

# 2018 COMMUNITY REPORT



"My care at Poinciana Medical Center was efficient, caring and responsive. A patient could not ask for more."

--Michael Gentile



QUALITY HEALTHCARE, CLOSE TO HOME

# A MESSAGE FROM OUR CEO

We are proud to present the 2018 Community Report which highlights Poinciana Medical Center's continued commitment to providing exceptional healthcare for our community. Since opening our doors in 2013 we have worked hard to enhance the depth of services and expertise through our ability to attract highly qualified physicians and support personnel. Since our opening, we have increased the hospital's capacity through expansion of our Emergency Department and more than doubling the number of private patient beds.

Along with that growth has been a single-minded focus on ensuring that the quality of care and service we provide exceeds the expectations of our patients, their loved ones, and the community. In 2017 our team earned three significant designations that underscore our commitment to excellence. Based on a rigorous on-site review in August, the Joint Commission announced Poinciana Medical Center had earned its Gold Seal of Approval for Sepsis Management Certification. Receiving this disease-specific care certification demonstrates that our hospital is a leader in the care of patients with sepsis and provides a framework to create a culture of excellence for our community.

That same month, another intense on-site review from the Joint Commission resulted in a Gold Seal of Approval as well as the American Heart Association/American Stroke Association's Heart-

Check mark for Advanced Certification for Primary Stroke Centers. The experts evaluated compliance with stroke-related standards and requirements, including program management, the delivery of clinical care and performance improvement. By adhering to this very specific set of treatment guidelines, Poinciana Medical Center has clearly made it a priority to deliver high quality care to all of our patients affected by stroke.

Poinciana Medical Center was also recognized by the Joint Commission as a 2017 Pioneers in Quality Data Contributor for its contributions to electronic clinical quality measure data for quality improvement in health care. Until recently, most hospitals collected information to measure health care quality by manually abstracting data from patient records. Now, hospitals can electronically collect and transmit data on the quality of care that patients receive. By participating in this important effort, our data can be analyzed to measure and improve care processes, performance and outcomes for our patients.

Our team is committed to being here for our community both as healthcare providers and good community partners. We are proud of the support we are able to provide numerous charitable and civic causes that have a positive impact on so many worthy efforts. This past year, our team responded to the devastating hurricanes that affected so many in our community and beyond. Our hospital team helped raise money for the

Rotary Club of San Juan through employee fundraisers with all donations going directly towards those relief efforts.

As we look to the future, we're excited to announce another planned expansion of our emergency department in 2018. This \$10.1 million investment will be the third expansion since the hospital opened. It will not only continue to drive down the average ER wait times and allow us to continue providing quality care our patients deserve; it will also enhance the functionality of our lab and those important services that impact diagnosis and treatment for patients.

On behalf of the entire Poinciana Medical Center team, I want to thank you for the trust you have placed in our team when it comes to meeting your healthcare needs. With more than 300 full-time staff members and over 270 physicians and advanced practice professionals as part of its medical staff, we stand ready to provide the highest quality care possible when you need us, day or night. Our administrative leadership, Board of Trustees, physicians, staff, and volunteers work as a cohesive and dedicated team to serve our growing community.

*Sincerely,*



**Chris Cosby**  
Chief Executive Officer

## POINCIANA MEDICAL CENTER LEADERSHIP



**Chris Cosby**  
Chief Executive Officer



**Sharon Dillard, MS, RN**  
Chief Nursing Officer



**Tom Eisel, CPA**  
Chief Financial Officer

# FACILITY OVERVIEW

Poinciana Medical Center is a four-story 150,000 square foot hospital with 70 private beds and a six-bed private ICU. Poinciana Medical Center provides a full range of acute care services including emergency services, inpatient and outpatient diagnostic imaging, inpatient and outpatient surgery, cardiac catheterization, laboratory, pharmacy, and a full range of support services. The Emergency Department is approximately 14,500 square feet and consists of 22 private treatment rooms, an EMS entrance and a helicopter pad. In 2018, we are expanding our emergency room from 22 private treatment rooms to 31. This expansion is scheduled to be complete in 2019.



# LOCATION



# 2017 COMMUNITY IMPACT SUMMARY

## STATISTICS

Number of Licensed Beds	76
Total Patients Treated	53,959
Annual Hospital Admissions	3,357
Annual Emergency Visits	50,113
<b>Total Medicaid Patients Treated</b>	<b>22,819</b>
<b>Medicaid Market Share</b>	<b>3.50%</b>
<b>Total Uninsured Patients Treated</b>	<b>8,190</b>
<b>Uninsured Market Share</b>	<b>5.30%</b>

## OUR HOSPITAL FAMILY

<b>Total Employees</b>	<b>422</b>
<b>Total Physicians*</b>	<b>123</b>
<b>Total Volunteers</b>	<b>31</b>
<b>Total Volunteer Hours</b>	<b>2,725</b>

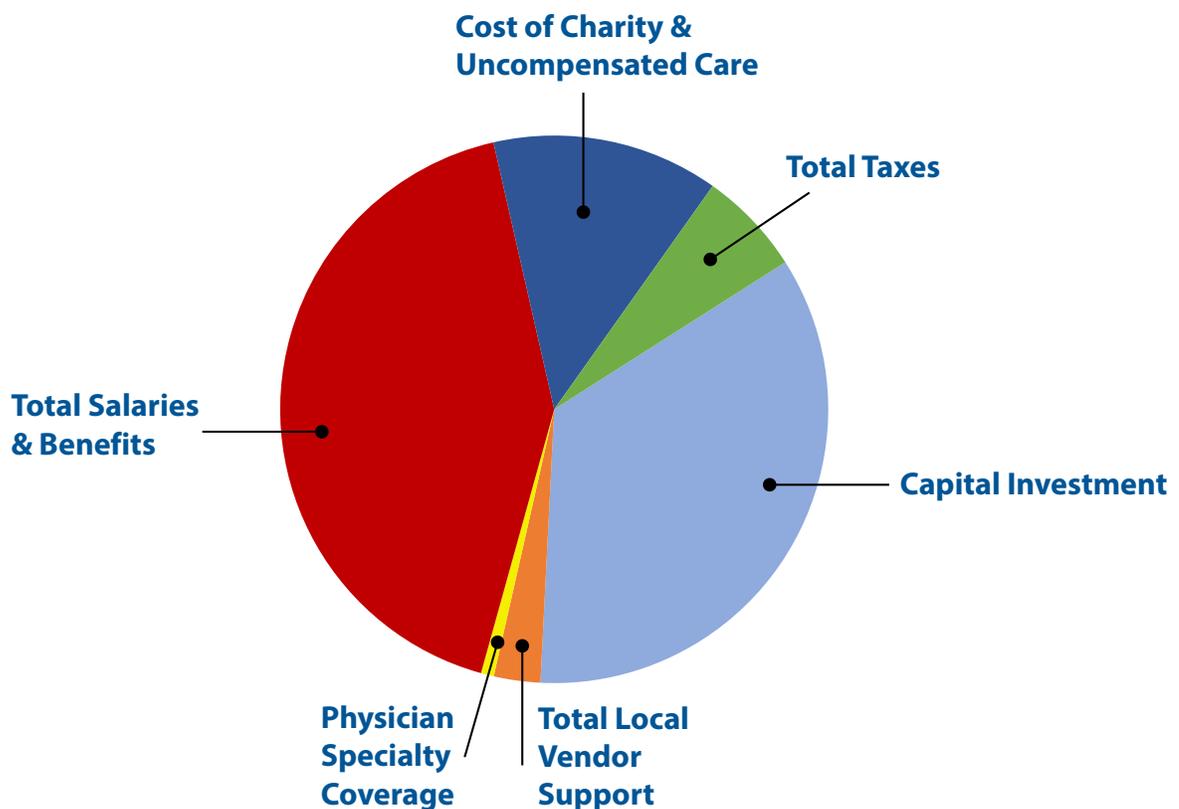
\*All physicians w/ admitting privileges.



# 2017 ECONOMIC IMPACT

<b>Total Salaries &amp; Benefits</b>	<b>\$25,770,683</b>
<b>Cost of Charity &amp; Uncompensated Care</b>	<b>\$7,864,979</b>
Taxes Paid:	
Federal Income Tax	\$1,862,139
State Income Tax	\$134,855
Indigent Care Tax	\$718,221
Property Tax	\$562,434
Sales Tax	\$547,954
Other Local Tax	\$3,313
<b>Total Taxes</b>	<b>\$3,828,916</b>
<b>Capital Investment (5 Year Average)</b>	<b>\$17,734,188</b>
<b>Total Local Vendor Support</b>	<b>\$2,758,751</b>
Minority & Women Owned Business Support	\$410,407
<b>Physician Specialty Coverage</b>	<b>\$253,300</b>
<b>TOTAL Economic Impact<sup>1</sup></b>	<b>\$58,210,817</b>

(1) Does not include minority & women owned business spend since it is not exclusive of local vendor spend FY-2017 Statistics.



# GIVING BACK TO OUR COMMUNITY

Poinciana Medical Center and our employees provide both financial and volunteer support to countless civic organizations, schools, colleges, city projects and nonprofit and charitable organizations in our local communities.

## A PARTIAL LISTING OF ORGANIZATIONS BENEFITING FROM OUR INVOLVEMENT:

American Cancer Society

American Heart Association

Education Foundation Osceola County

Haines City Chamber of Commerce

HCA Hope Fund

Kissimmee/Osceola Chamber of Commerce

Liberty High School

New Dimensions High School

Osceola County Schools

Poinciana Area Council

Poinciana High School

Rotary International

Salvation Army

Solivita Clubs

Valencia College

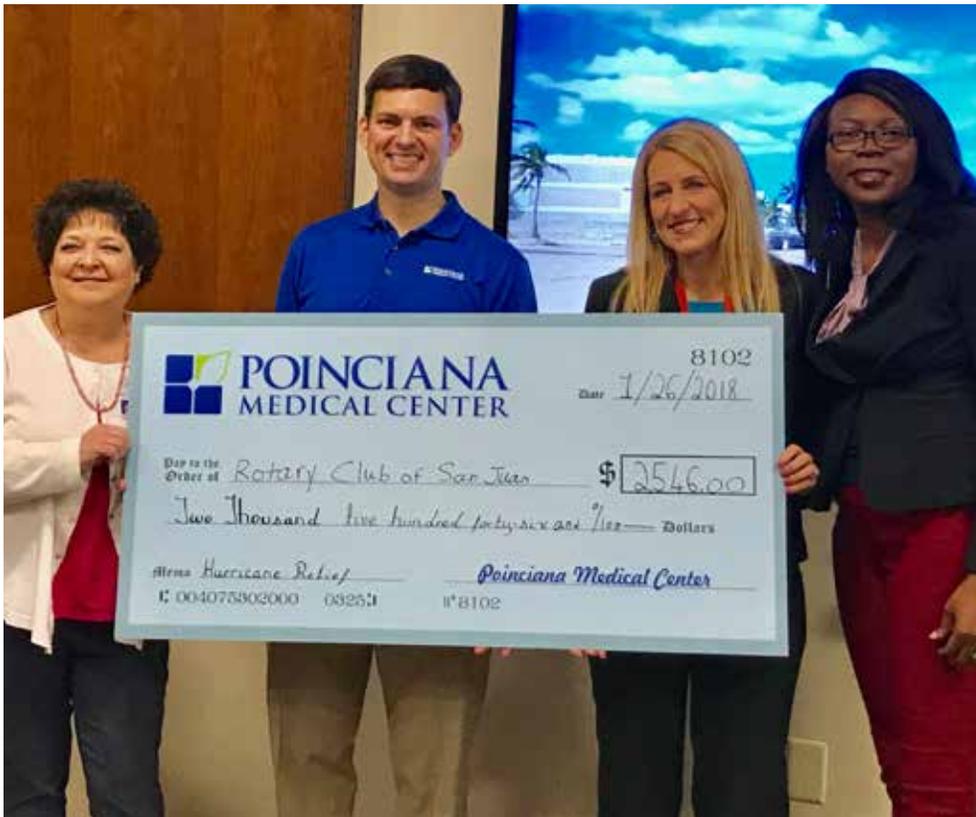
## VOLUNTEER PROGRAM

One of the many examples of Poinciana Medical Center's commitment to community is our volunteer program. We are thankful to each of our volunteers who donate their time to play such a pivotal role in Poinciana Medical Center's pledge to ensure each patient receives exceptional care.



# OUR FEATURED COMMUNITY ORGANIZATION: ROTARY INTERNATIONAL

Poinciana Medical Center is honored to highlight Rotary International. By partnering with Rotary Club of Poinciana and Rotary Club of San Juan, Poinciana Medical Center donated \$2,546 to Rotary Club of San Juan to assist with Hurricane Maria relief efforts. Rotary Club of Poinciana regularly hosts meetings at our facility and through this great partnership, we were able to ensure our donation was used towards immediate Hurricane Maria-related needs.



Pictured left to right: Sharon Dillard, Chief Nursing Officer, Poinciana Medical Center;  
Chris Cosby, Chief Executive Officer, Poinciana Medical Center;  
Dr. Jennifer Robertson, Executive Dean, Valencia College's Poinciana Campus;  
CarBeth Golding-Louwen, President, Rotary Club of Poinciana, 2017-2018.



*"I saw first-hand the devastation Hurricane Maria brought to Puerto Rico and I know Poinciana Medical Center's efforts went a long way to help those impacted by the storm, particularly patients with home healthcare needs. It was an honor to work directly with Poinciana Medical Center, Rotary Club of Poinciana, Rotary Clubs of San Juan and Ponce, and the New Hampshire State Police to help those impacted by the storm."*

*-- Dr. Jennifer Robertson, Executive Dean, Poinciana Campus at Valencia College; Rotary Club of Poinciana Member; and Poinciana Medical Center Board of Trustee Member*

# QUALITY & PATIENT SAFETY

## CARE ASSURE

Care Assure is HCA's commitment to ensuring appropriate follow-up care for patients after discharge from its hospitals by identifying patients with cardiovascular disease and ensures appropriate follow-up. The Care Assure program uses evidence-based clinical criteria to identify patients with cardiovascular disease. A web-based IT tool identifies patients that meet evidence-based clinical criteria and the Nurse Navigators reach out to patients to assist them with their transition back into the outpatient setting through coaching, scheduling appointments, and ensuring attendance to follow-up visits. The Care Assure teams track patient progress to ensure they receive appropriate care in the outpatient setting. Care Assure enhances healthcare quality and value through improved care coordination and delivery, continuity of care, compliance with evidence-based recommendations and by establishing a longitudinal patient care relationship.



## NICHE DESIGNATION

Poinciana Medical Center is designated as a Nurses Improving Care for Healthsystem Elders (NICHE) Hospital. The NICHE designation indicates a hospital's commitment to senior care excellence. We received this designation after completing a six week senior care training course for Fall Prevention, Certified Nursing Assistant Sensitivity Training, Pressure Ulcers and Medication Side Effects. All Poinciana Medical Center Certified Nursing Assistants are now classified as Geriatric Patient Care Associates thanks to this NICHE designation."



## HCA'S MOBILE NURSING STRATEGY

Our goal is to simplify and streamline the nursing environment, and to make nurses increasingly mobile giving them more time with their patients through increased efficiency.

### Mobile Heartbeat

This technology transforms care coordination by leveraging smart phone technology for the entire care team. Mobile Heartbeat's secure texting ensures HIPAA compliant communication and improves care coordination by providing faster access to information. Mobile Heartbeat enhances the patient experience with improved testing turnaround times and elimination of overhead paging. This technology promotes a quieter healing environment for our patients

### PatientSafe

A sophisticated mobile tool leveraging smart phone technology to support our hospital laboratory. This tool streamlines the lab collection and handling process improving patient safety, reducing test turnaround times and reducing the number of additional draws needed from our patients



## LIFENET

The LIFENET System can help alert care team members about an inbound EMS patient and provide them the patient's 12-lead ECG and vital signs. EMS is able to wirelessly transmit the ECG from the field to Emergency Department personnel prior to the patient's arrival. This enables the team to confirm a heart attack (STEMI) and then activate the STEMI team. This solution improves patient safety by reducing the time from when the STEMI is identified to when percutaneous coronary intervention occurs.

## IMAGING EXCHANGE SOLUTION

The imaging exchange solution utilized by the North Florida Division allow a secure and near real-time radiology and cardiology imaging exchange solution between HCA and non-HCA facilities. The solution is a foundation for our telemedicine network, facility outreach programs, and acute care scenarios, as well as facilitates expedited sub-specialty radiology and cardiology consultations. The imaging exchange provides critical medical imaging information for clinicians to make more informed care decisions.

## MyCareER

We have expanded our electronic whiteboard functionality to our Emergency Rooms. The MyCareER boards are designed specifically for the ER workflow to aid in communication to our patients about their visit. The MyCareER board includes the name of the patient's assigned physician and nurse, number and status of lab, radiology, CT and other orders, current pain score, alerts and estimated turnaround times. Feedback from our pilot facilities includes:

### Staff

- ER scores for "informed about delays" improved from 52.6% to 58.3%
- ER scores for "how well pain was controlled" improved from 59.6% to 63.3%
- Decreased ER walk outs
- Increases patient engagement and ownership in their own care
- Helps to set patient expectations on length of time for services

### Patients

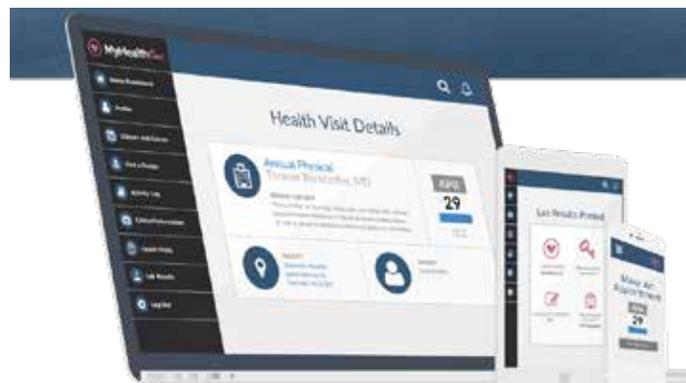
- "This is cool!"
- "I wish every hospital had this."
- "I know what's going on with my son."
- "I like that I see the order and that's exactly what the doctor told me I was going to have."



## MyHealthOne

Our new, upgraded patient portal is called MyHealthOne. It is designed to simplify and streamline our patients' experience with our facilities, and empower patients and their loved ones to have more control and flexibility in how they manage their care. It gives our patients secure access to features and functionalities such as:

- Manage the health of a loved one
- Make an appointment
- Lab results
- Bill pay
- Find a doctor
- Health information
- Classes & events
- Health visits
- Pre-registration



## PatientKeeper Advanced Clinicals

- HCA's comprehensive electronic health record solution supports all aspects of the physician workflow to include ordering, documentation, and access to patient data and results.
- The PatientKeeper Platform improves access to critical patient information for daily care management and rounding. Physicians can act on information, quickly and easily, at the patient's bedside, saving valuable time.
- Recognized as one of Modern Healthcare's Top 10 Most Important Mobile Medical Applications, PatientKeeper includes an innovative mobile platform for providers to have anytime, anywhere access to secure clinical data via smart phone or tablet device.
- PatientKeeper is innovation transforming patient care!

patientkeeper®



# SPECIALIZED CARE

## ALL PRIVATE ROOMS

Poinciana Medical Center offers 76 inpatient all-private rooms. We understand that a private room makes you more comfortable. And when you are more comfortable, you get more rest and recover faster.



## EMERGENCY EXCELLENCE

Highly skilled emergency physicians and nurses, combined with best practices and the latest technology, benefited more than 50,000 ER patients in 2017. Our strong focus on enhancing care and improving ER processes has also dramatically reduced wait times. You can find our average ER wait times posted on [PoincianaMedicalCenter.com](http://PoincianaMedicalCenter.com) or by texting "ER" to 32222.



## HOSPITALIST SERVICES

The Poinciana Medical Center Hospitalist Program consists of physicians who are specially trained in inpatient care and also are trained in internal, pulmonary and critical care medicine. They coordinate care with other health professionals throughout a patient's stay, keeping the patient's primary care provider informed along the way. These physicians work closely with your primary care physician.

## OUR SERVICES

- ❖ Cardiac Catheterization
- ❖ Critical Care
- ❖ Diagnostic Imaging
- ❖ Mammogram Imaging
- ❖ MRI
- ❖ 64-Slice CT
- ❖ Radiography
- ❖ Fluoroscopy Room
- ❖ Ultrasound
- ❖ Dietary
- ❖ Endoscopy
- ❖ Emergency Services
- ❖ Inpatient Care
- ❖ Inpatient and Outpatient Surgery
- ❖ Laboratory
- ❖ Non-Invasive Cardiology Testing
- ❖ Pharmacy
- ❖ Physical Therapy (Inpatient)

# OUR FEATURED PATIENT



It was a Saturday evening and Michael Gentile just wasn't feeling good. "My wife, Josephine, kept telling me we should go to the Emergency Room, and I really didn't want to do it," he said. "With the pain in my abdomen getting worse rather than better, I finally gave in and figured I could go to the hospital, get some antibiotics or pain medication and go home." But little did Mr. Gentile know that his trip to Poinciana Medical Center for that bothersome ache would turn out to be a life-saving decision.

"I was seen very quickly and after explaining my symptoms, the ER physician immediately ordered a CAT Scan. After receiving the results he came in to my room and said, 'I have good news and bad news.' The good news was that I did not have appendicitis. The bad news was that I had a perforation in my large intestine and he had already called in the surgeon and told the operating team to get ready for me."



Mr. Gentile said he was shocked by the news. "I'd never had surgery in my life and when I went to the ER that was not what I expected. But according to the surgeon, if I had gone on for another two weeks like that it could have cost me my life." His surgery lasted into the morning hours. He was given a temporary colostomy that would be reversed six months later. He spent seven days on the 2nd floor and said the staff was efficient, caring and very responsive. "A patient could not ask for more."



He fully recovered and now is giving back to the hospital that gave him the ultimate gift. "My wife and I are volunteers at their sister facility, Osceola Regional Medical Center, but decided we wanted to also volunteer at Poinciana Medical Center," he said. "That hospital is literally across the street from us but until my surgery I didn't understand what a benefit it was to our community." Mr. Gentile said that now he tells everyone in his active adult development that Poinciana Medical Center is his hospital of choice and they are fortunate to have it so close to home. In fact his wife has since had hernia surgery and had the same positive experience at Poinciana Medical Center as he did.

"It's a smaller hospital and the people there are wonderful. They provide very personalized care and even though health care is very hard work, they do it with professionalism and a focus on the individual patient that you don't find at every hospital!"

# EMERGENCY ROOM EXPANSION

In response to the growing healthcare needs of Osceola and Polk counties, Poinciana Medical Center broke ground on a \$10.1 million expansion to its emergency room in 2018.

Expected to be complete by 2019, the 14,000 square-foot project will increase the capacity of the hospital's ER from 22 beds to 31. The project will also include the renovation of the hospital's lab, emergency department waiting room and entrance.

This will be the facility's third expansion since its opening in 2013.

"At Poinciana Medical Center, we are dedicated to finding new ways to meet the needs of our community," said CEO Chris Cosby. "The expansion of our emergency room will continue to drive down average ER wait times and allow us to continue providing our patients with the quality care they deserve. Additionally, this project will further enhance the functionality of our lab."

In January 2015, the hospital expanded its emergency room to 22 beds and 14,500 square feet, and in November 2015, completed a vertical expansion that more than doubled its number of private patient beds.



# BOARD OF TRUSTEES

**Stanley Dillard**

*Chairman  
Rotary Club of Poinciana/  
Community Volunteer*

**Chris Cosby**

*Secretary  
CEO, Poinciana Medical Center*

**Amber Adams**

*CenterState Bank of  
Florida*

**Thomas Gallagher**

*Professor  
Valencia College*

**Michael Joyce**

*President  
HCA North Florida Division*

**Dr. Zakaria Razick**

*Chief of Staff & Hospitalist,  
Poinciana Medical Center*

**Dr. Jennifer Robertson**

*Executive Dean  
Poinciana Campus at  
Valencia College*

**Thomas Schnetzer**

*Community Volunteer*





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