLNESS ROADSHOW PROGRAM** — visited multiple south Lake County elementary schools to teach kids proper nutrition, fun physical activity and understanding their anatomy.
- **DONATED MEETING SPACE** — provided more than 500 hours of space free of charge to support groups such as Stroke Support, Breast Cancer Support, Down Syndrome Support, Nicotine Anonymous, Myositis Support and Ovarian Cancer Support.

STUDENT PROGRAMMING & OUTREACH

LAKE COUNTY ELEMENTARY AND YOUTH EDUCATIONAL WELLNESS SERIES

In 2016, South Lake Hospital continued to design programs to enrich the community with kid-friendly health and wellness activities such as the Clermont Elementary Wellness Series. The program was designed to get the students up and active in the middle of the day at every

assure the youngest of our service area are educated in wellness and prevention for years to come.

The hospital also conducted nutritional workshops with local Girl Scouts to provide tips on nutritional eating, portion control and cleanliness when cooking in the kitchen. South Lake Hospital additionally participated in Clermont Elementary School's Field Days to promote exercise and



grade level. In addition, South Lake Hospital supported the Morning Mile at Mascotte Elementary, which encouraged students to walk a mile before they begin their studies each day. It is well proven through research that children who get more physical activity are healthier and get better grades than those who do not. South Lake Hospital is committed to our entire community and supports programs like the Morning Mile to

teamwork. The hospital was invited to south Lake County Schools' STEM (Science, Technology, Engineering, Math) nights to educate students on different hospital focuses such as nutrition, exercise, anatomy and germs/viruses/bacteria. Our



team members also provided take-a-ways with educational material for parents so the reinforcement could continue at home.



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 2016, THE SOUTH LAKE HOSPITAL FOUNDATION PROVIDED:

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

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 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.

- Volunteers range from teenagers in our teenage volunteer program to retirees. In 2016, more than 100 volunteers dedicated 20,771 hours of service to South Lake Hospital.
- Since South Lake Hospital was founded in 1947, volunteers have contributed 803,039 cumulative hours of service to the healthcare needs of our community.

COMMUNITY PARTNERSHIPS INCLUDE:

American Cancer Association
Be Free Lake
Boys & Girls Clubs of Lake
& Sumter Counties
CareerSource Central Florida
Central Florida Sports
Commission
Central Florida Affiliate
Susan G. Komen
City of Clermont
City of Groveland
City of Mascotte
City of Minneola
City of Montverde
Clermont Fire Department
Clermont-Minneola Lions Club
Clermont Police Department

Clermont Kiwanis
Clermont Women's Club
Community Foundation
of South Lake
Cornerstone Hospice
& Palliative Care
East Ridge High School
Educational Foundation
of Lake County
Faith Neighborhood Center
Florida Rush Soccer Club
Florida Sports Foundation
Friends of Lake Louisa
Friends of South Lake
Future Farmers of America
Get Fit Lake
Groveland Elementary School

Habitat for Humanity of
Lake & Sumter
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-Sumter State College
Foundation
Lake Technical Center
Leadership Lake County
LifeStream Behavioral Services
Lost Lake Elementary School
March of Dimes of Lake
& Sumter Counties
Minneola High School
Montverde Academy

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
Special Olympics Florida
Summit Greens Women's Club
United Way of Lake and
Sumter Counties
University of Central Florida
College of Medicine
University of Central Florida
Sports and Fitness

COMMUNITY BENEFIT



The value of our total community benefits here in south Lake County can be measured not only by the programs and services that we offer, but also through the many partnerships we maintain across our total service area. Extending beyond traditional healthcare programs, South Lake Hospital has provided resources to the community through monetary and in-kind sponsorships, partnerships, external fundraising efforts and team member charitable service.



BELOW ARE HIGHLIGHTS OF A FEW SOUTH LAKE HOSPITAL PARTNERSHIPS AND OUTREACH EFFORTS DURING FY 2016.

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 and spirit nights, 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.

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.

NEW BEGINNINGS OF CENTRAL FLORIDA —

South Lake Hospital sponsored the New Beginnings of Central Florida Dragon Boat Festival to help raise funds for the not-for-profit organization that helps local homeless men and women learn how to live a responsible life by making positive choices. The organization provides homes and shelters, food, clothing, professional counseling, job opportunities and encouragement. Along with sponsorship, South Lake Hospital team members formed a team for the event and set up a booth at the health expo to educate the community on our services and programs.

BE FREE LAKE 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 produces 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. (www.befreelake.org)

DRIVE FOR MEN'S HEALTH — South Lake Hospital sponsored the third annual Drive for Men's Health, a cross-country men's health initiative developed by urologists Sijo Parekatil, M.D. and Jamin Brahmbhatt, M.D., of the PUR Clinic – Personalized Urology Robotics. The 10-day



drive kicked off at South Lake Hospital's campus and made stops throughout the country, including New York and Los Angeles, to discuss men's health issues.

The drive's premise is that men are much more likely to care for their cars than their own personal health; the doctors' mission was to get men talking about their health like they do their cars. The event has gained attention throughout the country and reached millions of men.

GET FIT LAKE PARTNERSHIP — The hospital and NTC collaborate 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. (www.getfitlake.com)

COOPER MEMORIAL LIBRARY PARTNERSHIP —

The hospital began a collaboration with local libraries. Together with staff and professors from the Lake-Sumter State College Wellness program, the hospital created a wellness series that featured our clinical dietitian and other healthcare experts.

FISCAL YEAR 2016

CAPACITY

Number of Beds: 140 acute; 30 sub-acute

PEOPLE

Team Members: 1,470

Physicians: 368

PATIENTS

Total Acute Admissions
(with newborns) 9,638

Total Births: 684

Total Surgeries: 6,478

Total Outpatient Visits: 65,317

Total Emergency Visits: 57,192

Emergent PCIs 72

SOUTH LAKE HOSPITAL HEALTHCARE AT A GLANCE

FISCAL YEAR 2016 COMMUNITY BENEFIT¹

Charity Care²

\$4,999,235

Community Programs and Services

\$703,520

(Health fairs, speakers 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

\$12,615,473

TOTAL COMMUNITY BENEFIT

\$18,318,228

Costs in Excess of Payment

Medicare Shortfalls³

\$21,835,342

Bad Debt⁴

\$2,717,390

TOTAL VALUE TO THE COMMUNITY \$42,870,960

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.

