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A Message From Our President

As the largest provider of healthcare services across South Florida, HCA East Florida is committed to providing an excellent experience to every patient, every time. We uphold our mission to care for and improve human life by growing our colleagues, investing in our communities, elevating quality care and putting the patient at the center of everything we do. In this year's annual Impact Report, we reflect on the past year and the positive experiences we created for all we are privileged to serve and with whom we collaborate. The dedication of our caregivers extends well beyond the hospital walls, and we continue to elevate the care and experiences of our patients and our communities. As we look ahead to the future, we would like to recognize our accomplishments.*

Employee Engagement: HCA East Florida ranked number one across HCA Healthcare in colleague engagement.

Patient Experience: HCA East Florida successfully reduced hospital-acquired infections, lowered stroke door-to-needle times and reduced medication errors and sepsis by expanding our risk mitigation program.

*2021

Investments: The new HCA Florida University Hospital in Davie, a \$440 million state-of-the-art medical facility, provides 165 private beds and a full range of healthcare services to Davie and its surrounding communities, including 24/7 emergency care with board-certified emergency physicians. The new HCA Healthcare Center for Clinical Advancement provides a simulation center for hands-on training for the next generation of caregivers. The Galen College of Nursing acquisition ensures we retain and recruit nursing colleagues now and into the future.

Our New Brand: In November, HCA East Florida launched the new HCA Florida Healthcare brand for the state by renaming HCA Florida Woodmont Hospital and the new HCA Florida University Hospital. The remaining 12 hospitals followed in March 2022.

Thank you for choosing us to provide you and your families with excellence ALWAYS care.

Charles Gressle
Division President
HCA East Florida

Mission

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: every action, every patient, every time.

HCA East Florida by the numbers:

- 17,062** colleagues
- 4,266** physicians
- 5,944** registered nurses
- 10** surgery centers
- 59** urgent care centers
- 14** hospitals
- 105** physician practices
- 7** freestanding emergency rooms
- 8** teaching hospitals
- 2** nursing academic centers
- 19,128** COVID-19 patients treated





Dedication to Our Patients

HCA Florida Healthcare strives to deliver superior care to our patients during every interaction. Our approach to ensuring high-quality care is rooted in our belief of always doing what is right for our patients.

To learn more about how we are improving patient care, visit [HCAhealthcareImpact.com](https://www.hcahealthcareimpact.com)

Protecting Our Patients

HCA East Florida successfully reduced hospital-acquired infections by 66% this year. We remain focused on ensuring the safety of our patients by supporting safety initiatives and sharing best practices across our facilities.

COVID-19 Response

HCA East Florida continues to respond to the ongoing COVID-19 pandemic.

With each COVID-19 wave, HCA East Florida streamlined operations, learned new clinical skills and implemented programs that help fight the virus. We targeted wage adjustments to ensure competitive rates and worked hand-in-hand with supply chain to ensure personal protective equipment and essential equipment was provided for all colleagues. Additionally, we revamped recruiting practices and incentive activities to assist with getting our colleagues the support they needed.



Innovations For Care and Research

As part of HCA Healthcare's learning health system, HCA East Florida is connected to more resources, more solutions and more possibilities for everyone who walks through our doors.

HCA Healthcare has invested significantly in clinical education, including:

Nursing Schools: HCA Healthcare owns Galen College of Nursing, one of the largest educators of nurses in the United States, with six campuses and nearly 8,000 students enrolled in the January 2021 term. HCA Healthcare, which employs more than 93,000 nurses, has two additional nursing schools, Research College of Nursing and Mercy School of Nursing.

HCA Healthcare Centers for Clinical Advancement: HCA Healthcare has seven Centers for Clinical Advancement across the country that provide nurses and clinicians with state-of-the-art simulation and learning centers to expand their clinical knowledge in a safe and supportive environment. This includes the newly opened HCA East Florida Center for Clinical Advancement in Plantation, Florida.

Clinical Certifications: HCA Healthcare also supports colleagues who want to obtain specialty clinical certifications by paying upfront testing costs, providing test preparation materials and reimbursing costs after successful completion of a certification exam. Colleagues also receive bonuses for achieving nationally recognized certifications beyond their current position.

Supporting Our Colleagues

We are proud to be a part of HCA Healthcare, whose network enables us to unlock numerous opportunities for our colleagues to learn, grow and enjoy a rewarding career.



Education and Development Resources

HCA Healthcare is proud to support the educational goals of our colleagues and their family members through a variety of programs.

Vital Voices

Ensuring a positive and inclusive colleague experience starts by giving each of our 17,062 colleagues a chance to share their thoughts in a confidential format. HCA Healthcare sends an onboarding pulse survey to colleagues after 45 and 100 days of employment to receive feedback on the onboarding and recruitment experience. Vital Voices engagement pulse surveys are shared throughout the year to help our teams set goals and make improvements. Not only does this lead to a better experience for our colleagues, but also better care for our patients.

Colleague Networks

HCA Healthcare has established enterprise-wide, virtual networks to give colleagues the chance to meet and network with peers who have shared experiences and commonalities. So far, seven Colleague Networks have been created for veterans, Black colleagues, women, young professionals, LGBTQ+ colleagues, Hispanic/Latinx colleagues, and Asian and Pacific Islander colleagues – each with a senior leader serving as executive sponsor.

Mental Wellness

We are here to support our physicians, nurses and other colleagues so they can continue to provide the superior, patient-centered care our communities deserve.

Nurse Care: This free, confidential, 24/7 support program and counseling service gives HCA Healthcare full-time and part-time hospital-based nurses remote access to licensed psychologists, social workers and marriage and family therapists. In 2021, 24,720 calls were received across the HCA Healthcare enterprise.

Optum: This partnership offers colleagues and members of their immediate household up to five free counseling sessions per topic each year. Colleagues can also access free apps, resources and referral services to find help with anything from home maintenance to legal support.

Motivation Alliance: HCA Healthcare colleagues can access a free custom version of this service, which provides tools for managing stress and anxiety.

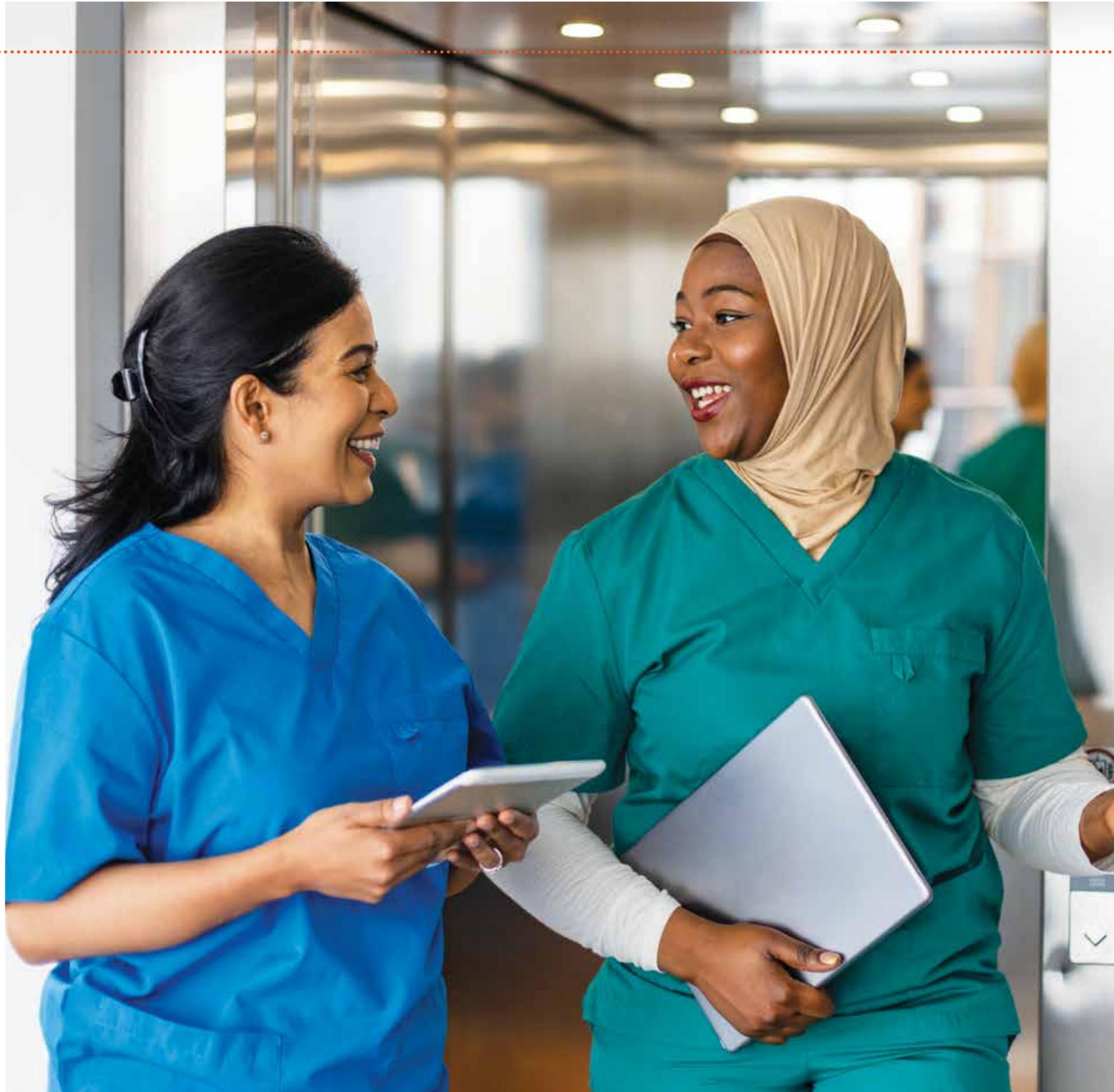
Doctor on Demand: Colleagues with an eligible HCA Healthcare medical plan can speak with a board-certified physician any time, day or night, through this telehealth service. Physicians provide care for 90% of the most common health conditions, including stress, anxiety and depression.





Investing in and Advancing Clinicians

Nurses have an unwavering commitment to caring for their patients and supporting each other. The COVID-19 pandemic showed the world how vital our frontline colleagues are.



2022 Nursing Strategy

HCA Healthcare's 2022 nursing strategy, which focuses on four pillars, is based on input and suggestions from HCA Healthcare nurses across the organization – from the local hospital, to the regional division, to the national corporate office.



Advocacy and Leadership

Develop extraordinary leaders at every level and provide unparalleled opportunities for a lifetime career.



Staffing and Care Team Support

Create innovative and effective care delivery models to support care teams and meet patient needs.



Education and Academic Partnerships

Access to industry-leading education and career development opportunities to positively impact patient care.



Professional Practice

Ensure ownership of evidence-based practice to elevate nursing excellence.



Caring For Our Communities

Whether through volunteering our time, making charitable donations or partnering with other organizations, we are committed to creating healthier tomorrows for our South Florida community.

“Our colleagues continually show up to support the community 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.”

Giving and Volunteering

The ongoing COVID-19 pandemic means giving back and volunteering continued to look a little different in 2021, but the commitment and creativity of our colleagues to support our communities through this new normal never faltered.



\$41M+

Enterprise giving to community organizations



1,319

Volunteer hours



\$527,113

Colleague giving with HCA Healthcare matching



250

Number of charitable organizations supported through donations and volunteering



Community Partnerships

HCA East Florida is honored to partner with organizations that share our mission and values in caring for our community. Highlighted below are a few organizations we aligned with in 2021.

Gilda's Club was awarded **\$126,000** over two years to support cancer care services in Miami-Dade and Broward Counties. Program highlights include outreach to people of color impacted by cancer and those with limited access to health education and resources.

Cultural proficiency and competency is an important element in providing high-quality health care and preventive services to diverse populations, especially in the setting of cancer care. Gilda's Club South Florida initiated the Health Equity Matters initiative, recognizing systemic racism, health disparities, and the disproportionate negative impact of COVID on communities of color.

"The HCA Healthier Tomorrow Fund has allowed Gilda's Club South Florida to provide cancer support and mental health services to the Spanish-speaking community in South Florida to ensure that Latinos, as part of this initiative, are receiving more opportunities for high-level cancer care," says Kim Praitano, Gilda's Club, CEO.

Pace Center for Girls received **\$10,000** to fund the Pace Pathways to Healthcare Careers Program. This initiative exposes girls of diverse backgrounds to careers in the healthcare industry through field trips, seminars and a mentoring program.

American Red Cross

HCA Healthcare shares a long history of partnering with the American Red Cross to provide disaster relief. In 2021, HCA Healthcare made a third consecutive **\$500,000** contribution to the American Red Cross Annual Disaster Giving Program. Over the last five years, HCA Healthcare has provided more than **\$4.6 million** in financial support to the Red Cross for shared disaster response capabilities and relief efforts. We also provide Red Cross leaders with access to our emergency response information system to help coordinate their activities.

Supporting Mental Health Education with EVERFI

As a learning health system, HCA Healthcare understands the important role that early education can play in addressing the mental wellbeing of kids and adolescents. HCA Healthcare is proud to have partnered with EVERFI, an international technology company driving social change through education, to launch *Mental Wellness Basics*, a digital resource that introduces middle and high school students to mental health education. Starting in 2021, HCA Healthcare has committed to investing **\$3 million** over the next three years to EVERFI to support and expand the Mental Wellness Basics course.

- Since its launch in October 2020, the Mental Wellness Basics course has reached more than 18,000 middle and high school students at 155 schools across the country.

March of Dimes

HCA Healthcare is the largest system for delivering babies in the country and more than **217,000 babies** are delivered at our hospitals every year. Together, March of Dimes and HCA Healthcare are uniquely positioned to use their combined clinical data, pioneering research and passionate history to deliver healthier tomorrows for mothers and babies.

A Workforce Reflecting the Communities We Serve

HCA Healthcare's first gift to a Hispanic Serving Institution was awarded to Florida International University (FIU).

In April 2022, representatives from HCA Healthcare, HCA East Florida Division and HCA Florida Healthcare presented Florida International University (FIU) with a **\$1.5 million** donation to support the Nicole Wertheim College of Nursing & Health Sciences to expand its faculty and offer scholarships to increase enrollment and address the national nursing shortage.

HCA Healthcare has a history of partnering with organizations to develop future healthcare leaders. The College received funding as part of HCA Healthcare's support of Historically Black Colleges and Universities (HBCUs) and Hispanic Serving Institutions (HSIs). FIU is a federally-designated Hispanic and Minority Serving Institution with a student body that is 61 percent Hispanic.

Combating the Opioid Crisis

In October 2021, HCA Healthcare hosted its third annual *Crush the Crisis* event, collecting a record **15,566 pounds** of unused and expired medications in support of the Drug Enforcement Administration's National Prescription Take Back Day. In partnership with local law enforcement agencies, collection sites were set up at **96** HCA Healthcare facilities at **98** event locations across **17** states.

HCA East Florida successfully collected **479 pounds** across **4** facilities. HCA Florida Northwest Hospital partnered with Walgreens to co-host their local *Crush the Crisis* event in Margate. This partnership has since developed into a broader opportunity for other HCA East Florida Division facilities to work with Walgreens stores in the communities to support opioid reduction and awareness efforts.

Environmental Stewardship

As stewards of the environment, we proactively make our communities healthier. We have implemented environmentally friendly practices at all hospitals, promoting conservation, decreasing waste, and exercising environmentally conscious purchasing. By using Stericycle's Sharps Management Service, HCA East Florida Division is significantly reducing its carbon footprint

In 2021, HCA East Florida was able to prevent **221,687 pounds** of CO2 emissions, while also preventing **373,572 pounds** of plastic and **28,951 pounds** of cardboard out of entering our landfills. In total HCA East Florida recycled over **1,443,000 pounds** of trash.



“HCA Healthcare and FIU have enjoyed a longstanding partnership,” said Charles Gressle, HCA East Florida Division President. “This donation will allow FIU to grow their curriculum and offer scholarships to those answering the call to help prepare more of Florida’s nurses; they are the backbone of our hospitals, and our communities and patients benefit from their strength and resilience.”

Economic Impact in our Communities

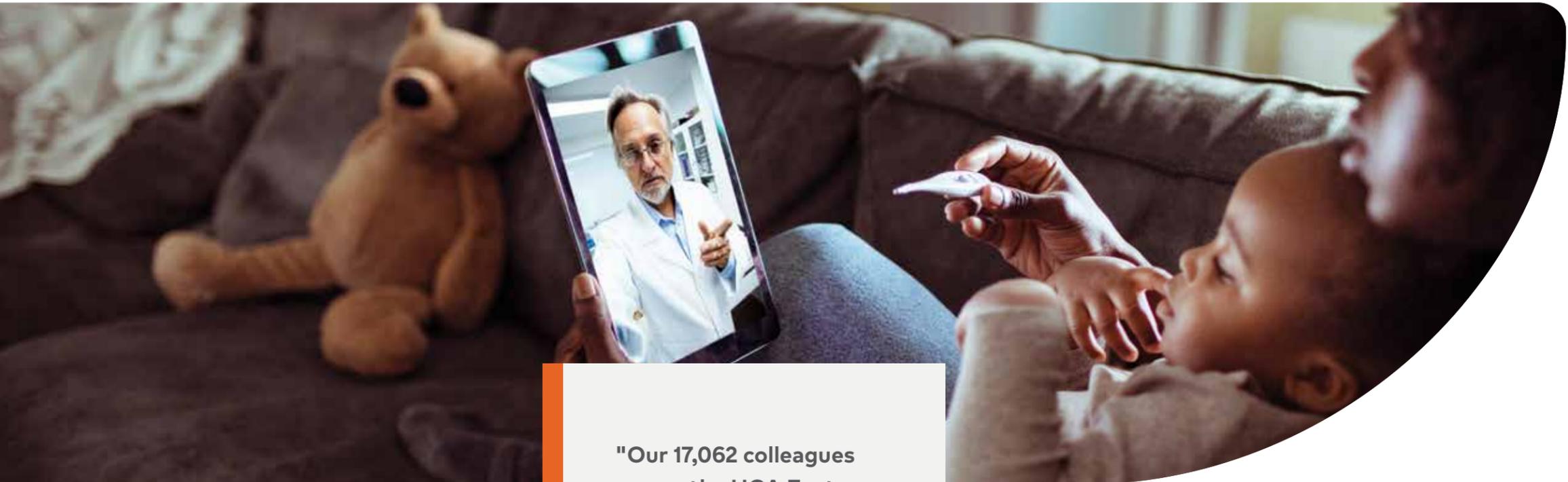
HCA East Florida is proud to serve our communities and we are committed to investing in them for years to come.

\$1.7B in payroll and benefits

\$287.7M in capital investment

\$264.8M estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care in 2021

\$354.2M in federal, state and local taxes paid



Our Hospitals

In 2021, 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 \$287.7 million to expansions across our 14 East Florida hospitals.

"Our 17,062 colleagues across the HCA East Florida Division deliver on our mission of Excellence ALWAYS every single day," said HCA East Florida Division Chief Financial Officer, Russ Young. "Our culture is what sets us apart, it's a culture of collaboration with one goal - putting our patients at the center of everything we do."

HCA East Florida At-A-Glance*:

- 17,062 Colleagues
- 7 Freestanding Emergency Rooms
- 10 Surgery Centers
- 14 Hospitals
- 4,266 Physicians
- 1 Regional Laboratory
- 9 Psychiatric Programs
- 36 Graduate Medical Education Programs
- 556 GME Students
- 4,265 Licensed Beds
- 21 ER Locations
- 59 Urgent Care Centers
- 3 Trauma Centers
- 1 Burn Center

*Based on FY 2021 Data

Our Patients:

- 2,438,899 Total Patients Treated
- 725,521 Total ER Visits
- 12,486 Total Babies Birthed
- 196,516 Annual Admissions

Economic Impact:

- \$2,438,200,000 Total State Investment
- \$1,796,300,000 Total Salaries, Wages, & Benefits
- \$287,700,000 Capital Investment
- \$264,800,000 Charity & Uncompensated Care
- \$354,200,000 Total Taxes Paid

Miami-Dade Hospitals



HCA Florida Aventura Hospital

- **Established: 1965**
- **Licensed Beds: 467**
- **Employees: 1611+**
- **Physicians: 692+**
- **Chief Executive Officer: David LeMonte**

HCA Florida 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.



Key Services

- Behavioral Health Services
- Breast Center
- Cardiac Catheterization & Angioplasty
- Comprehensive Cancer Services
- Comprehensive Stroke Center
- Diagnostic Testing & Laboratory Services
- Digital Mammography
- Electrophysiology
- Emergency Services
- Gynecological Surgery
- Heart and Vascular Care
- Hyperbaric Medicine
- Kidney Dialysis
- Neurology/Neurosurgery
- Neuro-Interventional Radiology
- Open Heart Surgery
- Orthopedic and Spine
- Outpatient Diabetes Program
- Physical, Occupational & Speech Therapy
- Radiology/Imaging
- Robotic-Assisted Surgery
- Valve Clinic
- Structural Heart Procedures
- Transcatheter Aortic Valve Replacement (TAVR)
- Level II Trauma Center
- Urology
- Wound Care

Awards and Accolades

- America's Top 250 Best Hospitals (2022, 2021)
- America's 100 Best Hospitals for Orthopedic Surgery (2022, 2021, 2020)
- America's 100 Best Hospitals for Spine Surgery (2021, 2020)
- America's 100 Best Hospitals for Critical Care (2022)
- Gastrointestinal Surgery Excellence Award (2022)
- GWTG Stroke Awards (AHA): Target Type 2 Diabetes Honor Roll, Gold Plus Issued, Target Stroke Elite Plus Honor Roll, and Target Stroke Advanced Therapy Honor Roll (2022)
- Healthgrades Gynecologic Surgical Excellence Award (2022)
- HealthGrades 100 Best Hospitals, Prostate Surgery (2020)
- Patient Safety Excellence Award (2021, 2020, 2019, 2018)
- Stroke Care Excellence Award (2022, 2021, 2020)
- Surgical Care Excellence Award (2022)
- Thrombectomy Capable Stroke Center
- U.S. News & World Report- Best Hospitals (2022-2023)
- "High Performing" in Heart Failure, Stroke, and COPD



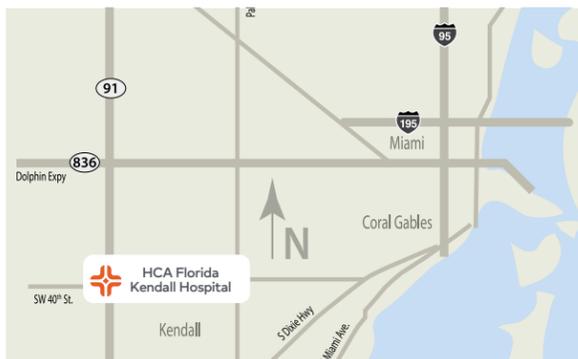
20900 Biscayne Boulevard | Aventura, FL 33180
305.682.7000 | HCAFloridaHealthcare.com



HCA Florida Kendall Hospital

- **Established: 1973**
- **Licensed Beds: 447**
- **Employees: 2,200+**
- **Physicians: 750+**
- **Chief Executive Officer: Brandon Haushalter**

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



Key Services

- Behavioral Health (Adult)
- Breast Diagnostic Services
- American Burn Association Verified Burn Center
- Level 1 Trauma Center Verified by the American College of Surgeons
- Cardiac and Vascular Care
- Chest Pain Center
- Comprehensive Stroke Center
- Emergency Services, including Dedicated Pediatric Emergency Room
- Off-site Emergency Departments, Doral ER and Town and Country ER
- Joint Replacement
- Maternity Services
- Neonatal ICU (Level II and Level III)
- Neurology and Neurosurgery
- Orthopedic and Spine Surgery
- Outpatient Physical Therapy
- Pediatric Orthopedic and General Surgery
- Pediatric Services (Inpatient and Outpatient)
- Robotic and Minimally Invasive Surgery
- Urology

Awards and Accolades

American Heart Association Stroke Gold-Plus Quality Achievement (2020, 2021)

U.S. News & World Report's "High Performing" in Heart Failure, Stroke and COPD

Healthgrades America's 50 Best Hospitals in Surgical Excellence Award (2023, 2022)

Healthgrades America's 100 Best Hospitals in Critical Care (2023), Gastrointestinal Surgery (2023, 2022, 2021, 2020), Orthopedic Surgery (2023, 2022, 2020), Prostate Surgery (2023, 2022, 2021, 2020), Stroke Care (2023, 2022)

Healthgrades Gastrointestinal Care Excellence Award (2022), Labor and Delivery Excellence Award (2022, 2021, 2020), Neuroscience Excellence Award (2022)

Comprehensive Stroke Certified CSC for DNVA



11750 SW 40th Street | Miami, FL 33175
305.223.3000 | HCAFloridaHealthcare.com



HCA Florida Mercy Hospital

- **Established: 1950**
- **Licensed Beds: 488**
- **Employees: 1,476**
- **Physicians: 1,201+**
- **Chief Executive Officer: David Donaldson**

Specializing in emergency services, comprehensive cancer care, maternity, Level III 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 in our Radiation Therapy 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. HCA Florida Mercy Hospital is Miami-Dade County's only acute care Catholic hospital.



Key Services

- Bariatrics
- Behavioral Health
- Cardiac Catheterization and Angioplasty
- Comprehensive Cancer Services
- Critical Care Units
- Diagnostic Services
- Electrophysiology
- Emergency Medicine
- Gastrointestinal Services
- General Surgery
- Heart and Vascular Care
- Hyperbaric Medicine
- Infusion Center
- Dialysis
- Level III Neonatal Services
- Maternity
- Minimally Invasive Laparoscopic & Robotic Surgery
- Neurological Services
- Orthopedic and Spine
- Primary Stroke
- Rehabilitation Services (Inpatient & Outpatient)
- Sleep Disorders
- Women's Services
- Wound Care

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

Healthgrades- America's 250 Best Hospitals for 2022

Intersocietal Commission for the Accreditation of Echocardiography Laboratories Accredited Facility



3663 S Miami Avenue | Miami, FL 33133
305.854.4400 | HCAFloridaHealthcare.com

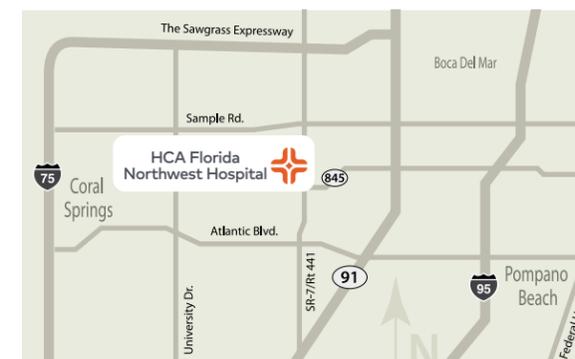
Broward Hospitals



HCA Florida Northwest Hospital

- **Established: 1984**
- **Licensed Beds: 289**
- **Employees: 1,000+**
- **Physicians: 700+**

HCA Florida Northwest Hospital is a 289-bed facility, continuously growing to serve the community while incorporating the latest technology into the delivery of care. Northwest Hospital is known for its comprehensive cardiovascular, maternity, orthopedic, and 24/7 emergency care, as well as its Level III NICU, bariatric, minimally-invasive and robotic-assisted surgery programs and more. Northwest Hospital is also proud to help train the next generation of physicians as a teaching hospital. Its Graduate Medical Education (GME) program has specialized programs in internal medicine, general surgery, women's care, emergency medicine, neurology, podiatry and anesthesiology.



Key Services

- 24/7 Adult and Pediatric Emergency Care
- 3D Digital Mammography
- Accredited Primary Stroke Center
- Bariatric and Weight Loss Surgery
- Diagnostic Imaging Services
- Gastroenterology
- General Surgery and Minimally-Invasive Robotic-Assisted Surgery
- Heart and Vascular Care
- Interventional Radiology
- Labor and Delivery
- Level III Neonatal Intensive Care Unit
- Neurological Care
- Orthopedic and Spine Care
- Physical Therapy and Rehabilitation
- Urology and Pelvic Health
- Women's Care

Awards and Accolades

Accredited by The Joint Commission Primary Stroke Center Certified by The Joint Commission

Healthgrades America's 100 Best Hospitals for Cardiac Care (2022, 2020)

Healthgrades America's 100 Best Hospitals for Coronary Intervention (2022, 2021, 2020, 2019)

Healthgrades Bariatric Surgery Excellence Award and Among the Top 10% of hospitals for Bariatric Surgery (2022, 2021, 2020, 2019)

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

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

Healthgrades GYN Surgery Excellence Award and 5-Star Rating in Vaginal Delivery, C-Section Delivery, Hysterectomy, and GYN Procedures (2022)

Healthgrades Labor & Delivery Excellence Award (2022)



2801 N State Road 7 | Margate, Florida 33063
954.974.0400 | HCAFloridaHealthcare.com



HCA Florida Woodmont Hospital

- **Established: 1974**
- **Licensed Beds: 317**
- **Employees: 744+**
- **Physicians: 527+**
- **Chief Executive Officer: Ben Harris**

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, HCA Florida 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. HCA Florida Woodmont Hospital holds several Healthgrades™ Five-Star Awards for services such as Total Hip Replacement, Total Knee 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.



Key Services

- Behavioral Health Inpatient, Adult Geriatric, Child and Adolescent
- Behavioral Health Outpatient Partial Hospitalization Program and Intensive Outpatient Program
- Cancer Services
- Emergency Medicine (Adult, Senior & Kid-Friendly)
- Interventional Radiology
- Joint Replacement Program
- Kidney Dialysis
- Neurology/Neurosurgery
- Orthopedic and Spine Institute
- Orthopedic Surgery
- Rehabilitative Services
- Robotic Surgery Center of Excellence: Robotic-Assisted Joint Replacement Surgery Robotic-Assisted Surgery
- Vascular Care
- Women's Imaging
- Wound-Treatment Center

Awards and Accolades

American College of Radiology Accredited in Mammography and Nuclear Medicine
 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 (2016-2022), Stroke Treatment (2020-2021), Gallbladder Removal Surgery (2019-2022), Appendectomy (2020-2021)
 Top 5% in the Nation for Patient Safety in 2022



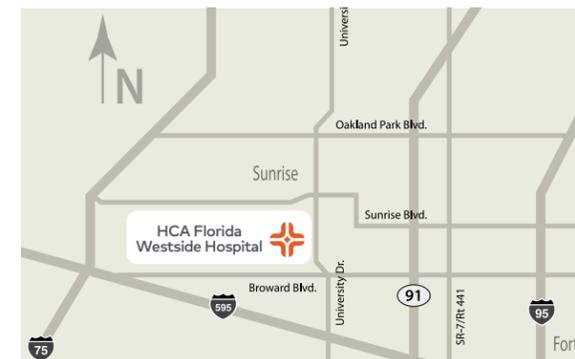
7201 N University Drive | Tamarac, Florida 33321
 954.721.2200 | HCAFloridaHealthcare.com



HCA Florida Westside Hospital

- **Established: 1974**
- **Licensed Beds: 250**
- **Employees: 1,037+**
- **Physicians: 709+**
- **Chief Executive Officer: Barbara J. Simmons, RN**

Specializing in emergency services, cardiac care, colorectal surgery, comprehensive stroke care, total joint 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.



Key Services

- Atrial Fibrillation Care
- Breast MRI/Digital Mammography
- Cancer Services with Dedicated Inpatient Unit
- Cardiac Catheterization and Angioplasty
- Comprehensive Stroke Center Certified by AHCA and Thrombectomy Capable Stroke Center Certified by The Joint Commission
- Electrophysiology
- Emergency Medicine (Adult and Kid-Friendly)
- General Surgery
- Inpatient Kidney Dialysis
- Joint Commission Certified Minimally Invasive Colorectal Surgery Program
- Minimally Invasive and Surgical Vascular Care
- Minimally Invasive Robotic-Assisted Surgery
- Neurosurgery, Neurointerventional Radiology & Neurosurgical ICU
- Open Heart Surgery & Cardiovascular ICU
- Orthopedic and Spine Surgery
- Percutaneous Coronary Intervention
- PGH Freestanding Emergency Department
- Structural Heart (TAVR, MitraClip, Watchman)
- Thoracic Surgery
- Total Joint Surgery

Awards and Accolades

Joint Commission Certified Minimally-Invasive Colorectal Program
 Joint Commission Certified Thrombectomy Capable Center
 Agency for Healthcare Administration Comprehensive Stroke Center
 Leapfrog Hospital Safety Grade A (Fall 2022)
 Graduate Medical Education (GME) Teaching Facility



8201 W Broward Boulevard | Plantation, FL 33324
 954.473.6600 | HCAFloridaHealthcare.com



HCA Florida University Hospital

- **Established: 2021**
- **Licensed Beds: 165**
- **Employees: 600+**
- **Physicians: 400+**
- **Chief Executive Officer: Madeline Nava**

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.



Key Services

- 24-hour Emergency Care
- Cardiology
- Comprehensive Outpatient Services
- Critical Care
- Diagnostic Imaging
- Gastro
- 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



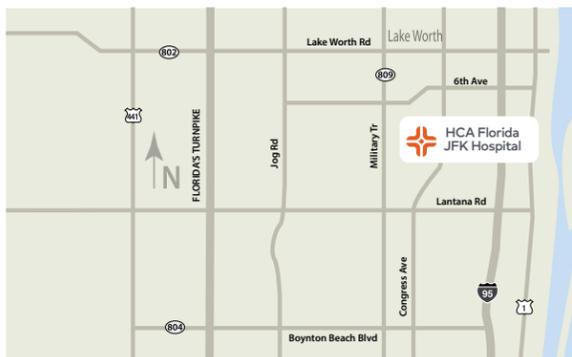
3476 S University Dr. | Davie, FL 33328
954.475.4400 | HCAFloridaHealthcare.com



HCA Florida JFK Hospital

- **Established: 1966**
- **Licensed Beds: 527**
- **Employees: 2,200+**
- **Physicians: 900+**
- **Chief Executive Officer: Gina Melby**

The award-winning 527-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 off-site 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. HCA Florida 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.



Key Services

- Breast Care
- Cardiovascular Services
 - Catheterization
 - Electrophysiology
 - TAVR
 - TMVR: Mitral Clip
 - LVAD (Left Ventricular Assist Device)
 - LAOO (Left Atrial Appendage Occlusion)
 - Advanced Heart Failure
 - Open Heart Procedures
 - Cardiac Rehabilitation
 - Chest Pain Center with Percutaneous Coronary Intervention- Accredited
- Comprehensive Cancer Services
- Comprehensive Stroke Center
- Emergency Medicine including two off-site Emergency Rooms in Boynton Beach & Palm Beach Gardens
- Gastroenterology
- General Surgery & Minimally Invasive Robotic-Assisted Surgery
- Gynecologic Surgery
- Neuroscience Institute
- Orthopedic and Spine Institute
- Radiology/Imaging
- Rehabilitation Center
- Sleep Disorders Center
- Weight-Loss Surgery
- Wound Management & Limb Preservation

Awards and Accolades

America's 50 Best Hospital's for Vascular Surgery (2021-2022)
 America's 100 Best for Orthopedic Surgery, Five-Star Orthopedic Excellence, 5-Star Joint Replacement, Healthgrades (2022, 2021)
 5-Star Recipient for Treatment of Heart Failure for 20 Consecutive Years (2002-2022)
 Weight-Loss Surgery Program accredited by the American College of Surgeons and the American Society of Metabolic and Bariatric Surgery
 American Heart Association, Get with the Guidelines Gold Plus Award, Target Stroke, Honor Roll Elite Plus, Type 2 Diabetes Honor Roll
 Stroke Care Excellence Award (2006-2022)
 Surgical Care Excellence Award (2022)



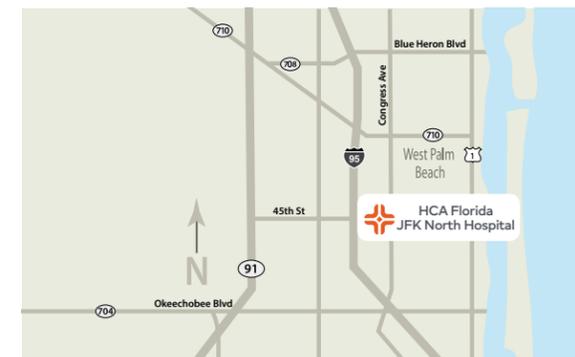
5301 S. Congress Avenue | Atlantis, FL 33462
 561.965.7300 | HCAFloridaHealthcare.com



HCA Florida JFK North Hospital

- **Established: 1975**
- **Licensed Beds: 280 (including 123 Behavioral Health)**
- **Employees: 690**
- **Physicians: 951**
- **Chief Executive Officer: Ashley Vertuno, FACHE**

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, and wound management. At HCA Florida 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.



Key Services

- Addiction and Stabilization Services
- TJC Advanced Primary Stroke Center
- Behavioral Health
- Comprehensive Diagnostic Imaging
- Critical Care
- Dialysis
- Emergency Services
- Gastroenterology / Manometry
- General Surgery
- Interventional Radiology
- Limb Salvage
- Orthopedics and Spine
- Outpatient Rehabilitation
- Pain Management
- Plastics
- Podiatry
- Pulmonary
- Radiology
- Teleneurology
- Vascular Surgery
- Urology
- Wound/Ostomy Care

Awards and Accolades

Recognized by the Joint Commission as an Advanced Primary Stroke Center
 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 and the only child center in Palm Beach County offering a full continuum of prevention, treatment and support to address mental health and wellness



2201 45th Street | West Palm Beach, FL 33407
 561.842.6141 | HCAFloridaHealthcare.com



HCA Florida Palms West Hospital

- **Established: 1986**
- **Licensed Beds: 204**
- **Employees: 900+**
- **Physicians: 792+**
- **Chief Executive Officer: Jason Kimbrell**

Serving Palm Beach County for more than 36 years, HCA Florida Palms West Hospital and Women's and Children's Center 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, 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 the western communities of Palm Beach County, and 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.



Key Services

- Breast Diagnostic Center with Digital Mammography and Tomosynthesis (3-D)
- Cardiac Catheterization
- Critical Care
- Dialysis (inpatient)
- Emergency Medicine (Adult and Pediatric)
- Endoscopy
- ENT
- Gastroenterology
- Hand Surgery
- Outpatient Imaging
- Interventional Radiology
- Minimally-Invasive Surgery
- MRI
- Neurology & Neurosurgery
- Obstetrics and Birthing Suites & Level II NICU
- Orthopedic & Spine Center
- Outpatient Rehabilitation and Aquatics Center (Adult and Pediatric)
- Pediatric Emergency Room, Pediatric Intensive Care & Pediatric Oncology
- Plastic Surgery
- Podiatry
- Primary Stroke Center (ACHA Designated)
- Respiratory Therapy
- Robotic Surgery Center of Excellence: Robotic-Assisted Surgery- General, GYN, Urology, Thoracic, Orthopedic & Colorectal
- Surgical Oncology
- Thoracic Surgery
- Urology
- Vascular Surgery
- Wound Care (inpatient)
- Women's Center

Awards and Accolades

- A-rated, Patient Safety by Leapfrog Group (2022)
- 5-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 (2020-2021)
- Recipient of the Healthgrades 2021 Patient Safety Excellence Award and Named Among the Top 10% in the Nation for Patient Safety (2018-2021)



13001 Southern Boulevard | Loxahatchee, FL 33470
561.798.3300 | HCAFloridaHealthcare.com

Treasure Coast Hospitals

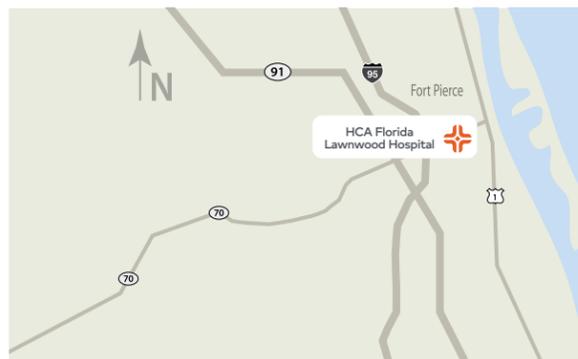




HCA Florida Lawnwood Hospital

- **Established: 1977**
- **Licensed Beds: 430**
- **Employees: 1,550+**
- **Physicians: 379+**
- **Chief Executive Officer: Eric Goldman**

HCA Florida Lawnwood Hospital is a 430-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.



Key Services

- 24/7 Adult and Pediatric Emergency Care
- Behavioral Health (Adolescent and Adult)
- Birthing Center-Obstetrics
- Cardiology
 - Cardiac/Vascular Rehab
 - Cardiac Cath
 - Cardiopulmonary
- Comprehensive Stroke
- Emergency Medicine (Adult and Pediatric)
- General Surgery
- Gynecologic Surgery
- Hand Surgery
- Interventional Radiology
- Minimally Invasive Transcatheter Mitral Valve Replacement
- MRI
- Neonatal Intensive Care Unit (Level III)
- Neurology
- Neurosurgery
- Obstetrics
- Orthopedic Surgery
- Pediatric Services
- Radiology/Diagnostic Imaging
- Robotic Surgery
- Therapy-Occupational, Physical, Respiratory, Speech (Adult and Pediatric)
- Trauma Center (Level II)
- Urology
- Vascular
- Vero Beach Freestanding Emergency Department
- Cardiovascular Surgery
- Electrophysiology (EP) Testing

Awards and Accolades

Hospital Accredited by The Joint Commission and designated Top Performer

Joint Commission certified: Thrombectomy capable

Healthgrades America's 50 Best Hospitals for Vascular Surgery™ (2022, 2021)

Healthgrades America's Labor & Delivery Excellence Award (2022)

Newsweek America's Best Physical Rehabilitation Centers (2021)

Blue Distinction: Cardiac Care



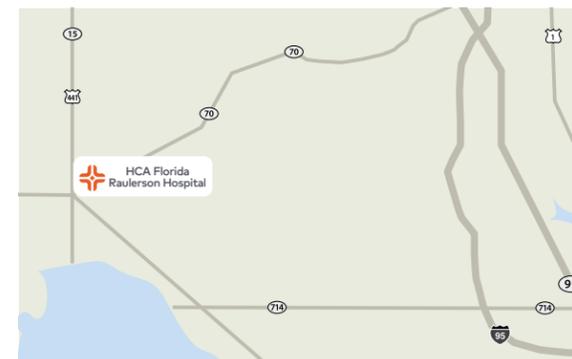
1700 S 23rd Street | Fort Pierce, FL 34950
772.461.4000 | HCAFloridaHealthcare.com



HCA Florida Raulerson Hospital

- **Established: 1979**
- **Licensed Beds: 100**
- **Employees: 405+**
- **Physicians: 218+**
- **Chief Executive Officer: Brian Melear**

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, Pacemaker Procedures and Gallbladder Removal Surgery and have received the Healthgrades Patient Safety Excellence Award for five years in a row. Within minutes of FL-710, the Hospital's 24-hour Emergency Room provides specialized hospital services for adults and children of all ages.



Key Services

- 24/7 Adult and Pediatric Emergency Care
- Cardiopulmonary Services
- Critical Care Services
- Gastroenterology
- Intensive Care Unit
- Laboratory
- Neurology
- Occupational Health Services
- Orthopedics
- Outpatient Services
- Physical, Occupational and Speech Therapy (Adult and Pediatric)
- Radiology and Diagnostic Imaging
- Surgical Services (including minimally invasive robotic-assisted surgery)
- Women's Services
- Wound Care

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 Patient Safety Excellence Award (2022, 2021, 2020, 2019, 2018)

Healthgrades 5-Star Treatment Awards for Hip Fracture Treatment, Pacemaker Procedures and Gallbladder Removal Surgery (2022)

Accredited by the American College of Radiology in MRI, CT, Mammography, Ultra Sound and Nuclear Medicine

Accredited Laboratory by the College of American Pathologists

Top 10 % of all HCA Healthcare Critical Care Nursing Units



1796 Highway 441 N | Okeechobee, FL 34972
863.763.2151 | HCAFloridaHealthcare.com



HCA Florida St. Lucie Hospital

- **Established: 1983**
- **Licensed Beds: 207**
- **Employees: 914+**
- **Physicians: 425+**
- **Chief Executive Officer: Jay Finnegan**

HCA Florida St. Lucie Hospital is a 207-bed acute care facility. The combined efforts of more than 400 skilled physicians and more than 900 dedicated colleagues have resulted in one of the most comprehensive healthcare facilities in Port St. Lucie. HCA Florida St. Lucie Hospital offers a full range of services that include a birthing center, cardiac catheterization lab, cancer care, minimally invasive robotic surgery, gynecologic, general and vascular surgery and wound care with hyperbarics. Additionally, St. Lucie is home to a senior-friendly ER and Freestanding ER at Darwin Square as well as the Orthopedic & Spine Institute.



Key Services

- 24/7 Adult and Pediatric Emergency Care
- Bariatric and Weight Loss Surgery
- Birthing Center
- Cancer Care
 - Breast Imaging
 - Lung Cancer Screening
- Cardiac Care
 - Diagnostic Services
 - Cath Lab
- ER at Darwin Square
- Gastroenterology, Endoscopy and Colonoscopy
- Imaging Services
- Orthopedic and Spine Surgery
- Pediatrics
- Primary Stroke Center
- Rehab Services
- Robotic and Minimally Invasive Surgery
- Surgical Services
- Wound Care Hyperbaric Oxygen Treatment

Awards and Accolades

Healthgrades America's 100 Best Hospitals for Orthopedic Surgery Award™ (2020-2022)
 Healthgrades Patient Safety Excellence Award™ (2019-2022)
 Newsweek's Best Hospital for Maternity Care (2021)
 Blue Distinction® for Maternity Care, Spine Surgery
 Baby-Friendly Designation
 Healthgrades America's 100 Best Hospitals for Joint Replacement Award (2021-2022)
 Healthgrades America's 100 Best Hospitals for Spine Surgery Award (2022)
 Healthgrades America's 50 Best Hospitals for Surgical Excellence Award (2022)



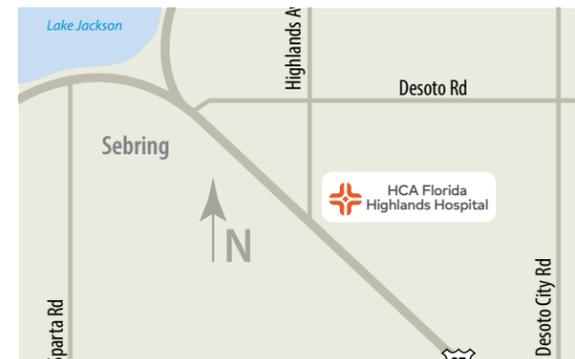
1800 SE Tiffany Avenue | St Lucie, FL 34952
 772.335.4000 | HCAFloridaHealthcare.com



HCA Florida Highlands Hospital

- **Established: 1965**
- **Licensed Beds: 126**
- **Employees: 339+**
- **Physicians: 246+**
- **Chief Executive Officer: Joe Gleason**

At HCA Florida 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.



Key Services

- Breast Care
- Cardiovascular Diagnosis and Imaging
- Cath Lab
- Colorectal Surgery
- Emergency Medicine (Adult & Pediatric)
- Eye Surgery
- Gastroenterology Services
- Gynecological Surgery
- Heart Care
- Joint Replacement
- Minimally Invasive Robotic-Assisted Surgery
- Occupational Therapy & Rehabilitation
- Orthopedic Surgery & Treatment
- Outpatient Imaging Services
- Outpatient Surgical Services
- Physical Therapy
- Plastic Surgery
- Speech Therapy
- Spine Surgery
- Urological Services & Surgery
- Vascular Surgery
- Weight Loss & Bariatric Surgery
- Women's Health
- Wound Care

Awards and Accolades

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



3600 S Highlands Ave | Sebring, FL 33870
 863.385.6101 | HCAFloridaHealthcare.com

Our Services

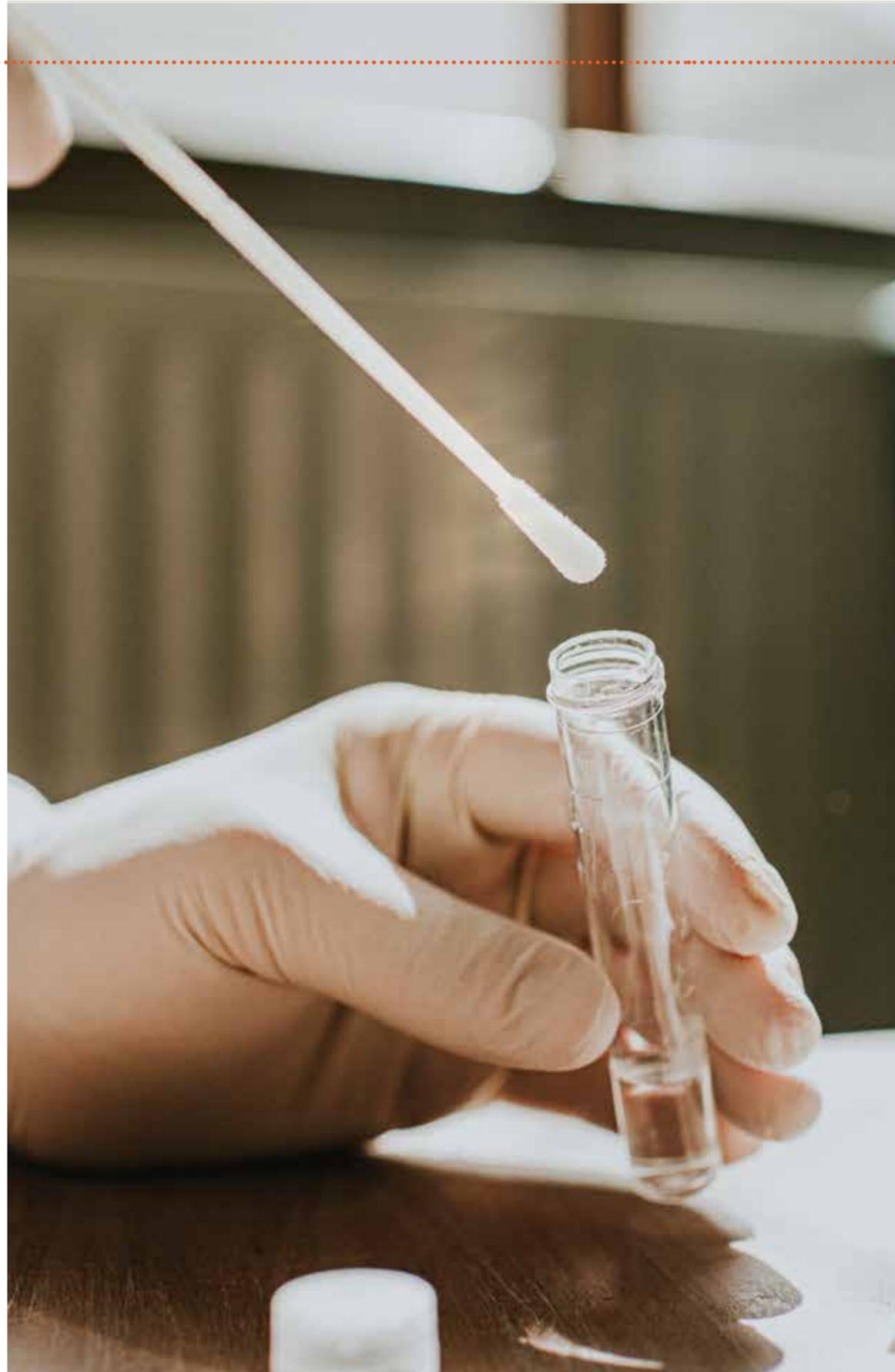


Integrated Regional Laboratory

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 offer compassionate care.
- Patients can check frequently updated average ER wait times on our websites.
- 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.
- HCA East Florida hospital's certified stroke centers consistently beat both local and national door-to-needle times in stroke care, according to the American Heart Association's Get with the Guidelines.*

Urgent Care Services

As part of our commitment to provide convenient healthcare, HCA East Florida has expanded our services to offer 59 Urgent Care centers throughout South Florida. 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.

*2022, based on most recent data available



Heart, Lung, 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 & Mitral 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

10

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

7 HEART
PROGRAMS

HCA Florida Aventura Hospital
HCA Florida JFK Hospital
HCA Florida Kendall Hospital
HCA Florida Lawnwood Hospital
HCA Florida Mercy Hospital
HCA Florida Northwest Hospital
HCA Florida 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, HCA Florida 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 Logistics 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 2021, the South Florida Transfer Center aligned with the South Florida Behavioral Health Access Response Center to build on the shared efforts of these two teams.

With one call to the South Florida Transfer Center, you will reach the right hospital and service for your patients' needs. This newly formed team brings together all acute patient transfers for medical and behavioral health patients across East Florida Division and in 2021 managed a total of **750,000** phone calls, **44,000** patient movements and **26,000** transports.

Calls are handled 24/7 by Registered Nurses, Emergency Medical Technicians (EMTs), Licensed Clinicians supporting virtual patient assessments and Placement Specialists sourcing behavioral health beds. All team members are knowledgeable on the Emergency Medical Treatment and Active Labor Act (EMTALA).

Call schedules for every HCA facility in HCA East Florida are visible to the Transfer Center team, 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 • Burns
- Trauma • Behavioral Health Services

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:

- [HCA Florida Aventura Hospital](#)
- [HCA Florida JFK Hospital](#)
- [HCA Florida Kendall Hospital](#)
- [HCA Florida Lawnwood Hospital](#)
- [HCA Florida 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 HCA Florida 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 HCA Florida 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.

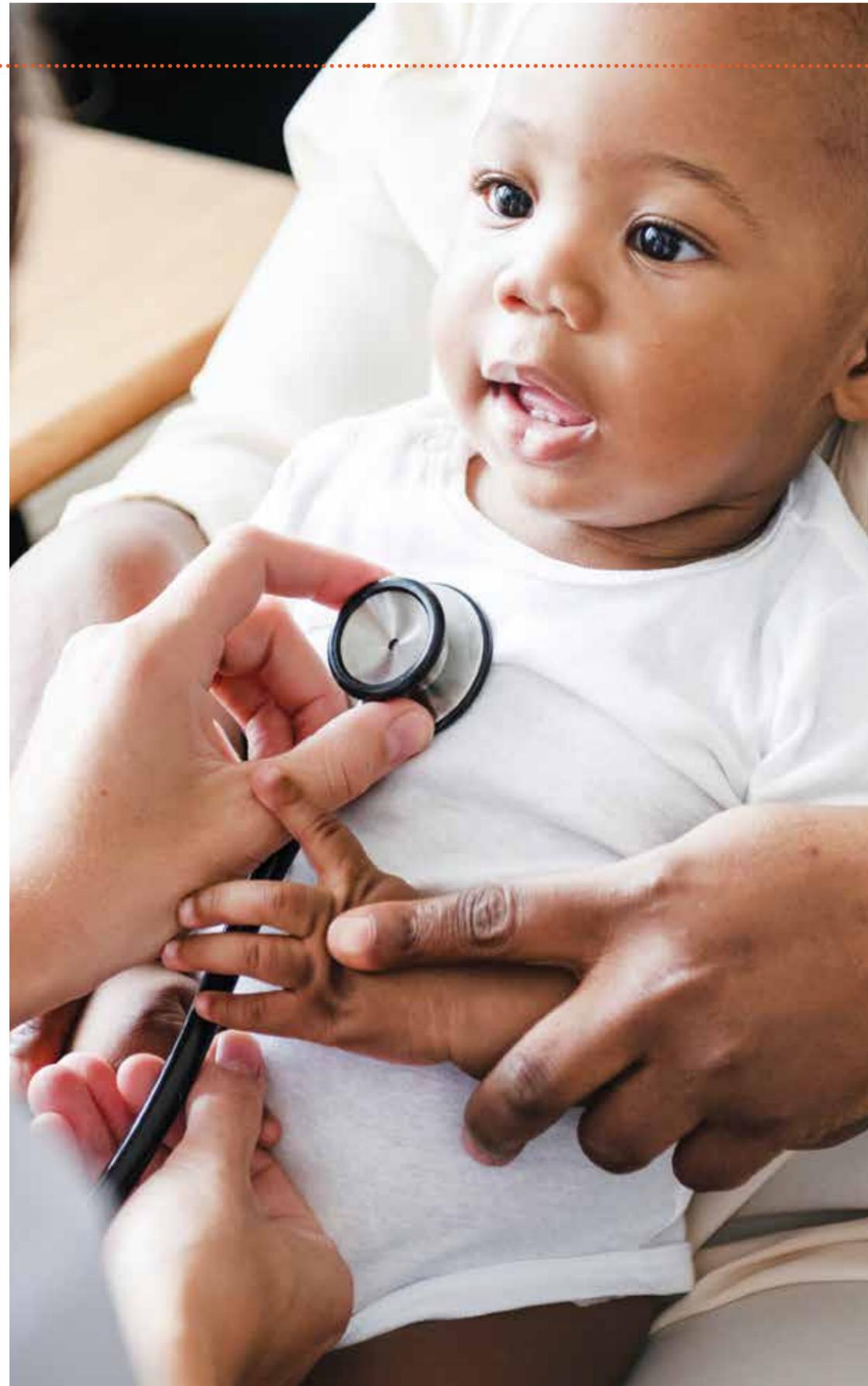
The Trauma Center at HCA Florida Aventura Hospital, designated as a Level II Trauma Center by the Florida Department of Health.

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:

HCA Florida Kendall Hospital
HCA Florida Lawnwood Hospital
HCA Florida Palms West Hospital
Women's and Children's Center

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. HCA Florida Kendall Hospital's Burn Center provides specialized care for children and infants. HCA Florida 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.

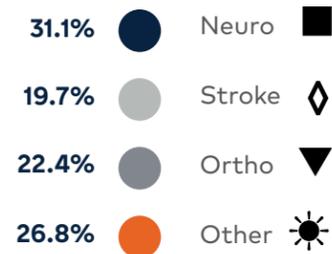
Women depend on our facilities to provide exceptional care, and grow their families. Seven of our facilities offer maternity services and neonatal intensive care units. Hospitals offering maternity services include:

HCA Florida Kendall Hospital- Level II & III NICU
HCA Florida Lawnwood Hospital- Level II & III NICU
HCA Florida Mercy Hospital- Level II & III NICU
HCA Florida Northwest Hospital- Level II & III NICU
HCA Florida Palms West Hospital Women's and Children's Center- Level II NICU
HCA Florida University Hospital- Level III NICU

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.

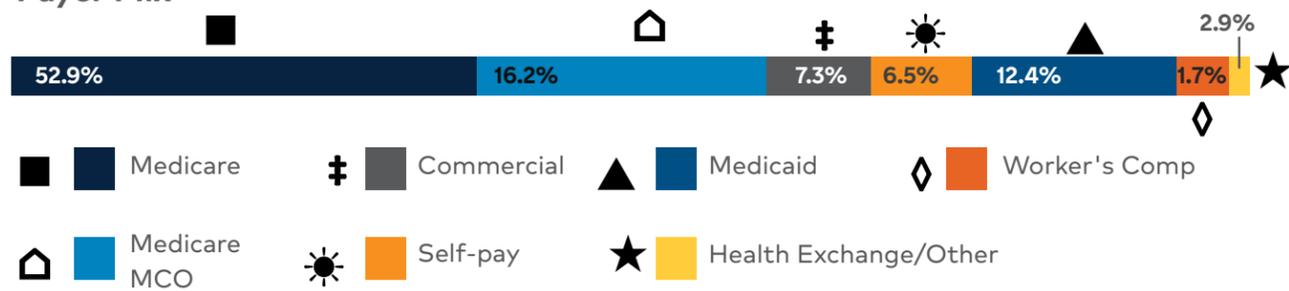
Case Mix



Patient Demographics/Outcomes

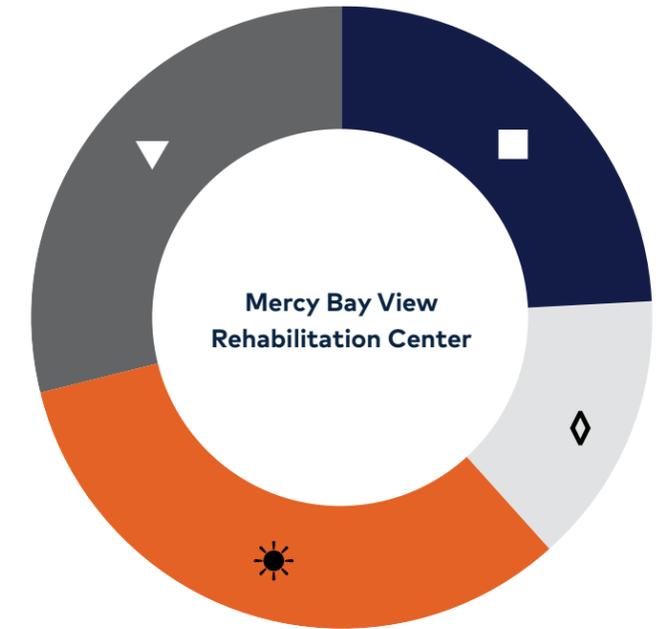
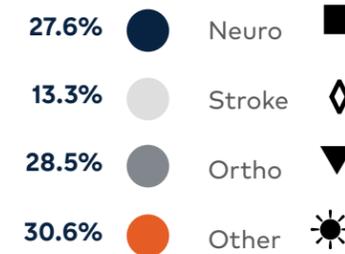
	Facility	Regional	National
Average Age	68.2	71.3	70.8
Average Length of Stay	13.6	14.2	14.5
%Discharged to Long-Term Care Facility	9.9%	10.3%	11.9%
%Discharged to Home/Community	72.6%	77.8%	75.9%

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.

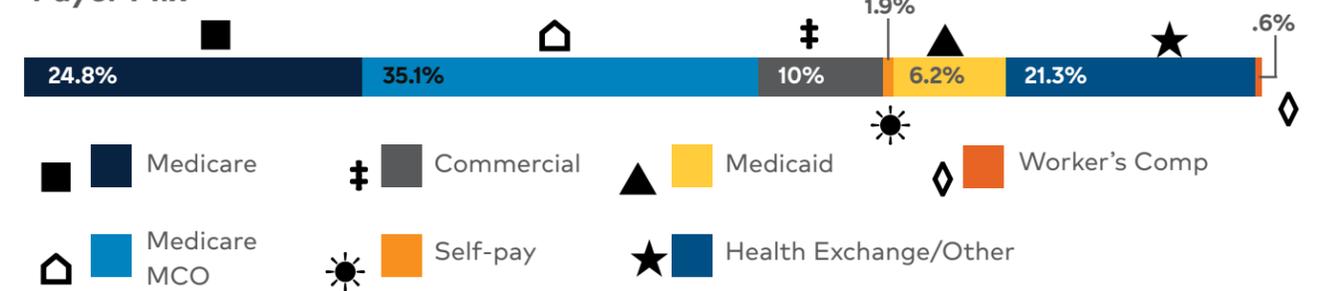
Case Mix



Patient Demographics/Outcomes

	Facility	Regional	National
Average Age	68.5	71.5	71.0
Average Length of Stay	14.1	13.6	13.8
%Discharged to Long-Term Care Facility	4.0%	8.9%	10.4%
%Discharged to Home/Community	84.2%	79.7%	78.1%

Payer Mix



A Whole New State of Healthcare

On March 3, all of our hospitals, physician practices and freestanding ERs united under one brand to create a connected and collaborative healthcare experience for our patients. We proudly work together as Florida's largest healthcare family to show up for our colleagues, our patients, their families and each other.

Our facilities from Miami-Dade County to the Treasure Coast and beyond celebrated in their own unique ways to introduce the brand to colleagues and the community.

HCA Florida Aventura Hospital put on a spectacular show with fire works and stilt walkers. The Miami Heat dancers and mascot provided entertainment and great photo opportunities!

This "Whole New State of Healthcare" piece of art was prominently displayed at HCA Florida Northwest Hospital. Colleagues were able to sign it and become part of the hospital's history. It's called the "Make Your Mark" wall.

This gorgeous mural was painted live outside the south entrance of HCA Florida JFK Hospital while colleagues enjoyed food, a 360-degree video photo booth, dancing and a DJ.

HCA Florida Highlands Hospital treated the staff to a pep-rally style party. Leaders lined the hallways with orange and blue pom-poms to cheer on colleagues during shift changes.

HCA Florida Healthcare received significant media coverage statewide. Locally, 14 stories appeared online, on TV and in print regarding the rebrand. Statewide, there were a total of 58 stories.



OUT WITH THE OLD SIGNAGE AND IN WITH THE NEW! It was exciting for colleagues and community members to witness the transformation to HCA Florida Healthcare and watch history be made.



We teamed up with OneBlood to host an extensive blood drive that happened simultaneously at all 14 of our hospitals. We successfully collected enough pints of blood to save nearly 200 lives! The donation drive was so popular at HCA Florida Westside Hospital, that OneBlood had to send a second truck.



Families who welcomed newborns at HCA Florida Healthcare facilities on March 3 helped celebrate the launch of the new statewide brand in style. 106 Florida babies now share a birthday with HCA Florida Healthcare.