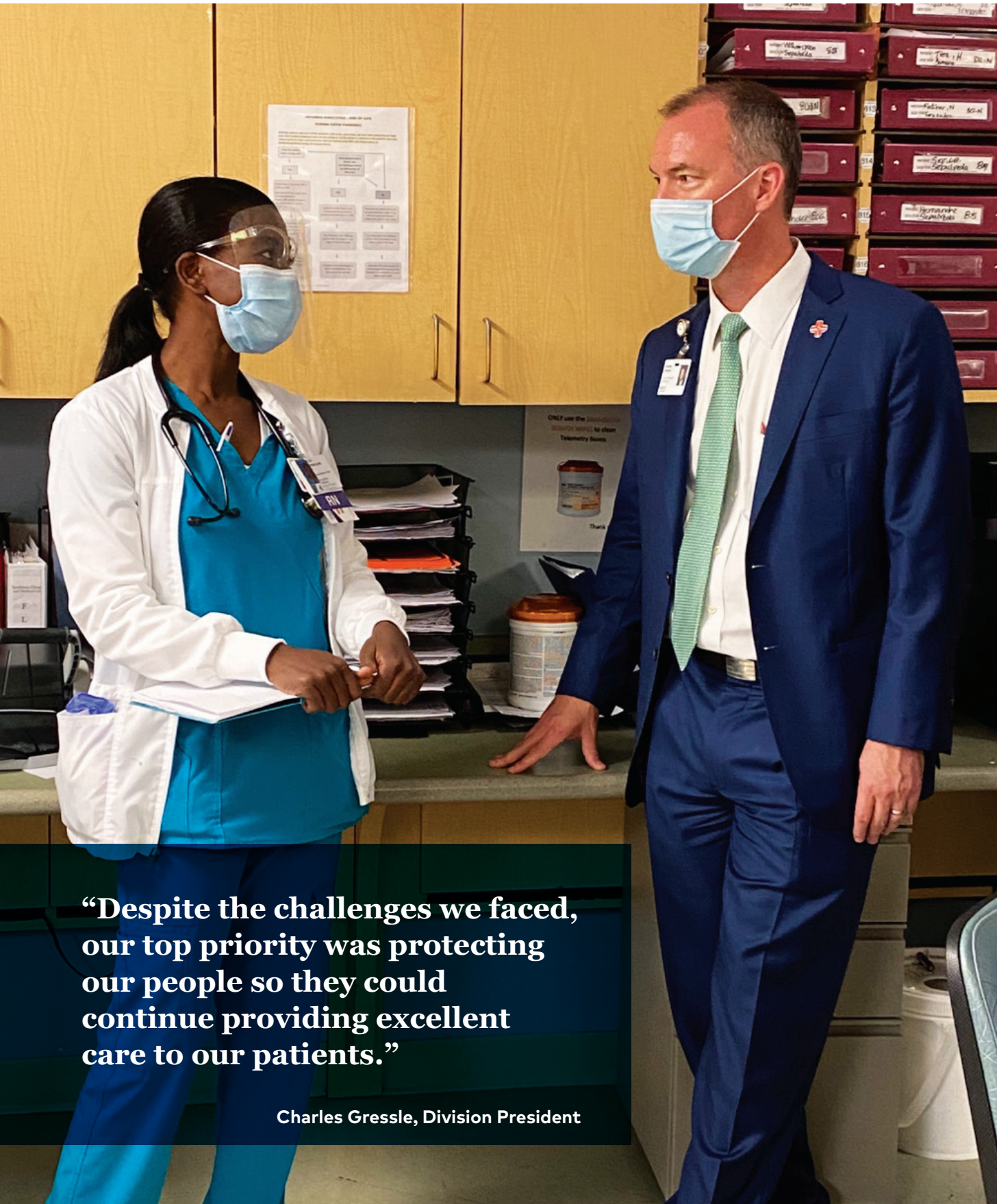


2021 Community Impact Report





“Despite the challenges we faced, our top priority was protecting our people so they could continue providing excellent care to our patients.”

Charles Gressle, Division President



A Message From Our President

At HCA East Florida, we are the largest provider of healthcare services across South Florida with over 1,000,000 patient encounters, 615,000 emergency room visits, 15 hospital campuses, 7 free-standing emergency rooms, 12 ambulatory surgery centers and 105 physician practices. Our caregivers and support staff are committed to providing an excellent experience for every patient and caregiver, every time.

This has never been more apparent than in the past year during the COVID-19 pandemic. This pivotal year tested everyone both within our facilities and across the world. Despite the challenges we faced, our top priority was protecting our people so they could continue providing excellent care to our patients. HCA East Florida treated more than 15,000 COVID-19 patients in 2020—the most of any Division within the company.

Due to support from HCA Healthcare, we were able to protect our colleagues by ensuring they had adequate personal protective equipment (PPE) and provide

services such as scrub laundering and complimentary hotel accommodations for those who did not want to expose their families to COVID-19. We also implemented and expanded a number of programs including pandemic pay and quarantine pay. In addition, we introduced new programs to support the mental health and wellbeing of our colleagues.

We are deeply grateful for how our teams have risen to meet the historic challenges of this year while providing care to our communities. Even during a pandemic, our culture of Excellence ALWAYS has continued to elevate the care and experience we provide to our patients, colleagues and physicians.

Due to our team’s unwavering resilience, we were able to respond to the greatest challenge of our generation and emerge stronger all while staying true to our mission. As we look to the future, our goal is to be the system of choice in the communities we serve by delivering comprehensive, enhanced care that is convenient to our patients.



Contents

- 2 Message From Our President
- 5 Leadership
- 6 Mission and Introduction

7

Protecting Our Colleagues and Physicians

- 9 Providing Adequate PPE
- 10 PPE By the Numbers
- 10 Safety Through a Pandemic
- 12 Partnering With Our Physicians
- 13 2020: A Special Year of the Nurse
- 16 Being There For Our Patients

18

Caring For Our Communities and Partnering With Others

- 20 Giving and Volunteering
- 20 Community Partnerships
- 20 EVERFI
- 21 Step Up For Students Program
- 21 Economic Impact in Our Communities
- 22 Supporting Our Community Through a Pandemic

23

Being Part of the Solution

- 24 Diversity, Equity and Inclusion
- 24 Combating the Opioid Crisis
- 25 Our Hospitals
- 26 HCA East Florida At-A-Glance
- 26 Our Patients
- 26 Economic Impact

27

Miami-Dade Hospitals

- 28 Aventura Hospital
- 29 Kendall Hospital
- 30 Mercy Hospital

31

Broward Hospitals

- 32 Plantation Hospital
- 33 Northwest Hospital
- 34 Woodmont Hospital
- 35 Westside Hospital
- 36 University Hospital

37

Palm Beach Hospitals

- 38 JFK Hospital
- 39 JFK North Hospital
- 40 Palms West Hospital

41

Treasure Coast Hospitals

- 42 Lawnwood Hospital
- 43 Raulerson Hospital
- 44 St. Lucie Hospital
- 45 Highlands Hospital

46

Our Services

- 47 Integrated Regional Laboratory
- 48 Emergency/Urgent Care
- 50 Heart & Vascular
- 53 Trauma/Orthopedics
- 54 Pediatric/Women's Health
- 55 Physical Rehabilitation
- 57 Looking to the Future
- 58 Locations



Leadership

Charles Gressle

Division President

Russell T. Young

Division Chief Financial Officer

Jason Kelly, MD, MBA

Division Chief Medical Officer

Natalie Ransom, DPN, RN, MSN

Division Chief Nursing Officer

Richard E. James

Division Chief Development Officer

Fariba Borjian

Division Chief Information Officer

Mission and Introduction

As a part of HCA Healthcare, we at HCA East Florida serve the South Florida area as the largest healthcare system, with 16,896 colleagues. For the benefit of each patient who walks through our doors, our network extends a knowledge pipeline into every one of our facilities, creating one of the country's most connected medical environments. We never stop in our pursuit of insights and care advances based on medical data from approximately 30 million patient encounters a year. In recent years our proprietary research and trials have enhanced our clinical capabilities to drive down incidences of blood stream infections (including MRSA), maternity mortality, infant mortality and NICU admissions.

In pursuit of an Excellence ALWAYS culture, we collectively share the following standards:

- **Our Mission:** Above all else, we are committed to the care and improvement of human life.
- **Our Vision:** To be your partner in healthcare excellence.
- **Our Values:** The foundation of our culture is reflected in the outline of the ALWAYS pillars: Accountability, Leadership, Willingness, Attitude, You First, and Safety.
- **Our Patient Promise:** We are committed to excellence always in every action, every patient, every time.

HCA East Florida is proud to be a part of HCA Healthcare, a collaborative healthcare network comprised of hospitals, urgent care facilities, physician offices and other care sites located in 20 states and the United Kingdom.

Our colleagues' skill and sense of purpose drive our commitment to delivering excellence through effective, evidence-based, innovative and patient-centered care.

HCA East Florida by the numbers:

- 16,896** colleagues
- 7,540** physicians
- 5,932** registered nurses
- 15** hospitals
- 5** urgent care centers
- 12** surgery centers
- 7** freestanding emergency rooms
- 105** physician practices
- 8** teaching hospitals
- 36** Graduate Medical Education Programs
- 15,000+** COVID-19 patients treated in 2020
- 11,800** babies delivered in 2020
- 2,011** employee volunteer hours

Protecting Our Colleagues and Physicians

Protecting and supporting our colleagues and physicians is our top priority, which in turn provides a safe environment for our patients, visitors and community members. We take a proactive approach to identify risks and increase security protections at our facilities to help provide a safe physical environment for all.



Providing Adequate PPE

To minimize COVID-19 exposure and preserve PPE, we appoint PPE stewards to help ensure clinicians have the protective equipment they need and with an accurate fit in order to keep them safe.

In 2020, HCA East Florida distributed over 122,563,427 units of PPE to our hospitals and surgery centers. The creation of PPE depots in all of our hospitals helped create clarity and reassurance for our staff. These depots created accessibility and highlighted an emphasis on appropriate utilization to ensure that our caregivers were protected with the right PPE.

Government supplies were requested and secured to support additional needs in the hospitals. These supplies were reviewed and approved for use by clinical leadership before going out to our teams. Tools were created in PowerBI to help monitor available inventory on hand in our warehouses. From this tool, we were able to support transfers to and from HCA warehouses across the country to protect our team and keep stock levels appropriate to meet the need.



PPE By the Numbers*

PPE Equipment	Number Distributed
Units of PPE	1.2 billion
Gloves (includes both surgeon and exam gloves)	1 billion
Masks (includes both loop and tie masks)	55 million
Gowns	31 million
Full Facial Shields	1.1 million

* HCA Healthcare

Safety Through a Pandemic

Additional measures the organization implemented to physically protect our colleagues and patients included:



Collaborating with major hotel chains to provide housing for providers who work directly with COVID-19 patients



Establishing virtual visitation policies



Offering scrub laundering for those caring for COVID-19 patients to help protect them from potentially carrying the virus home on their clothing



Implementing universal masking and enhanced screening



Instituting visitor restrictions in patient care areas and isolating COVID-19 patients



Partnering With Our Physicians

Throughout the pandemic in 2020, we worked closely with our physicians to understand their needs and provide support for their practices by helping create a safe and protected patient care environment.

To address medical practice or business disruption, HCA Healthcare granted rent deferral with owned medical office buildings (MOBs). This helped to maintain availability of medical care and related businesses and services for patients and the community (“COVID-19 purposes”) as permitted by federal waivers.

We connected physicians with experts to do live Q&A sessions during our physician confidence and resiliency webinar support series. Additionally, division-wide town halls were held with CEOs, CNOs, and CMOs for primary care, surgeons and rural facility partners to share information and understand needs related to the COVID-19 pandemic. Through HCA CARES, HCA Healthcare provided education to physicians regarding the CARES Act, including a website and hotline, for COVID-19 purposes as permitted by federal waivers.

We are happy to share that we currently rank second in all of HCA Healthcare in physician satisfaction. We are working to exceed our physicians' expectations including deepening our services and attracting and retaining top talent for our programs.

HCA East Florida partnered with local, state and federal health officials to ensure that all appropriate infection control guidelines and protocols that were being followed were shared with our providers. Additionally, we hosted town halls with community and affiliate providers to assist with COVID-19 resources such as telehealth and online appointment scheduling.

Graduate Medical Education Program

From the moment a graduate joins an HCA Healthcare residency or fellowship, they are mentored by a dynamic network of physicians who are focused on teaching them to provide the exceptional, compassionate care our patients deserve. HCA East Florida currently has 36 Graduate Medical Education (GME) Programs with 516 Students. Our GME students are enrolled in a variety of programs such as Cardiovascular, Emergency Medicine, Family Medicine, Podiatry, and Pulmonary to name a few.

These programs are led by an accomplished faculty, set under rigorous standards, and tailored to provide extensive training for the next generation of physician leaders.



Cathy Cantwell
Registered Oncology
Nurse Navigator
JFK Hospital

2020: A Special Year of the Nurse

2020 was deemed “Year of the Nurse and the Midwife” by the World Health Organization.

These extraordinary individuals are vital frontline workers, displaying courage, caring and commitment to their patients every day throughout our organization.

Despite the added challenges of COVID-19, nurses have consistently shown their resiliency and willingness to go above and beyond for their patients and each other.

“I am a patient for an operation coming up, and Cathy is our everything. I just want to say she is the most wonderful person my wife and I have ever dealt with. I’ve been dealing with doctors and nurses all over the world. I have had 19 operations. Let me tell you something, we have never met anyone like Cathy. She is an incredible person. Every time for the last several months when she says she will call us back or do something, she did it professionally. My wife and I don’t know how to explain it, she is just a joy to work with. She’s always making us feel very important. I’m going through a rough time, and she has made it wonderful. You have a diamond on your staff.”
-Ed, a JFK Hospital oncology patient



Courtney Young has been a nurse at JFK Hospital for the past 11 years, and goes above and beyond for her patients every day.

When the COVID-19 pandemic struck Florida, Courtney took advantage of the hotel benefits made available through HCA Healthcare so that she could continue serving the community.

According to Courtney, "My 15-year-old daughter Isabella has Osteogenesis Imperfecta, 'Brittle Bone Disease', and had just finished an out-of-state treatment when I received the call that my floor had turned into a COVID-19 unit. My daughter's treatments make her immunocompromised, and I couldn't risk bringing home the virus to her and my son, Nicholas. I also knew that I had to go to work because nursing is my passion. It was my duty to jump in during this crisis, and I am also a single mother. HR worked with me to get a hotel the same day I came back from my daughter's treatment, where I stayed for a two week stretch, as well as a month long stretch of time. I am so grateful that HCA Healthcare stepped up to help me care for our patients suffering from COVID-19, while also making sure my children were safe back home."



During COVID-19, we understood how important it was to be connected to your loved ones. Pictured here is CVICU Nurse Neli helping one of her patients, Yvette, connect with her sister over FaceTime.

Being There For Our Patients

HCA East Florida strives to create the safest community of care possible for our patients and everyone who enters our care facilities.

Given ongoing recommended precautions by the Centers for Disease Control and Prevention (CDC), we adjusted our facilities to help keep patients, colleagues and visitors safe throughout the pandemic by implementing several new safety protocols and processes.

HCA East Florida closely monitored CDC guidelines and began limiting visitation, performing temperature checks and screenings for cold and flu like symptoms prior to entry and implemented universal masking of all visitors and colleagues throughout the facility at all times.

In response to the needs of our community, an additional 821 new nurses were hired to assist in taking care of our patients. Additionally, we setup vaccine clinics for all colleagues, physicians and first responders, and offered vaccines to our new colleagues as they came on board. In total, 10,087 staff members had been vaccinated as of December 31, 2020. We had a dedicated Clinical Operations Team made up of Division Clinical leaders and Supply Chain that closely monitored CDC guidance allowing us to validate and appropriately rollout education to the facilities to reduce variation and risk. HCA East Florida used HCA Healthcare's scale to ensure there was an adequate supply of PPE, ventilators and medications for our patients.

To learn more about HCA Healthcare's safety protections for patients and colleagues during the COVID-19 pandemic, visit [HCAhealthcareimpact.com](https://www.hcahealthcareimpact.com).



Caring For Our Communities and Partnering With Others

HCA East Florida colleagues are driven by our mission to care for and improve human life. That mission extends outside the walls of our facilities and into our communities. Whether it's through volunteering our time, making charitable donations or partnering with other organizations, we are committed to improving more lives in more ways.



At the beginning of the COVID-19 pandemic, HCA Healthcare pledged to keep colleagues safe and employed, while still protecting the organization, in order to maintain the ability to serve our communities today and well into the future.

Giving and Volunteering

While giving back and volunteering might have looked a little different in 2020, HCA East Florida colleagues' commitment to caring for our communities never wavered.



2,010
volunteer hours



\$595,300
colleague giving with HCA Healthcare matching



166
number of charitable organizations supported through donations and volunteering

Community Partnerships

HCA East Florida is proud to have expanded some of our longstanding partnerships, while establishing new connections in our community to help increase the positive impact during the COVID-19 pandemic.

HCA East Florida Division Stats:

- Invested **\$485,000** into the local community
- 24** community partners supported
- 11** chambers and civic groups supported
- 2,010** volunteer hours recorded for **43** organizations
- 533** HCA Hope Fund grants awarded to colleagues who were in need

EVERFI

In October, HCA Healthcare announced a collaboration with EVERFI, an international technology company driving social change through education, to launch an interactive, digital mental health and wellness education course for middle and high school students. Called Mental Wellness Basics, the course has already reached more than 12,000 middle and high school students in an estimated 105 school districts. HCA Healthcare is investing nearly \$1 million over the next three years to sponsor the course. In HCA East Florida, we were proud to partner with 8 schools and 441 students.

Caring like family is at the heart of Plantation Hospital. They had the honor of donating 300 pounds of food to The Pantry of Broward, which was able to assist 400+ families.

Step Up for Students Program

HCA East Florida has historically supported Step Up For Students, a program created to help alleviate the enormous educational challenges faced by children in low-income Florida families. In 2020, HCA Healthcare contributed \$44,500,000 to the Step Up for Students program, which funded nearly 6,298 scholarships. Since the program began in 2005, HCA Healthcare has contributed \$232,375,000 and funded over 42,600 scholarships.

Continuing our commitment to the Step Up For Students program, in 2020 HCA Healthcare offered more than \$1 million in corporate income tax to the Step Up For Students program, which provides unique scholarships to low-income Florida students pursuing their education.

Economic Impact in Our Communities

HCA East Florida is proud to serve our Broward, Miami-Dade, Palm Beach and the Treasure Coast communities and we are committed to investing in them for years to come.

16,896 people employed

\$1,541,333,000 in payroll and benefits

\$312,741,000 in capital investment

\$257,103,000 of uncompensated care in 2020

\$172,120,000 in federal, state and local taxes paid



“Our community is joining together to respond to the coronavirus pandemic in remarkable ways,” said **Charles Gressle, President of HCA East Florida Division.** **“We are proud to support the food banks and emergency responders that are working hard to address the needs of our community.”**

Supporting Our Community Through a Pandemic

The COVID-19 pandemic was at the forefront of 2020 and HCA Healthcare responded by protecting its colleagues and patients, and by partnering with others to improve care beyond the organization.

HCA Healthcare has not laid-off a single employee due to the pandemic, and in April 2020, it instituted a pandemic pay program, which allowed the organization to continue to pay more than 127,000 colleagues, even when their hours were affected by the significant decrease in patients visiting hospitals across the country.

To help combat COVID-19, the health system teamed up with Google and SADA on a data portal to help communities prepare and respond to COVID-19. HCA Healthcare offered more than \$1 million to local community partners to aid in coronavirus relief efforts and participated in the White House collaborative to provide up to 1,000 ventilators to other health systems.

Additionally, HCA East Florida Division, provided \$150,000 in grant support to the United Ways of Miami-Dade and Broward counties. The one-time grants of \$50,000 and \$100,000 have been distributed to community partners that are focused on the COVID-19 emergency response and food banks, including:

- United Way of Broward received a **\$50,000** grant to support the COVID-19 campaign
- United Way of Miami-Dade received a **\$100,000** grant to support the Miami Pandemic Response Fund

Being Part of the Solution

Amidst the fight against COVID-19, our commitment to addressing critical environmental, social and governance issues remained a priority in 2020.



Supported by HCA Healthcare, our dedication to the communities we serve extends past our facilities and is reflective of our continuous and strong desire to create healthier tomorrows.

Diversity, Equity and Inclusion

HCA East Florida is dedicated to ensuring equitable access to high quality care for our patients, fostering a diverse and inclusive workplace for our colleagues, and cultivating and sustaining relationships with suppliers and community partners that broaden our reach and deepen our understanding in the communities we serve.

In response to a heightened focus on racial injustice, HCA Healthcare instituted a provisional social justice match, which supported gifts from colleagues to organizations and nonprofits supporting racial justice and addressing health equity for communities of color. In total, HCA Healthcare and its colleagues helped make an impact of \$227,364 across 21 total organizations from June 5 to July 31, 2020.

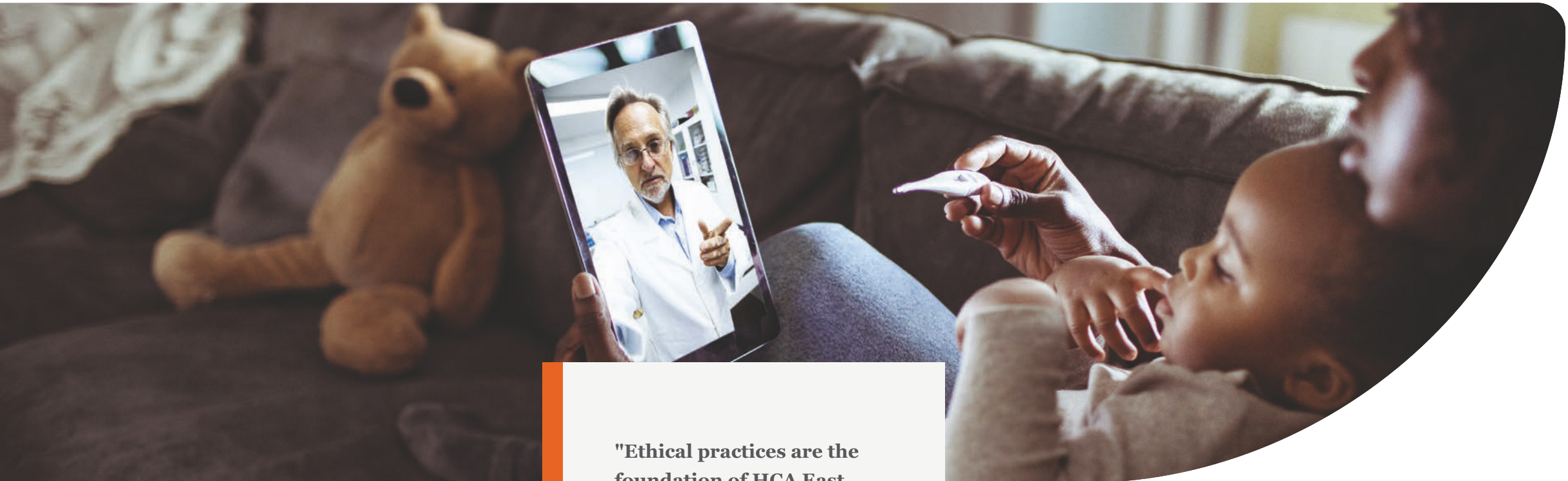
Combating the Opioid Crisis

In 2020, HCA Healthcare announced its second annual national “Crush the Crisis” event to raise awareness about the dangers of opioid misuse and proper disposal of medications.

229 pounds of unused and expired prescription medications collected

6 facilities participated in “Crush the Crisis” opioid take-back events

In total, HCA Healthcare facilities collected a record **13,523** pounds of medication, which equates to approximately **9.3** million doses of medication.



Our Hospitals

In 2020, HCA East Florida continued its major capital investment projects. While navigating the challenges and constant changes of a global pandemic, we kept an eye towards the future by committing \$312 million to expansions across our 15 East Florida hospitals. We also completed our largest ever new-construction project to date. In the fall of 2021, we will open a brand new \$440 million hospital in Davie, Florida.

"Ethical practices are the foundation of HCA East Florida's culture and this recognition further solidifies our commitment to creating healthier tomorrows for our patients and bettering the communities that we serve," said Russ Young, HCA East Florida Division Chief Financial Officer. "Our 16,896 colleagues across the region deliver on our mission of Excellence ALWAYS every single day and we are proud to share in that strong sense of purpose with them."

HCA East Florida At-A-Glance*:

- 16,896** Colleagues
- 7** Freestanding Emergency Rooms
- 12** Surgery Centers
- 15** Hospitals
- 7,540** Physicians
- 1** Regional Laboratory
- 9** Psychiatric Programs
- 36** Graduate Medical Education Programs
- 516** GME Students
- 4,357** Licensed Beds
- 21** ER Locations
- 3** Trauma Centers
- 1** Burn Center

**Based on FY 2020 Data*

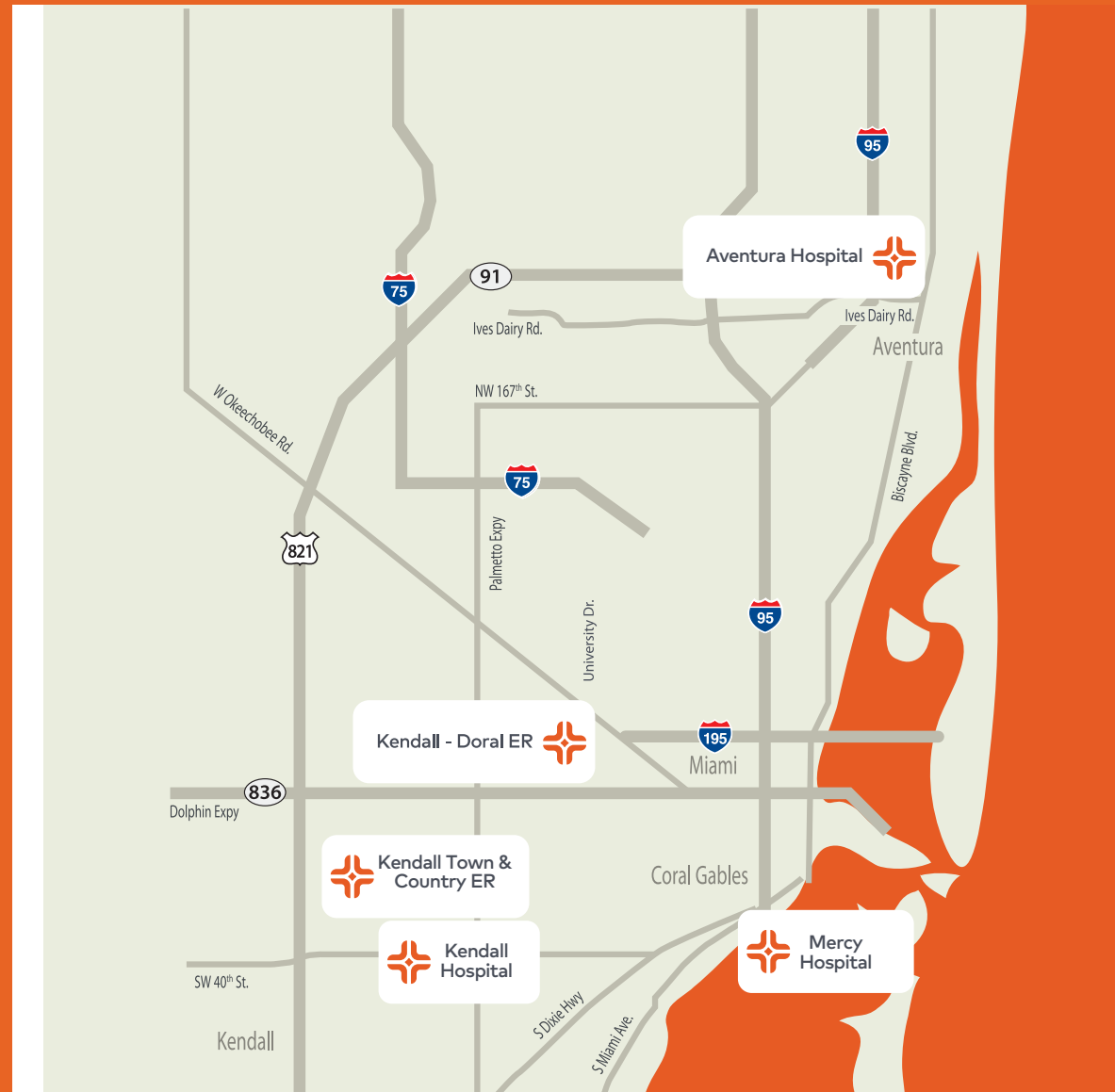
Our Patients:

- 1,023,287** Total Patients Treated
- 189,986** Total Medicaid Patients Treated
- 11,800** Total Babies Birthed
- 183,271** Annual Admissions
- 134,290** Total Uninsured Patients Treated
- 22.8%** Medicaid Market Share

Economic Impact:

- \$2,261,126,000** Total Economic Impact
- \$356,000,000** Local Vendor Support
- \$312,741,000** Capital Investment
- \$257,103,000** Charity & Uncompensated Care
- \$172,120,000** Federal, State and Local Taxes Paid
- \$69,979,000** Federal Tax
- \$44,867,000** Indigent Care Tax
- \$24,981,000** Property Tax
- \$17,077,000** Sales Tax
- \$14,841,000** State Tax
- \$7,000,000** Minority Business Support
- \$150,000** Unemployment Tax

Miami-Dade Hospitals



Aventura Hospital

Serving the healthcare needs of Northern Miami-Dade County for more than 55 years.

Aventura Hospital is a 467-bed, full service acute care hospital and Accredited Chest Pain Center. Specializing in emergency services, Level II trauma services, pediatric emergency care, comprehensive cancer care, hip and knee replacement, minimally invasive and robotic surgery, minimally invasive heart and valve surgery, neurological and spine surgery, and open heart surgery, we provide high quality, exceptional patient care to Aventura residents and the surrounding communities. We have been accredited by the American College of Surgeons Commission on Cancer and by the Commission for Health Care on Sleep.

Stats

- 90,209 Total Patients Treated
- 48,723 Emergency Room Visits
- 692 Physicians
- 1,611 Total Colleagues
- 467 Licensed Beds

Economic Impact

- \$303,848,000 Total Impact
- \$168,547,000 Salaries, Wages and Benefits
- \$33,551,000 Capital Investments
- \$26,124,000 Charity and Uncompensated Care
- \$584,000 Minority Business Support
- \$56,236,000 Local Vendor Support

Taxes

- \$10,800,000 Total Taxes
- \$16,000 Unemployment Tax
- \$4,563,000 Federal Tax
- \$947,000 State Tax
- \$4,466,000 Indigent Care Tax
- \$3,391,000 Property Tax
- \$1,921,000 Sales Tax

Awards and Accolades

- America's 100 Best Hospitals for Orthopedic Surgery for Two Years in a Row (2021, 2020)
- America's 100 Best Hospitals for Spine Surgery for Two Years in a Row (2021, 2020)
- American College of Surgeons Commission on Cancer Accredited (ASoC)
- Healthgrades Top 250 Best Hospitals in America (2021)
- Type 2 Diabetes Honor Roll
- Quality Achievement Award



Kendall Hospital

A 447-bed tertiary care and teaching facility serving the healthcare needs of Miami-Dade County for more than 46 years.

As a 24/7 acute care facility, Kendall Hospital is one of only two adult Level 1 Trauma Centers in Miami-Dade County verified by the American College of Surgeons. Kendall Hospital boasts a network of over 750 physicians specialties. Kendall Hospital is ranked by Healthgrades in the Top 100 Best Hospitals in America for Prostate Surgery, Gastroenterology and General Surgery.

Stats

- 92,131 Total Patients Treated
- 66,861 Emergency Room Visits
- 750 Physicians
- 2,200 Total Colleagues
- 447 Licensed Beds

Economic Impact

- \$345,491,000 Total Impact
- \$6,745,000 Physician Specialty Coverage in the ED
- \$188,259,000 Salaries, Wages and Benefits
- \$40,910,000 Capital Investments
- \$30,477,000 Charity and Uncompensated Care
- \$936,000 Minority Business Support
- \$57,224,000 Local Vendor Support

Taxes

- \$21,876,000 Total Taxes
- \$16,000 Unemployment Tax
- \$8,808,000 Federal Tax
- \$1,868,000 State Tax
- \$6,510,000 Indigent Care Tax
- \$2,138,000 Property Tax
- \$2,520,000 Sales Tax

Awards and Accolades

- Gold Seal of Approval by The Joint Commission
- American Heart Association Stroke Gold-Plus Quality Achievement (2020)
- Healthgrades Top 250 Best Hospitals in America (2021,2020,2019)
- Level 1 Trauma Center verified by the American College of Surgeons
- Truven Health Analytics Top 100 Hospital
- Verified Burn Center by the American Burn Association



Mercy Hospital

Serving Miami-Dade County for over 60 years, Mercy Hospital is a 488-bed full service acute care hospital, accredited by the American College of Surgeons Commission on Cancer.

Specializing in emergency services, comprehensive cancer care, maternity, Level II neonatal services, minimally invasive surgery, open heart surgery, hip and knee replacement, orthopedic oncology care and neurological and spine surgery, we provide high quality exceptional care to residents of Miami and the surrounding communities. We are Centers of Excellence at our CyberKnife® Institute, Heart Center, Orthopedics Institute and Surgical Weight Loss Center and are recognized by the Divers Alert Network Regional Coordinators for Hyperbaric and Wound Care. Mercy Hospital is Miami-Dade County's only acute care Catholic hospital.

Stats

- 91,593 Total Patients Treated
- 39,961 Emergency Room Visits
- 1,201 Physicians
- 1,272 Total Colleagues
- 488 Licensed Beds

Economic Impact

- \$198,177,000 Total Impact
- \$3,472,000 Physician Specialty Coverage in the ED
- \$119,765,000 Salaries, Wages and Benefits
- \$22,819,000 Capital Investments
- \$19,917,000 Charity and Uncompensated Care
- \$700,000 Minority Business Support
- \$22,822,000 Local Vendor Support

Taxes

- \$9,382,000 Total Taxes
- \$11,000 Unemployment Tax
- \$1,731,000 Indigent Care Tax
- \$3,482,000 Property Tax
- \$1,731,000 Sales Tax

Awards and Accolades

- Joint Commission Primary Stroke Accredited Center
- Accredited by the Commission on Cancer of the American College of Surgeons (ACoS)
- The Agency for Health Care Administration Annual Risk Management Survey
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Divers Alert Network Regional Coordinators for Hyperbaric and Wound Care
- Intersocietal Commission for the Accreditation of Echocardiography Laboratories Accredited Facility

Broward Hospitals



Plantation Hospital

Serving Broward County for over 50 years.

Plantation Hospital is a 240-bed, full-service acute care hospital accredited by The Joint Commission and certified as a Primary Stroke Center. Specializing in Emergency Services, Pediatric Emergency Services, Robotic Surgery, Women's Services, Maternity, High-Risk Maternity, Level III Neonatal Intensive Care Services, and Bariatric Services, Plantation General provides high-quality, exceptional patient care to Plantation residents and the surrounding communities.

Stats

- 54,405 Total Patients Treated
- 47,812 Emergency Room Visits
- 1,201 Physicians
- 744 Total Colleagues
- 240 Licensed Beds

Economic Impact

- \$107,228,000 Total Impact
- \$5,666,000 Physician Specialty Coverage in the ED
- \$61,664,816 Salaries, Wages and Benefits
- \$678,400 Capital Investments
- \$19,308,000 Charity and Uncompensated Care
- \$181,000 Minority Business Support
- \$13,690,000 Local Vendor Support

Taxes

- \$3,084,000 Total Taxes
- \$6,000 Unemployment Tax
- \$306,000 Federal Tax
- \$65,000 State Tax
- \$1,756,744 Indigent Care Tax
- \$301,752 Property Tax
- \$603,000 Sales Tax

Awards and Accolades

- Gold Seal of Approval™ from The Joint Commission
- Certified Primary Stroke Center by The Joint Commission
- National Gold Certified Safe Sleep Champion



Northwest Hospital

Providing award-winning healthcare services to Northern Broward County since 1984.

Northwest Hospital is a 289-bed medical center and healthcare complex, continuously growing to serve the community while incorporating the latest technology into the delivery of care. Staffed by more than 700 physicians and nearly 1,000 healthcare professionals, Northwest Hospital is known for its comprehensive cardiovascular, maternity, orthopedic and 24/7 emergency care, as well as its Level III NICU, Comprehensive Bariatric Center of Excellence, minimally-invasive and robotic-assisted surgery programs, and more. Northwest Hospital is also proud to help train the next generation of physician as a teaching hospital. Its Graduate Medical Education (GME) program has specialized programs in internal medicine, general surgery, podiatric medicine and surgery, anesthesia and pathology.

Stats

- 63,622 Total Patients Treated
- 45,212 Emergency Room Visits
- 731 Physicians
- 1,031 Total Colleagues
- 289 Licensed Beds

Economic Impact

- \$155,692,000 Total Impact
- \$2,236,000 Physician Specialty Coverage in the ED
- \$93,436,000 Salaries, Wages and Benefits
- \$8,792,000 Capital Investments
- \$14,161,000 Charity and Uncompensated Care
- \$280,000 Minority Business Support
- \$20,421,000 Local Vendor Support

Taxes

- \$12,559,000 Total Taxes
- \$9,000 Unemployment Tax
- \$4,677,000 Federal Tax
- \$992,000 State Tax
- \$3,403,000 Indigent Care Tax
- \$2,184,000 Property Tax
- \$1,290,000 Sales Tax

Awards and Accolades

Accredited by The Joint Commission

Primary Stroke Center Certified by The Joint Commission

Healthgrades America's 100 Best Hospitals for Coronary Intervention (2021, 2020, 2019)

Healthgrades Bariatric Surgery Excellence Award and Among the Top 10% of hospitals for Bariatric Surgery (2021, 2020, 2019)

Healthgrades Patient Safety Excellence Award (2021, 2020, 2019)

Silver Certified Safe Sleep Hospital by the National Safe Sleep Hospital Certification Program



Woodmont Hospital

Formerly University Hospital and Medical Center, a staple in the Broward County community for more than 50 years.

For nearly 50 years, HCA Florida Woodmont Hospital, a 317-bed full service acute care facility, has provided comprehensive care to South Florida residents. Located in the heart of Broward County, Woodmont Hospital has been recognized for its breakthroughs in orthopedic care, robotics and general surgery as well as for its world-class patient-centered care, accreditations and certifications and latest technology offerings. Additionally, the hospital's 24-hour emergency room provides specialized hospital services for adults and children of all ages. Woodmont Hospital holds several Healthgrades™ Five-Star Awards for services such as Total Hip Replacement, Total Hip Replacement, Treatment of Stroke, Gallbladder Removal Surgery and Appendectomy Surgery and was recently named among the top 5% of hospitals in the nation recognized for patient safety.

Stats

- 37,508 Total Patients Treated
- 27,739 Emergency Room Visits
- 527 Physicians
- 744 Total Colleagues
- 317 Licensed Beds

Economic Impact

- \$99,691,000 Total Impact
- \$2,515,000 Physician Specialty Coverage in the ED
- \$61,271,000 Salaries, Wages and Benefits
- \$9,069,000 Capital Investments
- \$11,228,000 Charity and Uncompensated Care
- \$341,000 Minority Business Support
- \$12,120,000 Local Vendor Support

Taxes

- \$3,488,000 Total Taxes
- \$6,000 Unemployment Tax
- \$201,000 Federal Tax
- \$43,000 State Tax
- \$1,631,000 Indigent Care Tax
- \$947,000 Property Tax
- \$660,000 Sales Tax

Awards and Accolades

American College of Radiology Accredited in Mammography and Nuclear Medicine

Certified as a Primary Stroke Center by The Joint Commission

Baker Act Receiving Facility

Healthgrades National Patient Safety Excellence Award (2021)

Healthgrades 5-Star Recipient Total Knee Replacement (2021); Total Hip Replacement (2021); Hip Fracture Treatment (2016-2021); Stroke Treatment (2020-2021); Gallbladder Surgery (2019-2021); Appendectomy (2020-2021)



Westside Hospital

Serving Broward County for more than 46 years, Westside Hospital is a 250-bed full-service acute care hospital certified by the Florida Agency for Healthcare Administration as a Comprehensive Stroke Center.

Specializing in emergency services, cardiac care, colorectal surgery, comprehensive stroke care, hip and knee surgery, minimally invasive and robotic surgery, neurosurgery, open heart and spine surgery, surgical and medical oncology, we provide high quality, exceptional patient care to Plantation residents and the surrounding communities. We are accredited in Colorectal Surgery by the Joint Commission and are designated an American College of Cardiology Chest Pain Center.

Stats

- 60,392 Total Patients Treated
- 43,784 Emergency Room Visits
- 709 Physicians
- 1,037 Total Colleagues
- 250 Licensed Beds

Economic Impact

- \$169,938,000 Total Impact
- \$2,228,000 Physician Specialty Coverage in the ED
- \$100,349,000 Salaries, Wages and Benefits
- \$14,602,000 Capital Investments
- \$13,139,000 Charity and Uncompensated Care
- \$436,000 Minority Business Support
- \$25,771,000 Local Vendor Support

Taxes

- \$13,849,000 Total Taxes
- \$10,000 Unemployment Tax
- \$6,341,000 Federal Tax
- \$1,345,000 State Tax
- \$3,213,000 Indigent Care Tax
- \$1,592,000 Property Tax
- \$1,260,000 Sales Tax

Awards and Accolades

Joint Commission Certified Minimally-Invasive Colorectal Program

Joint Commission Certified Thrombectomy Capable Center

Agency for Healthcare Administration Comprehensive Stroke Center

Graduate Medical Education (GME) Teaching Facility



New University Hospital

Opening in Fall of 2021.

HCA Florida University Hospital is a state-of-the-art, multi-specialty hospital that partners with top clinical leaders and uses enhanced technology to deliver exceptional patient experiences. HCA Florida University Hospital provides a full range of comprehensive healthcare services to Davie and surrounding communities in Broward County, Florida. Offerings include a 24/7 emergency department with board-certified emergency physicians, maternity, orthopedics, oncology, neurosciences, diagnostic services, and a full range of robotic and minimally invasive surgical services. HCA Florida University Hospital features all private patient rooms and is located adjacent to the campus of Nova Southeastern University.

Stats

- 600+ Physicians
- 650 Total Colleagues
- 165 Licensed Beds
- 7 State-of-the-art Operating Rooms
- 2 C-Section Suites
- 32 Bed NICU
- 9 Labor & Delivery Suites

Services

- 24-hour Emergency Care
- Cardiology
- Comprehensive Outpatient Services
- Critical Care
- Diagnostic Imaging
- General Surgery
- ICU
- Laboratory
- Maternity/High-Risk Maternity
- Minimally Invasive Surgery
- Neonatal Intensive Care
- Neurosciences
- Obstetric Emergency Care
- Oncology
- Orthopedics
- Pain Management
- Pulmonary
- Radiology
- Rehabilitation Services
- Robotic Surgery
- Spine Surgery
- Urology
- Vascular
- Weight Loss Surgery
- Women's Services

Palm Beach Hospitals



JFK Hospital

Serving the healthcare needs of Palm Beach County for more than 50 years.

The award-winning 558-bed hospital is affiliated with over 900 physicians representing a wide range of medical specialties. In addition to our hospital locations, we also offer two offsite Emergency Rooms in Palm Beach Gardens and West Boynton Beach. We are committed to providing high quality, cost effective healthcare to South Florida, continuing to bring breakthroughs in cardiac and cancer care. JFK Hospital is the largest Cardiovascular Services Program in Palm Beach County and first to perform TAVR, TMVR, and LAAC Procedures. Providing the latest technology, diagnostic tools and procedures to patients in the communities we serve.

Stats

- 118,223 Total Patients Treated
- 74,462 Emergency Room Visits
- 927 Physicians
- 1,873 Total Colleagues
- 558 Licensed Beds

Economic Impact

- \$344,946,000 Total Impact
- \$6,954,000 Physician Specialty Coverage in the ED
- \$201,689,000 Salaries, Wages and Benefits
- \$27,604,000 Capital Investments
- \$43,457,000 Charity and Uncompensated Care
- \$1,395,000 Minority Business Support
- \$44,227,000 Local Vendor Support

Taxes

- \$20,965,000 Total Taxes
- \$17,000 Unemployment Tax
- \$6,632,000 Federal Tax
- \$1,407,000 State Tax
- \$16,336,000 Indigent Care Tax
- \$4,276,000 Property Tax
- \$2,294,000 Sales Tax

Awards and Accolades

America's 100 Best for Orthopedic Surgery, Five-Star Orthopedic Excellence, Five-Star Joint Replacement, Healthgrades (2021)

Five-Star Recipient for Treatment of Heart Failure for 19 Consecutive Years (2003-2021), Healthgrades

Two off-site Emergency Rooms in Boynton Beach and Palm Beach Gardens, providing the same level of emergency care as our main hospital



JFK North Hospital

Located in the heart of West Palm Beach, JFK North Hospital has been serving the healthcare needs of Palm Beach County for over 46 years.

The 280-bed acute care facility includes an adjoining 124-bed psychiatric unit and a medical professional office building housing a specialty outpatient rehabilitation center, wound management and a comprehensive breast institute. At JFK North Hospital, we put our patients first and affirm the unique worth of each individual. We believe that exceptional healthcare is built upon a foundation of inclusion, compassion, and respect for our patients and one another.

Stats

- 41,197 Total Patients Treated
- 24,693 Emergency Room Visits
- 927 Physicians
- 629 Total Colleagues
- 280 Licensed Beds

Economic Impact

- \$107,757,000 Total Impact
- \$778,000 Physician Specialty Coverage in the ED
- \$56,784,000 Salaries, Wages and Benefits
- \$25,422,000 Capital Investments
- \$14,403,000 Charity and Uncompensated Care
- \$347,000 Minority Business Support
- \$7,519,000 Local Vendor Support

Taxes

- \$2,851,000 Total Taxes
- \$6,000 Unemployment Tax
- \$157,000 Federal Tax
- \$33,000 State Tax
- \$1,084,000 Indigent Care Tax
- \$792,000 Property Tax
- \$761,000 Sales Tax

Awards and Accolades

Distinguished provider of full spectrum of surgical services using leading edge technology to yield superior outcomes, less pain, and improved recovery times

Largest provider of behavioral health services in Palm Beach County offering a full continuum of prevention, treatment and support to address mental health and wellness



Palms West Women's and Children's Hospital

Providing healthcare excellence since 1986.

Serving Palm Beach County for over 34 years, Palms West Hospital is a 204-bed full-service acute care hospital accredited by the Children's Oncology Group. Specializing in emergency services, dedicated pediatric emergency services, pediatric services, concussion testing and treatment, pediatric oncology services, pediatric intensive care services, orthopedic and spine care services, maternity, Level II neonatal services and minimally invasive and robotic surgery, we provide high quality, exceptional patient care to Loxahatchee residents and the surrounding communities. We have been recognized by Healthgrades™ in the top 10% in the Nation for General Surgery and named among its 100 Best Hospitals for Prostate Surgery.

Stats

- 69,691 Total Patients Treated
- 38,334 Emergency Room Visits
- 766 Physicians
- 941 Total Colleagues
- 204 Licensed Beds

Economic Impact

- \$148,196,000 Total Impact
- \$4,776,000 Physician Specialty Coverage in the ED
- \$89,190,000 Salaries, Wages and Benefits
- \$6,999,000 Capital Investments
- \$10,361,000 Charity and Uncompensated Care
- \$826,000 Minority Business Support
- \$26,731,000 Local Vendor Support

Taxes

- \$10,139,000 Total Taxes
- \$9,000 Unemployment Tax
- \$4,502,000 Federal Tax
- \$955,000 State Tax
- \$2,479,000 Indigent Care Tax
- \$1,136,000 Property Tax
- \$1,053,000 Sales Tax

Awards and Accolades

Five-Star Recipient for Total Knee Replacement in 2021

Recipient of the Healthgrades Coronary Intervention Excellence Award and Named Among the Top 10% in the Nation for Coronary Interventional Procedures for 2 Years in a Row (2020-2021)

Recipient of the Healthgrades 2021 Patient Safety Excellence Award and Named Among the Top 10% in the Nation for Patient Safety for 4 Years in a Row (2018-2021)

Treasure Coast Hospitals



Lawnwood Hospital

Home to the most experienced Heart Institute on the Treasure Coast.

Lawnwood Hospital is a 392-bed, full-service acute care hospital accredited by the Florida Agency for Health Care Administration as a Comprehensive Stroke Center. Specializing in emergency services, dedicated pediatric emergency services, Level II trauma services, maternity, Level III neonatal services, pediatric intensive care services, comprehensive stroke services, minimally invasive surgery and open heart surgery, we provide high quality, exceptional patient care to Fort Pierce residents and surrounding communities. We have been recognized as a Blue Distinction Center for Cardiac Care and are an American College of Surgeons Verified Level II Trauma Center.

Stats

- 89,907 Total Patients Treated
- 71,610 Emergency Room Visits
- 379 Physicians
- 1,550 Total Colleagues
- 392 Licensed Beds

Economic Impact

- \$273,316,000 Total Impact
- \$7,897,000 Physician Specialty Coverage in the ED
- \$161,306,000 Salaries, Wages and Benefits
- \$15,426,000 Capital Investments
- \$32,936,000 Charity and Uncompensated Care
- \$504,000 Minority Business Support
- \$36,917,000 Local Vendor Support

Taxes

- \$18,834,000 Total Taxes
- \$13,000 Unemployment Tax
- \$8,570,000 Federal Tax
- \$1,818,000 State Tax
- \$5,409,000 Indigent Care Tax
- \$1,547,000 Property Tax
- \$1,477,000 Sales Tax

Awards and Accolades

Hospital Accredited by The Joint Commission & Designated Top Performer

The Joint Commission certified: Thrombectomy capable

5-star Recipient for Vaginal Delivery (2019-2020)

Healthgrades America's 50 Best Hospitals for Vascular Surgery™ (2021)

Healthgrades Vascular Surgery Excellence Award™ (2021)



Raulerson Hospital

Serving Okeechobee County for more than 38 years, Raulerson Hospital is a 100-bed full-service acute care hospital.

Specializing in emergency services, gastroenterology services, minimally invasive surgery, hip and knee replacement, mammography services and occupational, physical and speech therapy, we provide high quality, exceptional patient care to Okeechobee residents and the surrounding communities. We hold Healthgrades™ 5 Star Treatment Awards for Treatment of Hip Fracture and Treatment of Heart Attack and are named among its top 5% in the Nation for Patient Safety. Within minutes of FL-710, the Hospital's 24-hour Emergency Room provides specialized hospital services for adults and children of all ages.

Stats

- 53,618 Total Patients Treated
- 23,383 Emergency Room Visits
- 218 Physicians
- 405 Total Colleagues
- 100 Licensed Beds

Economic Impact

- \$51,666,000 Total Impact
- \$394,000 Physician Specialty Coverage in the ED
- \$35,453,000 Salaries, Wages and Benefits
- \$1,0946,000 Capital Investments
- \$4,934,000 Charity and Uncompensated Care
- \$87,000 Minority Business Support
- \$4,421,000 Local Vendor Support

Taxes

- \$4,518,000 Total Taxes
- \$3,000 Unemployment Tax
- \$2,351,000 Federal Tax
- \$499,000 State Tax
- \$971,000 Indigent Care Tax
- \$321,000 Property Tax
- \$373,000 Sales Tax

Awards and Accolades

The Joint Commission's Gold Seal of Approval® for Primary Stroke Center Certification

Center for Medicare & Medicaid Services 4-Star Rated Hospital

Healthgrades 5-Star Treatment Awards for Pacemaker Procedures & Hip Fracture Treatment (2020)

Healthgrades Patient Safety Excellence Award (2021, 2020, 2019, 2018)

Leapfrog Hospital Safety Grade A Rating

Top 10 % of all HCA Healthcare Critical Care Nursing Units



St. Lucie Hospital

Since 1983, SLMC has continually provided quality care to the Treasure Coast community.

St. Lucie Hospital is a 207-bed acute care facility. The combined efforts of more than 300 skilled physicians and more than 900 dedicated employees have resulted in one of the most comprehensive healthcare facilities in Port St. Lucie. St. Lucie Hospital offers a full range of services that include a birthing center, cardiac catheterization lab, cancer care, minimally invasive robotic surgery, digital mammography, general and vascular surgery and wound care and hyperbarics. Additionally, St. Lucie is home to a Senior-Friendly ER and Freestanding ER at Darwin Square as well as the Orthopedic & Spine Institute.

Stats

- 72,759 Total Patients Treated
- 47,675 Emergency Room Visits
- 425 Physicians
- 914 Total Colleagues
- 207 Licensed Beds

Economic Impact

- \$151,885,000 Total Impact
- \$2,287,000 Physician Specialty Coverage in the ED
- \$97,822,000 Salaries, Wages and Benefits
- \$5,150,000 Capital Investments
- \$11,844,000 Charity and Uncompensated Care
- \$216,000 Minority Business Support
- \$20,277,000 Local Vendor Support

Taxes

- \$14,505,000 Total Taxes
- \$9,000 Unemployment Tax
- \$7,758,000 Federal Tax
- \$1,645,000 State Tax
- \$2,217,000 Indigent Care Tax
- \$1,284,000 Property Tax
- \$1,091,000 Sales Tax

Awards and Accolades

The Joint Commission Hospital Accredited Designed Top Performing Hospital, Certified Primary Stroke Center, Wound Care

Healthgrades America's 100 Best Hospitals for Orthopedic Surgery Award™ (2020-2021)

Healthgrades Patient Safety Excellence Award™ (2019, 2020, 2021)

Recognized as Newsweek's Best Hospital for Maternity Care (2021)

Blue Distinction® for Maternity Care 2021 Baby-Friendly Designation



Highlands Hospital

Highlands Hospital is a 126-bed acute care facility accredited by the Joint Commission.

At Highlands Hospital, we offer a full range of services including inpatient and outpatient surgery, joint replacement and a spine program. Minimally-invasive robotic surgery is offered for orthopedic surgery in our newly renovated Orthopedic Institute at Highlands Hospital. Highlands Hospital offers the most advanced technology used in minimally invasive surgery for complex diseases and conditions in gynecology and general surgery. The hospital has the area's only dedicated 24/7 Senior Emergency Room.

Stats

- 33,745 Total Patients Treated
- 16,516 Emergency Room Visits
- 246 Physicians
- 339 Total Colleagues
- 126 Licensed Beds

Economic Impact

- \$51,759,000 Total Impact
- \$1,895,000 Physician Specialty Coverage in the ED
- \$32,770,000 Salaries, Wages and Benefits
- \$4,771,000 Capital Investments
- \$3,707,000 Charity and Uncompensated Care
- \$97,000 Minority Business Support
- \$6,132,000 Local Vendor Support

Taxes

- \$2,484,000 Total Taxes
- \$3,000 Unemployment Tax
- \$308,000 Federal Tax
- \$65,000 State Tax
- \$845,000 Indigent Care Tax
- \$710,000 Property Tax
- \$553,000 Sales Tax

Awards and Accolades

- Accredited by The Joint Commission
- American College of Radiology Mammography Accreditation
- Area's Only Dedicated Senior ER

Our Services



Integrated Regional Laboratory

The HCA East Florida Division additionally encompasses an Integrated Regional Laboratory (IRL).

IRL is a system of hospital-based laboratories and a sophisticated high-volume core laboratory supporting the clinical laboratory testing needs of more than 250 acute and rehab hospitals, surgery centers, large physician practices and commercial accounts across the United States and the Caribbean. The Integrated Regional Laboratory is accredited by The College of American Pathologists.



Emergency Services

In times of emergency, access to expert care is critical. HCA East Florida is committed to providing leading emergency care to the communities we serve. It takes coordination between our EMS partners and our physicians, nurses and colleagues to provide high-quality care, 24/7.

HCA East Florida provides Emergency Services in 21 locations from Central to South Florida. We are committed to providing access to highly skilled physicians and staff with minimal wait. At our hospital based emergency rooms, patients can expect:

- Average ER wait times at our facilities consistently fall below the national average.
- Our emergency room experts to offer compassionate care.
- Patients can check frequently updated average ER wait times on our billboards and websites.
- All of our emergency rooms are kid-friendly, with dedicated pediatric ERs at facilities across South Florida.
- Select facilities offering senior-friendly ERs, which are specially designed to meet the unique needs of aging adults.
- Physicians at our offsite ERs are board-certified in emergency medicine and are committed to providing patients with a high level of personalized care.

Urgent Care Services

As part of our commitment to provide convenient healthcare, HCA East Florida has expanded our services to offer five Urgent Care centers in the Treasure Coast. These centers offer healthcare services for non-emergent medical problems that can develop unexpectedly and require immediate attention, filling the gap between primary care physicians and hospital emergency rooms.

Conditions treated at our urgent care centers include:

- Minor Infections
- Bruises
- Physicals
- Migraines
- Minor Burns
- Occupational Health
- Sprains
- Minor Illnesses
- Worker's Comp
- Cuts
- Immunizations

Our facilities offer on-site x-rays, lab testing, IVs and a procedure room for more complex needs such as suturing and splinting.

Patients in our centers can expect to receive care from a team of highly qualified caregivers, including board-certified physicians. Should an urgent care patient require a higher level of care, access to a full spectrum of hospital services is available.



Heart and Vascular Services

HCA East Florida has a reputation for excellence in heart care, and provides comprehensive services across the care continuum.

In addition to open heart surgery, we offer treatment for advanced heart failure and atrial fibrillation, the most common heart arrhythmia condition. For patients who are unable, or choose not to undergo traditional open-heart surgery, we offer minimally invasive options to surgical valve replacement. These options are known as transcatheter aortic and mitral valve replacement (TAVR & TMVR).

Complex Procedures Performed:

- Abdominal Aortic Aneurysm (AAA) Repair
- Aortic Surgery
- Atrial Fibrillation Surgery
- Coronary Artery Bypass Grafting (CABG)
- Left Atrial Appendage Closure Device Placement
- Left Ventricular Assist Device Placement
- Minimally Invasive Cardiac and Valve Surgery
- Transcatheter Mitral Valve Repair (TMVR)
- Structural Heart Disease Treatments
- Transcatheter Aortic Valve Replacement (TAVR) (most cases in the tri-county area)
- Thoracic Surgery

1

Cardiac
Catheterization Suites

**OVER
88,000**

Total Cardiac
Patients Treated

**OVER
25,000**

Cardiovascular
Inpatients Treated

**OVER
7,000**

Cardiovascular
Surgeries

480

Inpatient Thoracic
Cases



Aventura Hospital
JFK Hospital
Kendall Hospital
Lawnwood Hospital
Mercy Hospital
Northwest Hospital
Westside Hospital



Cancer Care Powered by Sarah Cannon

We are a premier provider of cancer services incorporating the latest innovations in technology, research, psychosocial services and survivorship programs in our care plans. Our goal is simple: to ensure the best clinical outcomes for our patients.

Our Commission on Cancer (CoC) accredited programs take a patient-centered, multidisciplinary approach to care. Medical oncologists, surgical oncologists, radiation oncologists, pathologists and nurse navigators are just a few of the key contributors to the patient experience. From the first diagnosis to the final treatment, we support our patients every step of the way.

HCA East Florida works with HCA Healthcare's Sarah Cannon Cancer Institute. As part of this relationship, patients may have access to nurse navigation and clinical trials. Sarah Cannon affiliated facilities also benefit to access from national and internal experts on cancer care.

In addition to Commission on Cancer accreditation, JFK Hospital's Breast Institute is accredited by the National Accreditation Program for Breast Centers.

Ambulatory Surgery Centers

Our twelve Ambulatory Surgery Centers were founded to provide our patients and physicians with the finest quality of outpatient care, delivered in a compassionate and efficient manner. Our physicians are supported by a highly skilled team of registered nurses and surgical technicians specially trained in surgical and recovery care. The standards of care required by Medicare and other regulatory bodies are strictly adhered to.

Our surgery centers are accredited by the Accreditation Association for Ambulatory Health Care. We have six centers in Miami-Dade County, two in Broward County, three in Palm Beach County and one in St. Lucie County.

Patient Transfer Center

The mission of the South Florida Transfer Center is to facilitate timely patient transfers, ensuring all patients receive the right level of care when expertise and efficiency are critical. In 2020, the South Florida Transfer Center managed 444,500 phone calls, 33,000 patient movements and 31,200 transports.

With a call to the South Florida Transfer Center, you will reach the right hospital and service for your patients' needs for hospital-to-hospital transfers.

Calls are handled 24/7 by Registered Nurses and Emergency Medical Technicians (EMTs) knowledgeable on the Emergency Medical Treatment and Labor Act (EMTALA).

Call schedules for every HCA facility in HCA East Florida are visible to the Transfer Center nurses and technicians, ensuring accurate service line availability in the HCA Healthcare network of facilities.

Transfers for specialty service lines include but are not limited to:

- Cardiac
- Stroke/Neurology
- Labor and Delivery
- Pediatrics
- Burns
- Trauma

Transport arrangement for discharges to:

- Skilled Nursing Facilities
- Long-Term Acute Care
- Rehabilitation Facilities
- Assisted Living

Behavioral Health

Behavioral Health Services is one of the fastest growing service lines. HCA Healthcare is one of the nation's largest acute care psychiatric providers. We offer comprehensive, effective inpatient and outpatient behavioral healthcare to help individuals and their loved ones build a path to discovery and recovery. We provide a broad continuum of psychiatric services, including inpatient, partial inpatient and outpatient programs, so we can help individuals achieve their full potential and improve their overall quality of life.

Neurosciences and Stroke Care

Our neuroscience services encompass comprehensive collaborative care coupled with advanced technology and research to offer amazing new possibilities.

Diagnosis and treatment for a variety of neurological conditions ranging from epilepsy and brain tumors to strokes is available. The following facilities are recognized as Comprehensive Stroke Centers by the Agency for Healthcare Administration:

- Aventura Hospital**
- JFK Hospital**
- Kendall Hospital**
- Lawnwood Hospital**
- Westside Hospital**

Trauma Centers

Timely access to trauma centers ensures those experiencing traumatic injury have the best chance at recovery.

HCA East Florida launched its first trauma program in 2009. That means access to specially trained trauma surgeons, orthopedic surgeons, neurosurgeons, anesthesiologists, radiologists and emergency medicine specialists is available around the clock. In 2020, HCA East Florida treated 8,500 trauma patients. Our trauma centers span from Fort Pierce to Miami and include:

Treasure Coast Trauma at Lawnwood Hospital, designated as a Level II Trauma Center by the Florida Department of Health and verified by the American College of Surgeons.

South Florida Trauma at Kendall Hospital, a Level I Adult and Pediatric Trauma Center Certified by the Florida Department of Health and verified as a Level I Adult Trauma Center by the American College of Surgeons.

The Trauma Center at Aventura Hospital, designated as a Level II Trauma Center by the Florida Department of Health.

Our trauma programs partner with one of the state's premier medical schools to establish the University of South Florida/ HCA Trauma Network. This partnership enables HCA East Florida trauma programs to meet goals for research, quality, safety and better outcomes for patients. Florida residents benefit from centralized, statewide data collection for trauma research and coordination of services not readily accessible in underserved areas of the state.

Orthopedic and Spine Care

Our network of hospitals offers patients access to a full spectrum of orthopedic and spine services for accurate diagnosis and treatment. From conservative measures and pain management to minimally invasive or complex procedures, our hospitals offer an integrated model of care to help patients get back to their everyday activities as quickly and safely as possible.

HCA East Florida's orthopedic programs span from joint replacement and sports medicine to orthopedic oncology. We leverage progressive technology to advance our clinical programs and offer minimally invasive robotic surgery to promote faster recovery.



Pediatric Care

While all of our facilities are kid-friendly, HCA East Florida offers dedicated pediatric inpatient care at:

- Kendall Hospital**
- Lawnwood Hospital**
- Palms West Women's and Children's Hospital**

We understand the impact specially trained professionals and a friendly environment have on the healing process. Our goal is to make kids and their parents feel comfortable, safe and most of all, better.

Our pediatricians and pediatric specialists on staff expertly treat most pediatric conditions. Kendall Hospital's Burn Center provides specialized care for children and infants. Palms West Hospital's pediatric cancer program is accredited by the Children's Oncology Group.

Women's Health

We are committed to supporting women at every stage of their healthcare journey. Our hospitals offer a full spectrum of services, from maternity care and mammography to treatment for menopause and pelvic health conditions. Our facilities also use advanced technology to treat gynecologic conditions using a minimally invasive approach.

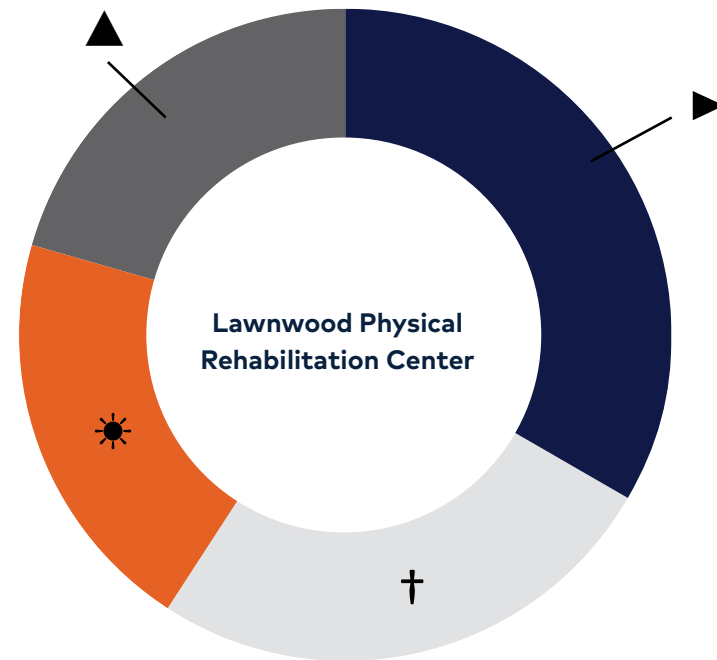
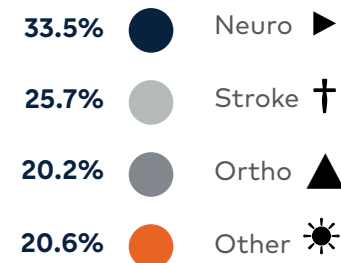
Women depend on our facilities to provide exceptional care, and grow their families. Seven of our facilities offer maternity services and neonatal intensive care units. Hospitals offering maternity services include:

- Kendall Hospital- Level II & III**
- Lawnwood Hospital- Level II & III**
- Mercy Hospital- Level III**
- Northwest Hospital- Level II & III**
- Palms West Women's and Children's Hospital- Level II**
- University Hospital- Level III**

Physical Rehabilitation

To help ensure the best possible recovery after an injury or illness, we offer a multi-disciplinary approach to rehabilitative therapy. One important key to success in rehabilitation is a team approach.

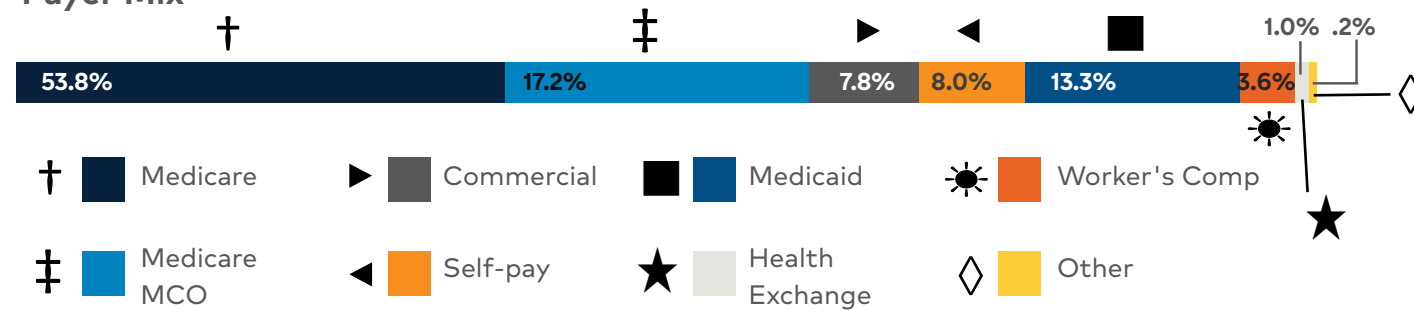
Case Mix



Patient Demographics/Outcomes

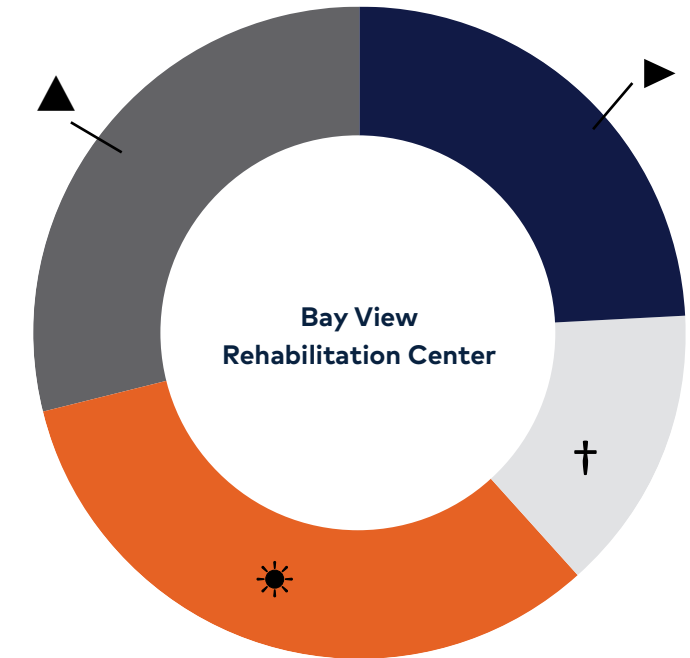
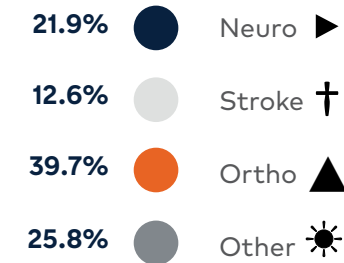
	Facility	Regional	National
Average Age	67.6	80.1	69.6
Average Length of Stay	14.2	14.5	14.7
%Discharged to Long-Term Care Facility	9.0%	9.7%	11.3%
%Discharged to Home/Community	75.1%	78.6%	76.8%

Payer Mix



With a personalized and patient-focused model, our expert team of professionals works together to bring special expertise to the patient. Our highly trained professionals develop an interdisciplinary treatment plan to meet the patient's individualized physical, cognitive and emotional needs. Our commitment to excellence is reflected in the talented staff who work with our patients throughout their recovery.

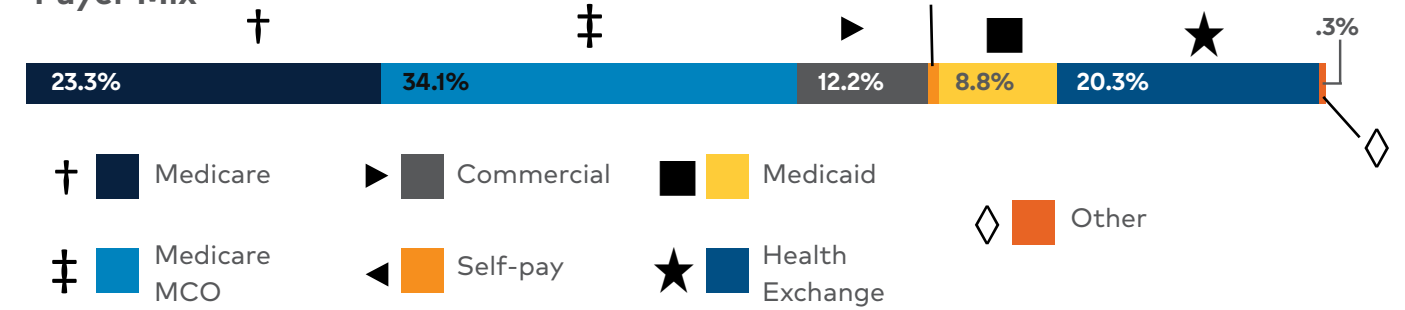
Case Mix



Patient Demographics/Outcomes

	Facility	Regional	National
Average Age	68.7	72.0	71.7
Average Length of Stay	16.2	13.9	14.0
%Discharged to Long-Term Care Facility	5.3%	10.0%	11.4%
%Discharged to Home/Community	82.1%	78.2%	78.8%

Payer Mix



Looking to the Future

While the future still holds many unknowns due to COVID-19, HCA East Florida will continue to remain focused on one thing – the care and improvement of human life. It's what we do. It's who we are. In times of uncertainty, our people show up. When faced with a challenge, we see the path forward.

As we take some time to reflect on all HCA East Florida has accomplished over the past year, we want to acknowledge our colleagues. They deserve some much-needed recognition and praise. While navigating the constant changes and challenges of a global pandemic, our colleagues banded together to provide exceptional care and comfort to our patients during some of their most vulnerable moments.

Whether they served in a direct caregiving role, administrative function or on one of our support teams such as EVS, Case Management, Social Work or Food and Nutrition; they have played a vital role in every single patient success story that has come out of our region.

We will continue our unwavering commitment to our mission and to each other while overcoming any obstacles that come our way. We look forward to opening the new University Hospital in the fall of 2021 and continuing to serve our community.

Learn more about our organization's collective impact at [HCAhealthcareimpact.com](https://www.hcahealthcareimpact.com).

