When Jackson and Kennedy were born, the full spectrum of maternity care at North Florida Regional Medical Center was there for them and their family. That included Labor and Delivery, Maternity Postpartum and the Level II Neonatal Intensive Care Unit.
2013 was a year of expansion and growth for the North Florida Division. Several key facility expansions were completed, increasing our capacity to care for the communities we serve.

Capital Regional Medical Center completed a two-floor expansion adding an additional 44 private beds. West Florida Healthcare opened ED North, a new 16-bed unit that expanded the hospital’s Emergency Department from 25 to 41 beds. Gulf Coast Regional Medical Center unveiled a new 42-bed critical care wing that includes a 20-bed adult-level ICU, an 18-bed Level III NICU and a four-bed PICU. The facility will now have the capability to care for infants and children in Panama City without having to transfer them to Pensacola, Gainesville, or Birmingham.

An exterior renovation project at Ocala Regional Medical Center included a reconfiguration of its emergency services entrance and the addition of a multi-level parking garage. North Florida Regional Medical Center opened its $62 million four-story patient tower with 92 private rooms. Services provided in the new tower include cardiovascular care, neuroscience care, maternity postpartum care, and a new Level II NICU.

New facilities were opened within the division as well. Poinciana Medical Center, a 30-bed acute care facility, opened its doors in July. The new hospital brought much-needed local medical services to the local community. The Oviedo free-standing ER opened in November as a part of Central Florida Regional Hospital’s network of facilities. EMS teams and patients have expressed appreciation for having ER services close to home.

In addition these expansions, we also remained focused on playing a key role in providing healthcare services to the communities we serve, with an economic impact exceeding $1,400,000,000 annually. Our 18,000 employees, physicians and volunteers continued to provide vital healthcare services through our hospitals, surgery centers, cancer centers, and imaging centers.

Our emergency departments served more than 600,000 patients during 2013. At the same time, our teams held steadfast to their dedication to expediting patient care and improving patient satisfaction. As our ER volumes grow, so does the number of patients without adequate health insurance or the financial resources to pay for this care. Last year, our hospitals treated more than 142,000 uninsured patients and over 240,000 patients covered through the Medicaid program. The cost of charity and uncompensated care provided by our hospitals totaled $187,057,630 in 2013.

Throughout the year, we continued our emphasis on providing outstanding quality patient care. Each of our facilities earned accreditations and recognition for the hard work they do each day to ensure our patients receive exceptional care. These certifications are a symbol of our employees’ dedication to their work and pride in the care they provide.

Sincerely,

Michael P. Joyce President, HCA North Florida Division
CRMC Expansion

Capital Regional Medical Center completed a two-floor expansion adding an additional 44 private beds. The expansion brought more healthcare jobs to the area and represents the facility’s dedication to serving the Big Bend region by offering an even greater capacity to care for its citizens.
## COMMUNITY IMPACT SUMMARY

### Statistics

- Patients Treated: 1,206,351
- 2013 Annual Admissions: 125,763
- 2013 Annual Emergency Visits: 601,455
- Total Medicaid Patients Treated: 243,154
- Indigent Patients Treated: 142,612

### Facilities

- Hospitals: 12
- Surgery Centers: 6
- Diagnostic Imaging Centers: 7
- Inpatient Rehabilitation Facilities: 3
- Psychiatric Care Facilities: 2
- Licensed Beds: 2,591

### Our Hospital Family

- Total Employees: 13,409
- Total Medical Staff: 4,026
- Total Volunteers: 1,014
ECONOMIC IMPACT

Total Salaries & Benefits ................................................................. $820,608,444
Cost of Charity & Uncompensated Care ........................................ $187,057,630

Taxes Paid

- Federal Income Tax ........................................................................... $82,909,972
- State Income Tax ............................................................................... $11,584,115
- Indigent Care Tax ............................................................................ $24,641,197
- Property Tax ...................................................................................... $10,622,784
- Sales Tax ........................................................................................ $13,560,952
- Other Local Tax ............................................................................... $24,706,305

Total Taxes ........................................................................................... $168,025,325

Capital Investment (five-year average) ............................................. $98,651,356

Total Local Vendor Support ................................................................. $158,075,927

  - Minority & Women Owned Business Support ................................ $13,459,556
  - Physician Specialty Coverage ......................................................... $40,894,614

Total Economic Impact ...................................................................... $1,473,901,940
GIVING BACK TO OUR COMMUNITY

A partial list of organizations benefiting from HCA North Florida’s involvement:

- Alzheimer’s Alliance
- American Diabetes Association
- American Cancer Society
- American Heart Association
- American Lung Association
- Autism Speaks
- Boy Scouts of America
- Boys and Girls Club
- Chamber of Commerce
- Council on Aging
- Covenant Hospice
- Gulf Coast Community College
- Habitat for Humanity
- Healthy Start Coalition
- HCA Hope Fund
- Lions Club
- Leukemia and Lymphoma Society
- March of Dimes
- Muscular Dystrophy Association
- Red Cross
- Retired Seniors & Volunteer Programs
- Rotary International
- Salvation Army
- Southeastern Firefighters
- Special Olympics
- United Way
- WINGS
- YMCA

Community Support
The affiliates of HCA North Florida and their employees are committed to improving the health and well-being of those in the communities they serve. This is accomplished not only through the quality of care they provide, but also through the financial and volunteer support they offer to countless community organizations, schools, colleges and non-profit and charitable organizations in their communities.

Indigent Patient Education
HCA North Florida Hospitals are committed to helping uninsured patients qualify for local and state health benefit programs. Many of our hospitals offer on-site benefit education and Medicaid enrollment assistance.

Step Up for Students
Since 2005, HCA has redirected corporate income tax to the Step Up for Students program. Through this gift, low income students receive a K-12 scholarship enabling them to receive a quality education tailored for their specific needs. It is well documented that a “one size fits all” education is not the best approach for every student. Families with the means may choose the perfect school for their child but that is simply not an option for many people. Through this program, children that qualify for the National School Lunch Program can receive scholarships. Qualifying parents can use these grants to send their child to the public or private school that best meets their child’s needs.
Numerous awards and recognitions are bestowed on our facilities and management teams, acknowledging not only the outstanding medical care and services we provide, but also the leadership role we play in our communities. All of our facilities are Joint Commission (JC) Accredited, with nine JC Accredited Primary Stroke Centers, and JC Accreditation for Spinal Care at Gulf Coast Regional Medical Center and Ocala Regional Medical Center. In addition, the American College of Surgeons Commission on Cancer has accredited eight of our facilities’ oncology programs.

This year, 10 of our facilities were recognized by The Joint Commission as one of the Top Performers on Key Quality Measures. This recognition is focused on accredited hospitals that attained and sustained excellence in accountability measure performance during calendar year 2012. As Top Performers on Key Quality Measures, our 10 facilities were among only 1,099 hospitals earning this distinction, which represents the top 33 percent of Joint Commission accredited hospitals (of those that report core measure performance data).

Nine of our facilities offer Certified Chest Pain Centers, recognizing their consistent high quality care and expertise in dealing with patients suffering with chest pain. Seven have been designated by Blue Cross Blue Shield as a Blue Distinction Center for Spine Surgery, and for Hip and Knee Replacement Surgery.

Eight North Florida Division hospitals were honored with an “A” Hospital Safety Score by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The A, B, C, D or F scores are assigned to U.S. hospitals based on preventable medical errors, injuries accidents, and infections.

West Florida Hospital received certification for its Atrial Fibrillation Program from the Society of Cardiovascular Patient Care – one of only three accredited programs in Florida. In addition, the facility’s Rehabilitation Institute earned CARF Accreditation as well as Brain and Spinal Cord Injury Designation from the State of Florida. Both West Florida Hospital and Capital Regional Medical Center earned Gold Plus Quality Achievement recognition from the American Heart Association.

Ocala Regional Medical Center and West Marion Community Hospital (Ocala Health) were named among the nation’s 50 Top Cardiovascular Hospitals by Truven Health Analytics. The Truven Health 50 Top Cardiovascular Hospitals study evaluates performance in key areas: risk-adjusted mortality, risk-adjusted complications, core measures, percentage of coronary bypass patients with internal mammary artery use, 30-day mortality rates, 30-day readmission rates, severity-adjusted average length of stay, and wage- and severity-adjusted average cost. Ocala Health’s HealthGrades Excellence Awards included those for Patient Safety, Pulmonary Care, Women’s Health, Vascular Surgery, and Bariatric Surgery.
QUALITY & PATIENT SAFETY

Telemedicine Initiative
As part of the North Florida Division’s Outreach Initiative, telemedicine services for stroke patients were implemented at Gulf Coast Regional Medical Center (GCRMC). The division partnered with InTouch Health to provide 24/7 stroke care to patients. The program allows physicians to remotely consult with patients, family members, and other healthcare providers located in rural hospital ERs at a moment’s notice from anywhere in the world. Through an Internet-based connection to the RP-Lite robot, physicians are able to provide real-time audio/video consultations at the patient’s bedside. By getting immediate access to a GCRMC neurologist, patients may be eligible to receive time-critical medications such as tissue plasminogen activator (tPA), which can save brain function and reduce disability. As a result, emergency physicians can more quickly treat stroke patients in the rural ER setting without requiring transfers to another facility, and reduce or eliminate long-term stroke impacts on patients.

Affiliation agreements with several hospitals in the outlying area surrounding GCRMC were established, increasing access to these vital services. In the coming year, this program will be implemented at several additional North Florida Division facilities, greatly enhancing the region’s ability to care for stroke patients.

Gulf Coast Regional Medical Center specialists use laptops or desktop computers to control the telemedicine robot and link into community hospitals to discuss treatment options with doctors, clinical staff, and patients.

TheraDoc: Infection Prevention Surveillance System
TheraDoc was piloted in 2012 at six locations and deployed more broadly this year. It is designed to shift Infection Prevention’s time from clerical to clinical tasks by educating clinical staff on infection prevention interventions, accurately submitting data to the Centers for Disease Control and Prevention’s National Healthcare Safety Network database for purposes of the Centers for Medicare and Medicaid Services and state public reporting requirements, and reducing the occurrence of hospital acquired infections and hospital outbreaks by providing system-wide analysis of facility, market, division, and provider level data.

TheraDoc supports reducing hospital acquired infections by the following measures:

- **Real-time alerting:** Automated alerts (email/pager) notifying of potential infections and communicable diseases (Influenza, TB).
- **Pre-built reports:** TheraDoc identifies infection related trends: common hospital locations, common physician, common procedures, common nursing staff, etc., to allow for near real-time drill down and follow-up.
- **Reporting:** Transparency of infection related events at the local facility, market, division, and corporate via access to reports.
- **Surveillance:** Facilities currently monitor ICU patients only. TheraDoc allows for hospital-wide surveillance.

Results from the initial pilot included a 30% reduction in the rate of central line associated bloodstream infections (CLABSI), along with a 50% reduction in the number of CLABSI infections year over year. Catheter associated urinary tract infection (CAUTI) rates experienced a 20% reduction and the number of CAUTI infections were reduced by 36%.

Despite our achievements, HCA North Florida recognizes the importance of patient safety and continues to make it paramount. Our initiatives ensure the safety and quality of care given to our patients each day.
Pediatric Early Warning Scoring System (PEWS)
In 2012, HCA’s Clinical Services Group introduced an early warning system addressing adult patients (MEWS). A corresponding Pediatric Early Warning Scoring System (PEWS) was implemented in 2013. Hospitals have realized that many codes in general care areas are preventable. Warning signs associated with patient deterioration may occur up to 8 hours prior to a code event. Use of rapid response teams has decreased the risk of respiratory and cardiopulmonary arrest outside of the (P) ICU. The challenge lies in identifying early signs of deterioration and intervening.

PEWS provides assessment, early intervention and stabilization for pediatric patients, prevents clinical deterioration or arrest outside of the PICU, and triggers a Rapid Response by a team of critical care experts. The system also provides a definitive way to get the necessary attention at the time needed by presenting quantifiable evidence of deterioration and a standardized means of communication that can be used to prioritize workload. PEWS has been validated for use with hospitalized pediatric patients, newborn to 17 yrs, on medical/surgical units.

Through adoption and implementation of PEWS, our goal is to demonstrate the effectiveness of timely assessment and appropriate intervention during events in which changes in the pediatric patient’s condition warrants critical response and evaluation.

Meaningful Use Patient Portal
During 2013, a great deal of preparation was done in order to launch the Meaningful Use (MU) Patient Portal in early 2014 across the organization. The goals for the portal are to improve the patient experience, encourage patient engagement, and create the technology foundation for meeting MU Stage Two requirements.

The MU Patient Portal will be available online, on-demand and will reflect select portions of the patient’s medical record at the hospital.

Data Available in the Patient Portal:
- Allergies and Conditions
- Medications
- Hospital Visit History
- Upcoming Hospital Appointments
- Laboratory Results
- Continuity of Care Document (CCD)
- Radiology Reports
- OE Departmental Reports
- Discharge Instructions
- Discharge Summaries

Benefits to the patient will include empowerment to become more actively involved in their care, and improving care coordination and communication between patients and their healthcare providers.
SPECIALIZED CARE

Emergency Excellence

The combination of our highly skilled emergency physicians and nurses, along with best practices and the latest technology, benefitted close to half a million North Florida residents who sought emergency care in our facilities last year. Protocol driven care that begins in the field through direct communications with local EMS teams, and meeting stringent standards to earn Chest Pain Center Accreditation and Primary Stroke Center Certification by the Joint Commission are all part of our commitment to improve quality in our busy emergency departments.

Our strong focus on enhancing care and improving ER processes has also dramatically reduced wait times below national averages. The average ER wait times for each of our hospitals are posted on their websites as well as digital outdoor boards in many of the communities we serve, and are also available by text messaging “ER” to 23000. Smart phone users are able to access average wait times via iTriage, an app that helps locate providers for emergency care, while also serving many other medical needs.

During 2013, an ER expansion was completed at West Florida Hospital, increasing its capacity to care from 25 to 41 beds and improving patient flow. Poinciana Medical Center opened in July, providing much-needed access to emergency services as well as a full-service hospital for the surrounding community. Our expanded access to care for the communities we serve continued in November, when our free-standing ER in Oviedo opened, providing emergency care for residents in an area that had to travel several miles for similar care in the past.

A post-discharge ER physician referral project was initiated in April at West Florida Hospital, enabling ER staff to schedule follow-up appointments for patients with area physicians before leaving the facility. Not only is this a convenience to patients, it also helps to ensure continuity of care and is step toward avoiding unnecessary ER visits for the same presenting complaint in the future. This process will be implemented at our hospitals throughout the division during 2014.
Heart & Vascular Network
Our cardiovascular network ensures that lifesaving technology and the latest minimally invasive techniques are available in our communities. Several of our facilities offer accredited Chest Pain Centers: Capital Regional Medical Center, Central Florida Regional Hospital, Fort Walton Beach Medical Center, Gulf Coast Regional Medical Center, North Florida Regional Medical Center, Ocala Health System, Osceola Regional Medical Center, and West Florida Hospital. All of our facilities are beating the national STEMI benchmark of 90 minutes or less, dramatically improving the lives of our patients experiencing a heart attack. Only 40 percent of hospitals in the country have been able to consistently accomplish this, and similar to our average ER wait times, we post our average STEMI times on our hospital websites.

The latest surgical techniques for minimally invasive mitral valve and atrial fibrillation repair provide a safer alternative for patients suffering from these conditions, improving their quality of life and reducing their risk for other serious complications. Our Cardiac Catheterization and EP Labs offer state-of-the-art technology and treatments to invasive and non-invasive cardiac procedures.

Comprehensive Cancer Care
Cancer is the second leading cause of death in this country and our facilities are committed to meet and exceed the many standards required for the American College of Surgeons’ Commission on Cancer (ACoS CoC). To become accredited, our hospitals commit to regular meetings of the cancer team, which include surgeons, medical oncologists, radiation oncologists, pathologists, radiologists, and hospital clinical and support staff to proactively review patient cases. The North Florida Division facilities that have achieved this honor include Capital Regional Medical Center, Coliseum Medical Centers, Fort Walton Beach Medical Center, Gulf Coast Regional Medical Center, North Florida Regional Medical Center, Ocala Health System, Osceola Regional Medical Center, and West Florida Hospital.

We are also committed to bringing the latest in technology to the communities we serve, and our Cancer Centers are no exception. The CyberKnife System, the world’s first robotic radiosurgery system, is available at the Cancer Center at North Florida Regional Medical Center. We also offer advanced cancer treatment at our cancer centers in Tallahassee, Lake City, and Pensacola.

Radiologist Jong Kim observes a CT scan for a patient in the Lung Screening Program at North Florida Regional.

Capital Regional expanded its Cardiology Associates practice during 2013 to include additional cardiologists and interventional cardiologists, and an electrophysiologist, enhancing the scope of care provided to the community.

(L-R): Niraj Pandit, MD (Interventional Cardiology), Carey Dellock, MD (Interventional Cardiology), Sai Konduru, MD (Electrophysiology), Ajay Mhatre, MD (Interventional Cardiology), Michelle Bachtel, MD (Cardiology), Ernesto Umana, MD (Cardiology), Joseph Baker, MD (Interventional Cardiology)
Specialized Care

Provisional Level II Trauma Center
Ocala Regional Medical Center was designated a Provisional Level II Trauma Center in December of 2012, representing the first and only trauma center in Trauma Service Area (TSA) 6. As part of the HCA Florida-USF Health Network, Ocala Regional’s trauma center has treated more than 2,000 patients since its opening, with a 97 percent survival rate, far exceeding the state average. While Ocala Regional’s trauma center is located in TSA 6, comprised of Marion, Citrus and Hernando Counties, it is also accessed by Emergency Medical Service providers from Lake, Sumter, and Levy Counties.

When serious trauma injuries occur, rapid transport, prompt treatment, and early rehabilitation of the trauma patient reduces mortality, physical injury and financial cost. The development of Ocala Regional’s trauma program has met a significant community need for higher-acuity patient care for traumatic injuries and is a proud milestone for the medical center.

Imaging Services
The HCA North Florida network provides a comprehensive array of outpatient imaging services. Our facilities are equipped with a broad range of diagnostic technology and most offer extended hours. We are committed to offering imaging services needed across the full continuum of a patient’s care.

Diagnostic services available throughout the HCA North Florida network include:
- Bone Density/Dexa
- CT
- 64-slice CT
- Digital Mammography
- Echocardiogram
- EKG
- Fluoroscopy
- Mammography
- MRA
- Open & High Field MRI
- Nuclear Medicine
- PET/CT Scan
- Ultrasound
- X-Ray

Ocala Regional Medical Center’s Provisional Level II Trauma Center.
Orthopedic and Spine Surgery
Patients needing advanced treatments for orthopedic and spine issues can find high quality care at our North Florida Division hospitals. Advanced surgical procedures including Minimally Invasive Hip Replacement, Anterior Approach Hip Replacement, Custom Fit Knee Replacement, Gender-Specific Knee Replacement, Knee and Hip Resurfacing, Partial Hip Resurfacing, and Partial Knee Replacement are available to relieve pain and help patients return to normal activities. Our surgeons are committed to performing the latest innovations in their field, and patients benefit from the experience of a panel of orthopedic experts, individualized treatment plans and a high caliber of care.

The orthopedic and spine centers of the North Florida Division provide a panel of experts who collaborate on treatment plans for patients. The teams at each center include pain management professionals, diagnostic imaging specialists, orthopedic surgeons, physical medicine and rehabilitation specialists, neurosurgeons, and physical therapists.

North Florida Regional Medical Center offers the O-arm® Multidimensional Surgical Imaging System technology. Neurosurgeons are utilizing this revolutionary technology for spine surgery, including lumbar, cervical and thoracic procedures. The O-arm® System creates detailed, two- and three-dimensional images, which helps streamline the process during surgery. This can mean less time in the operating room, and make all the difference in the patient’s surgical experience.

Women’s Services
Obstetrics services are offered at seven of our facilities, with a range of amenities that include private family waiting areas and beautiful home-like surroundings, along with state of the art equipment to help make the birthing process go as smoothly as possible. This year, North Florida Regional opened a new maternity postpartum unit along with a Level II NICU, enhancing and expanding their services for women and infants in the communities they serve.

The new Level II NICU at North Florida Regional offers spacious rooms with privacy often not available in other NICUs. This patient-centered focus was the primary consideration when designing the new unit.

Our commitment to providing the best in women’s services, from digital mammography, bone density ultrasound, to stereotactic breast biopsy, is unsurpassed. Patient navigators at several of our facilities work with women who have potentially concerning findings to help them understand the process from detection to diagnosis to treatment. Our facilities ensure that patients receive the most advanced diagnostic technology and the highest quality of healthcare available in North Florida.
**SPECIALIZED CARE**

One of the most recent developments in Robotic Surgery, the Single Site procedure requires only one incision in the naval. Gallbladder removal and hysterectomies are currently being performed using this technique.

**Robotic and Minimally Invasive Surgical Services**
Our network offers some of the most efficient and well equipped operating rooms in the area. Advanced systems from scheduling to pre-op and discharge planning ensure that patients receive the care they need.

One of the most exciting technologies today is the da Vinci Robotic Surgical System. Through the use of robotics, surgeons are able to perform complex and delicate procedures through tiny incisions, with unmatched precision. For patients, this means less blood loss and scarring, and a quicker recovery and return to normal daily activities. Eight of our facilities offer this option for appropriate surgical procedures: Capital Regional Medical Center, Central Florida Regional Hospital, Fort Walton Beach Medical Center, Gulf Coast Regional Medical Center, North Florida Regional Medical Center, Ocala Health System, Osceola Regional Medical Center, and West Florida Hospital.

**NeuroSciences and Stroke Care**
Nine of our hospitals have earned Joint Commission Primary Stroke Center designation, the gold standard for ensuring the highest level of care is immediately available: Capital Regional Medical Center, Central Florida Regional Hospital, Fort Walton Beach Medical Center, Gulf Coast Regional Medical Center, North Florida Regional Medical Center, Ocala Health System, Osceola Regional Medical Center, and West Florida Hospital. Our hospitals also offer surgical and non-surgical treatment options for various neurological disorders. The focus has expanded to include patients living with Parkinson’s disease and other movement disorders that could benefit from Deep Brain Stimulation surgery. Our facilities utilize the team concept, incorporating therapists, dietitians, neurologists and case managers to diagnose and treat the needs of patients.

**Bariatric Surgery**
The goal at our Bariatric Centers is to improve the health and lives of those in our communities who are struggling with obesity and its associated health problems, which can be fatal. With more than 60 million adults considered obese, the Centers offer specialized weight-loss treatment options to those who need help with their obesity. Four of our hospitals offer bariatric surgery programs: Capital Regional Medical Center, Gulf Coast Regional Medical Center, North Florida Regional Medical Center, and Ocala Regional Medical Center. In addition, North Florida Regional Medical Center and Ocala Regional Medical Center are designated Bariatric Surgery Centers of Excellence.

Jill Johnson had gastric bypass surgery at North Florida Regional, after years of gaining back hard-shed pounds. With surgery, Jill lost 100 pounds and gained a happier and healthier lifestyle.
We are proud of the patient care provided each day at our North Florida Division facilities. A focus on clinical excellence and patient satisfaction leads our processes and guides decision making throughout the division. In addition to good clinical outcomes and increased levels of patient satisfaction, we often hear from our patients and their families about how grateful they are for the care they received. These testimonials are shared with the team and always help to brighten the day.

The following pages provide further details regarding the services offered at our hospitals, along with key community benefit statistics. Also included are some of the patient testimonials referenced above. For us, everything centers on the patient, and we are pleased to be able to share their words with you.

**North Florida Division Hospitals:**

- Capital Regional Medical Center
- Central Florida Regional Hospital
- Fort Walton Beach Medical Center
- Gulf Coast Regional Medical Center
- Lake City Medical Center
- North Florida Regional Medical Center
- Ocala Regional Medical Center & West Marion Community Hospital
- Osceola Regional Medical Center
- Poinciana Medical Center
- Twin Cities Hospital
- West Florida Hospital
2013 Statistics

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William Hinson, Heart Attack Survivor

“I was working around my house and started to get very tired. I had a dentist appointment and thought maybe I was working too fast in order to finish up and get to my appointment. When I got to the dentist, I began having chest pain and shortness of breath. They took my blood pressure and called paramedics. I don’t remember much after that. From the time I got to the ER at Capital Regional to the time they were opening my blocked artery was 13 minutes. They saved my life!”
2013 Statistics

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“"I was totally bed ridden when I arrived at The Rehabilitation Center," Steve said. “They helped me restore my independence and quality of life. I am so grateful I had access to this resource and was able to recover in this encouraging, supportive environment."

Steve Sanchez, Deltona, Florida
Fort Walton Beach Medical Center

1000 Mar Walt Drive • Fort Walton Beach, Florida 32547 • (850) 862-1111 • www.FWBMC.com

24-Hour Consult-A-Nurse/Physician Referral
24-Hour Emergency Services
24-Hour Pediatric Emergency Room
Accredited Chest Pain Center With PCI
Acute Inpatient Rehabilitation Unit
Adult Critical Care
Advanced Primary Stroke Center
Breast Imaging Center
Cardiovascular, Critical and Surgical Intensive Care Units
Certified Orthopedic Joint Replacement Program
Comprehensive Cancer Program
Comprehensive Cardiovascular Program
Destin Emergency Care Center
Diagnostic Imaging
Express ER
H2U Program
Inpatient and Outpatient Rehabilitation
Laboratory Services
Level II Neonatal Intensive Care Unit
Lung Center
Obstetrics and Women's Health
Psychiatric Treatment Center
Robotic Surgery Services
Spine Surgery Center
Wound Care and Hyperbaric Oxygen Therapy Center
Vein Center

2013 Statistics

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Fort Walton Beach Medical Center is located on Mar Walt Drive in Fort Walton Beach, Okaloosa County.

Mitch Mongell  Chief Executive Officer

“"When I had my heart attack and needed open heart surgery, the staff and physicians at Fort Walton Beach Medical Center were professional, compassionate and remarkably effective. They married honesty with faith and humility to work together to give me a fighting chance to live and raise my son. I am deeply grateful for the access I had locally to the highest quality cardiovascular care as well as the area’s only cardiovascular surgeon, Dr. Eric Sandwith.”

Tim Dever with wife, Gina, and son, Jake  Fort Walton Beach, Florida

Our Commitment to Excellence
2013 Statistics

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Gulf Coast Regional Medical Center is located on W. 23rd Street in Panama City, Bay County.

Carlton Ulmer Chief Executive Officer

"When my son, Josiah, was born, the physicians, nurses and therapists did an unbelievable job of making me feel comfortable and putting my mind at ease. I am forever grateful to the entire NICU staff at Gulf Coast Regional Medical Center."

Adrianne Fuqua
2013 Statistics

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</table>

Lake City Medical Center is located on NW Commerce Drive in Lake City, Columbia County.

Mark Robinson  Chief Executive Officer

“As head football coach at Columbia High School, I’ve seen first-hand how Lake City Medical Center cares for this community. The hospital has treated members of my team and my staff in a multitude of ways. I personally experienced that care as an inpatient. When my condition worsened, I was transferred to North Florida Regional Medical Center. The coordinated care between the two hospitals saved my life. From the facilities to the personnel, top to bottom, Lake City is privileged to have Lake City Medical Center and North Florida Regional Medical Center providing for our many expected and unexpected needs.”

Brian Allen,  Head Football Coach, Columbia High School

Lake City Medical Center
340 NW Commerce Drive • Lake City, Florida 32055 • (386) 719-9000 • www.lakecitymedical.com

24-Hour Emergency Services
Cardiovascular Services
H2U Program
Hospitalist Program
Rehabilitation Center
Surgical Services
The Cancer Center at Lake City
Women’s Health Services

Lake City Medical Center is located on NW Commerce Drive in Lake City, Columbia County.
North Florida Regional Medical Center

6500 W. Newberry Road • Gainesville, FL 32605 • (352) 333-4000 • www.NFRMC.com

2013 Statistics

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

North Florida Regional Medical Center is located on Newberry Road in Gainesville, Alachua County.

Ward Boston III  President and Chief Executive Officer

“We have nothing but positive things to say about our experience with the Labor and Delivery Unit, Maternity Postpartum Unit and NICU. The service and care were awesome and designed for our unique situation with one of our twins needing more specialized care but our desire to remain close together.”

Dr. Andrew Smock

“We have nothing but positive things to say about our experience with the Labor and Delivery Unit, Maternity Postpartum Unit and NICU. The service and care were awesome and designed for our unique situation with one of our twins needing more specialized care but our desire to remain close together.”

Dr. Andrew Smock holds newborn daughter, Kennedy, while his wife, Elizabeth, holds twin, Jackson.
“I was told by other surgeons that I would be paralyzed eventually. And I was at a point where using a wheelchair was the only way to get around. I was too young for that. Life is so much better now.”

Patricia Kopec, orthopedic surgery patient
## 2013 Statistics

<table>
<thead>
<tr>
<th>Category</th>
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<tbody>
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</table>

Osceola Regional Medical Center is centrally located on West Oak Street, two blocks west of 441 Hwy in Kissimmee, Florida, just minutes from Orlando.

Robert M. Krieger  Chief Executive Officer

"I was having a heart attack. They call it the widow-maker. The medical team at Osceola Regional was at the foot of the bed every hour running tests and checking up on me. That first day when I got home, I sat down and realized everything was different. I said to myself, ‘Man, I’m feeling good.’ Now I receive a lot of encouragement from the team in (Osceola Regional’s) Cardiac Rehab."

Larry Poff, Heart Attack Survivor
2013 Statistics

<table>
<thead>
<tr>
<th>Service</th>
<th>2013 Statistics</th>
</tr>
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<tbody>
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Poinciana Medical Center opened in July 2013.

Joanna Conley  Chief Executive Officer

“It has been so exciting to be a part of this facility from the ground up. The culture here at Poinciana is one of teamwork with patient care as its center. Over the past 7 months, I have filled several roles within the hospital and have learned more than I could have ever imagined. I am thankful for all of the people that I work with and the patients whose lives we can touch. This is only the start of something much bigger and I look forward to serving the community of Poinciana in the years to come.”

Sheree Halterman, RN, BSN, CCRN
Director ICU/PCU, Poinciana Medical Center
2013 Statistics

<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
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</table>

Twin Cities Hospital is located on Highway 85 in Niceville, Okaloosa County.

David Whalen, FACHE  Chief Executive Officer

“We want to express our gratitude to all the staff at Twin Cities Hospital. Your professionalism, decisiveness, and compassion saved Beth’s life and we will be forever grateful.”

Scott, Shauna, & Beth Warnaby, Niceville, Florida

24-Hour Consult-A-Nurse
Physician Referral
24-Hour Emergency Services
Adult Critical Care
Certified Diabetes Education Program
Certified Orthopedic Joint Replacement Program
Diagnostic Imaging
Health2You (H2U) Program
Inpatient Acute Care Services
Laboratory Services
Minimally Invasive Surgery
Nutritional Counseling
Physical Rehabilitation Program
Private Rooms
Spine Surgery
Surgical Services
Wellness Center
Women’s Health and Imaging Center
2013 Statistics

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td># of Licensed Beds</td>
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<tr>
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As a nurse, compassionate, supportive care has been my personal mission in providing care for patients and their families for many years. Recently, the tables were turned and I became the patient. The care I received from the physicians, staff and volunteers at West Florida Hospital went right along with my personal mission. I was treated with respect, prompt response to questions or concerns and excellent, compassionate care.

Laura Maibergen, Patient, The Family Birthplace
Capital Regional Medical Center
Central Florida Regional Hospital
Fort Walton Beach Medical Center
Gulf Coast Regional Medical Center
Lake City Medical Center
North Florida Regional Medical Center
Ocala Regional Medical Center
& West Marion Community Hospital
Osceola Regional Medical Center
Poinciana Medical Center
Twin Cities Hospital
West Florida Hospital

www.HCANorthFlorida.com