

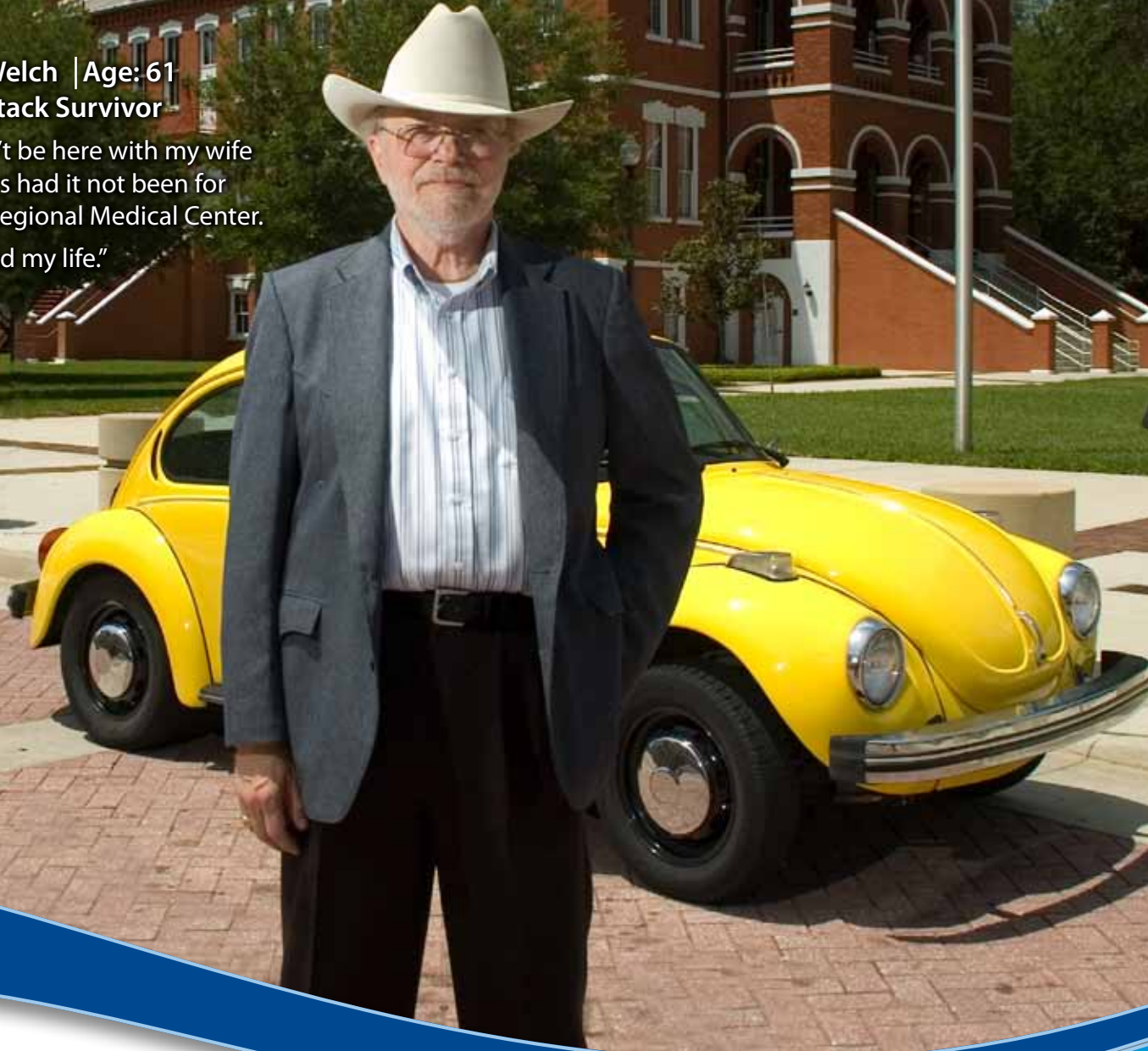
2009

COMMUNITY REPORT

Osceola Regional Medical Center

Melvin Welch | Age: 61
Heart Attack Survivor

"I wouldn't be here with my wife
of 42 years had it not been for
Osceola Regional Medical Center.
They saved my life."



Our Commitment To Excellence



An HCA affiliate



A Message From Our CEO:

It is often said that a building is only as strong as its foundation. At Osceola Regional Medical Center, our emphasis on quality has helped us establish a solid footing in Central Florida. Each member of our staff is dedicated to improving quality at every level of our organization. That is a promise we have made to ourselves and to our community.

Commitment to excellence is part of the culture at Osceola Regional Medical Center. We are home to the county's only Accredited Chest Pain Center and Primary Stroke Center. The strength of these programs is evidenced by their recent re-certifications. Our hospital is also working diligently to provide our county with the latest diagnostic technologies. Our new Breast Care Center offers patients the convenience of same-day appointments for digital mammograms. Additionally, a Breast Care Coordinator facilitates a smooth transition from screening to follow-up appointments. Another enhanced diagnostic service is Osceola Imaging Center's newly acquired 3T MRI. One of today's most sophisticated diagnostic tools is now available right in our neighborhood.

To meet our community's need for expert cardiac care, Osceola Regional Medical Center has expanded services at our Central Florida Cardiac and Vascular Institute. Thanks to minimally invasive mitral valve repair, cardiac patients experience less pain, shorter hospital stays and quicker recovery. The Institute is one of the few local facilities certified in carotid stenting. Osceola Regional has also installed MUSE, a system that allows physicians instant access to cardiology test information. This enables doctors to treat patients much quicker than before. Another innovation, the LIFENET[®] STEMI Management Solutions, also has the potential to save lives. On the way to the hospital, paramedics will run an EKG on the patient. The system immediately transmits the patient's information to the hospital. When the ambulance arrives at Osceola Regional, our staff can instantly administer appropriate treatment. These are just some of the many cutting-edge technologies we provide to Osceola County residents.

While we're highlighting achievements, I should mention that Osceola Regional Medical Center received a long-awaited Certificate of Need (CON) to build a hospital in Poinciana, Florida. This will greatly improve access to healthcare services in that rapidly growing area.

Osceola Regional Medical Center prides itself on being a hospital that not only meets, ut exceeds patient expectations. We have the only Level 2 neonatal intensive care unit in the county. This unit is vital for our youngest residents – premature or ill infants.

Osceola Regional is determined to stay in step with our community's diverse health care needs. Our comprehensive, state-of-the-art medical center continues to attract highly skilled medical professionals to ensure that you, our friends and neighbors, receive the finest care possible. Providing that level of care is not only our responsibility, it is our privilege.

A handwritten signature in black ink, appearing to read "E. Timothy Cook". The signature is fluid and cursive, written over a light-colored background.

E. Timothy Cook
Chief Executive Officer

HCA West Florida Facilities of Osceola and Seminole Counties

HOSPITALS

H **CENTRAL FLORIDA REGIONAL HOSPITAL**
Sanford, Florida

H **OSCEOLA REGIONAL MEDICAL CENTER**
Kissimmee, Florida

SURGERY CENTERS

1 **CENTRAL FLORIDA SURGI+ CENTER**
Lakeland, Florida

2 **FLORIDA SURGERY CENTER**
Altamonte Springs, Florida

3 **KISSIMMEE SURGERY CENTER**
Kissimmee, Florida

4 **MERRITT ISLAND SURGERY CENTER**
Merritt Island, Florida

5 **SAME DAY SURGICENTER OF ORLANDO**
Orlando, Florida

IMAGING CENTERS

1 **HEATHROW IMAGING**
Lake Mary, Florida

2 **LAD IMAGING**
Deltona, Florida

3 **OSCEOLA IMAGING CENTER**
Kissimmee, Florida



Osceola Regional Medical Center Services

24-HOUR EMERGENCY SERVICES

ACCREDITED CHEST PAIN CENTER WITH PCI

CERTIFIED PRIMARY STROKE CENTER

THE BABY SUITES

BREAST CARE CENTER

COMPANY CARE OCCUPATIONAL HEALTH

THE HEART INSTITUTE AND VASCULAR PROGRAM

IMAGING CENTER

NEONATAL CARE LEVEL II

ORTHOPEDIC & SPINE CARE CENTER

REHABILITATION CENTER

WOUND HEALING CENTER & HYPERBARIC MEDICINE

Osceola Regional Medical Center Leadership

E. Timothy Cook – Chief Executive Officer

Peter Mercer – Chief Financial Officer

Brian Marger – Chief Operating Officer

Sarah Jane Forsythe – Chief Nursing Officer



“Our service excellence begins with committing to patient advocacy and showing compassionate care from the heart to create a positive and memorable experience.”

– **Rita Talbo, RN**

Patient Advocate and
Angel Care Coordinator
at Osceola Regional Medical Center

COMMUNITY IMPACT SUMMARY

Statistics

Number of Licensed Beds	235
Total Patients Treated	108,514
Annual Hospital Admissions	14,592
Annual Emergency Visits	55,726
Total Medicaid Patients Treated	21,739
Medicaid Market Share	36.84%
Total Uninsured Patients Treated ¹	15,749
Uninsured Market Share	48.84%

(1) excludes Medicaid patients treated

Our Hospital Family

Total Employees	1,488
Total Physicians	318
Total Volunteers	142

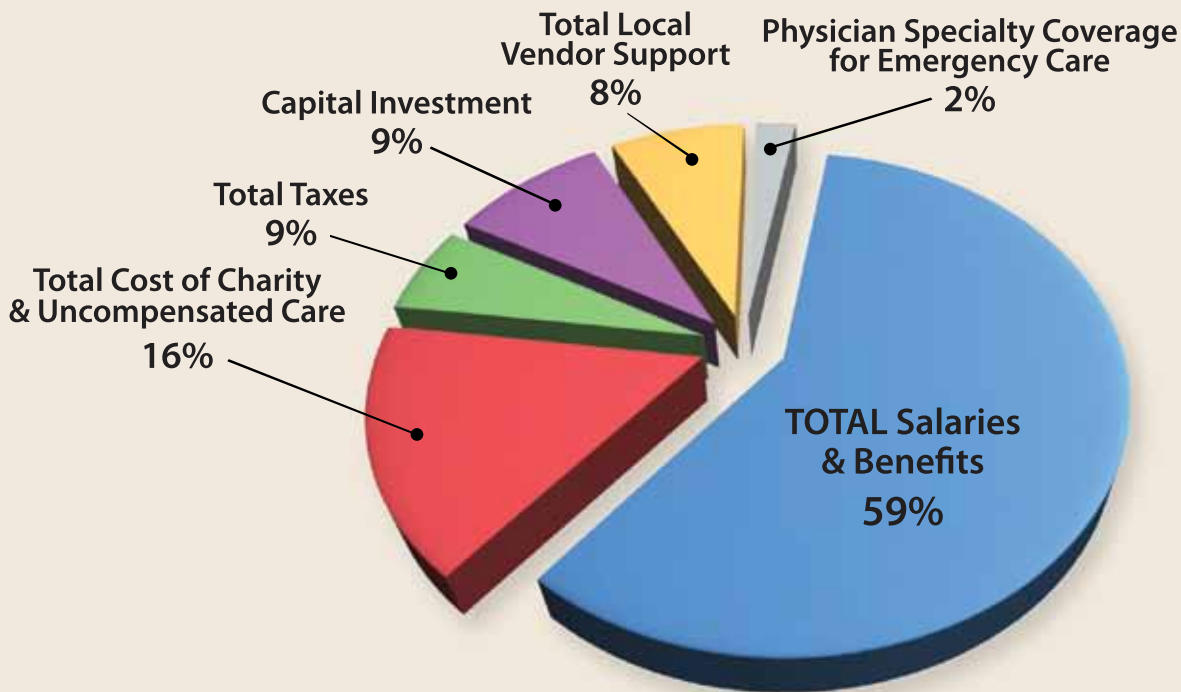


Osceola Regional Medical Center's new Signa HDx 3.0T MRI offers the most advanced MRI technology accessible to the community. Located at Osceola Imaging Center, the MR scanner offers exceptional image quality to solve even the most challenging patient needs.

Economic Impact

Total Salaries & Benefits	\$ 86,019,000
Cost of Charity & Uncompensated Care	\$ 24,248,000
Taxes Paid:	
Federal Income Tax	\$ 2,702,000
State Income Tax	\$ 441,000
Indigent Care Tax	\$ 2,769,000
Property Tax	\$ 1,488,000
Sales Tax	\$ 1,023,953
Unemployment Tax	\$ 51,000
Other Local Tax	\$ 52,000
Total Taxes	\$ 8,641,000
Capital Investment¹	\$ 13,203,000
Total Local Vendor Support	\$ 11,440,000
Minority & Women Owned Business Support	\$ 93,000
Physician Specialty Coverage for Emergency Care	\$ 3,461,000
TOTAL Economic Impact	\$ 147,012,000

(1) 5 year annual average



A partial list of the organizations benefitting from Osceola Regional Medical Center's involvement:

- American Cancer Society
- American Diabetes Society
- American Heart Association
- Boy Scouts of America
- Valencia Community College
- Kissimmee/Osceola County Chamber of Commerce
- Downtown Economic Development Council
- Community Vision
- March of Dimes
- Rotary
- United Way
- YMCA
- Hispanic Business Council
- Park Place Behavioral Health
- Junior Achievement
- Kissimmee Main Street
- Osceola County Housing Authority

GIVING BACK TO OUR COMMUNITY

Community Support

Osceola Regional 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 their communities.

Indigent Patient Education

Osceola Regional Medical Center is committed to helping uninsured patients qualify for local and state health benefit programs. Our Hospital offers onsite benefit education and Medicaid enrollment assistance.

Indigent Patient Education & Assistance – Medicaid Patients Enrolled	2,487
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Step Up for Students

Since 2005, HCA has redirected corporate income tax to the Step Up for Students program. Through this gift, low income students received a K-12 scholarship enabling them to receive a quality education tailored for their specific needs. It is well documented that a “one size fits all” education is not the best approach for every student. Families with the means may choose the perfect school for their child but that’s simply not an option for many people. Through this program children that qualify for the National School Lunch Program can receive scholarships. Qualifying parents can use these grants to send their child to the public or private school that best meets their child’s needs.

Step Up for Students Program ¹	\$42,275,000
# of Low-Income Student Scholarships	11,178

(1) Represents 5 year contribution for HCA Hospitals in the state of Florida.



Fred Hidalgo, an Orlando student with a 3.9 cumulative grade point average, is one of many students benefiting from HCA West Florida’s Step Up for Students Program. He now attends VCC where he maintains a 4.0 and plans to transfer to UCF.

Awards and Recognition

Many awards and recognitions are bestowed on our facility acknowledging not only the outstanding medical care and services we provide, but also the leadership role we play in our community. Our hospital is proud to be an accredited Chest Pain Center with PCI (Percutaneous Coronary Intervention) and certified as a Primary Stroke Center by Joint Commission.



**Accredited
Chest Pain Center
w/PCI**



**Primary
Stroke Center
Certification**

Hurricane Preparedness

HCA West Florida offers one of the most comprehensive hurricane preparedness plans to ensure that our patients and our staff who care for them are safe before, during and after a storm. Our Division has arrangements and contracts in place with vendors from around the state and nation to provide support, from on-site security if needed to medical supplies, additional generators, food, fuel, emergency transportation, building supplies and construction crews who can be dispatched immediately following the storm to make needed repairs to keep our hospitals operational. Emergency communications, several days worth of food and supplies all arrive at each facility well in advance of a storm, to ensure the hospital is self-sustaining for several days. Transfer processes and plans are in place with our network of hospitals from around the country, should patients need to be relocated.



Volunteering

Almost 35,000 hours of volunteering were performed by members of Osceola Regional Medical Center last year. From providing medical care on the mobile health van to serving on local leadership boards, our staff, volunteers and physicians give back to our communities, both in and outside of our facility.

Consult-A-Nurse®

Free Physician Referral, Health Information and Class Registration are available around the clock by calling **1-877-4-HCA-DOCS**. Registered Nurses are available for consultation through this bi-lingual community service, sponsored by Osceola Regional Medical Center.



QUALITY & PATIENT SAFETY

“Putting Patients First” is the foundation of our culture and passion for quality health care. Many of the initiatives we implement serve as national models for the industry today.

Electronic Health Record (EHR)

With EHR, access to patient health information is simplified and patient safety and quality improved. Our hospitals have brought numerous clinical components for the EHR on-line through major investments in technology.

Picture Archiving and Communications System (PACS)

The PACS system immediately digitizes images such as Xrays, and other scans including CT, MRI and PET, so they can be stored and electronically viewed on screens anywhere. This enables doctors and other health care professionals to access the images, even remotely, and to compare new images with previous images at the touch of a button.



Voice Recognition

To improve report turnaround time and patient care, our hospitals and imaging centers use Voice Recognition which allows Radiologists to report their interpretation of a study directly from the PACS Imaging system by speaking instead of dictating. The physician then reviews the report on screen, makes any adjustments, signs the report and it posts immediately for others to view. Reports turnaround time has been greatly reduced to an average of just over 30 minutes.

MUSE

Osceola Regional Medical Center installed this system which digitizes EKG tracings so physicians can review, diagnose and treat heart patients within seconds.



“MUSE allows our physicians to timely diagnose cardiac conditions from various locations for our primary care physicians and hospitalists. Cardiac patients can be discharged earlier, saving time and healthcare dollars.”

– **Nasir Rahmatullah, MD**

Cardiologist and Dept of Cardiology Chairman
at Central Florida Cardiac and Vascular Institute
of Osceola Regional Medical Center

Nations First Infant Screening Program

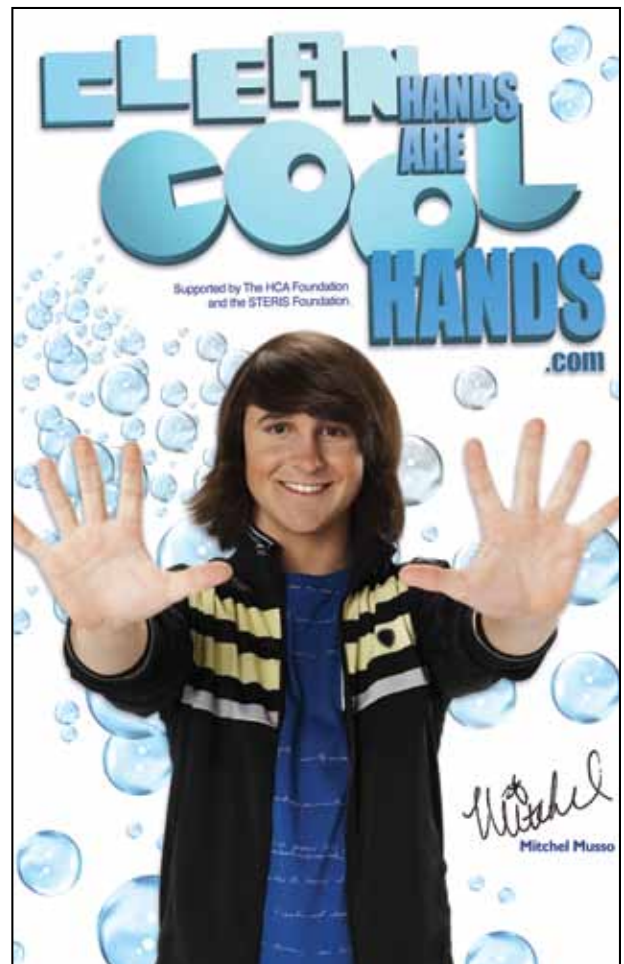
We were the first US healthcare system to voluntarily perform a simple blood test to screen newborns for elevated levels of bilirubin that triggers jaundice. By identifying newborns at risk for Kernicterus, which causes permanent brain damage and physical impairment, we can treat them immediately and prevent this serious health threat.



Methicillin-resistant Staphylococcus aureus (MRSA)

Staph infections are a growing health issue, and our facilities have implemented a number of proactive initiatives including expanding our testing procedures for MRSA beyond screening only high-risk patients and taking precautions to assure the spread of the infection is prevented.

Locally, we launched the national Clean Hands Are Cool Hands campaign, featuring teen star Mitchel Musso (Hannah Montana show). The goal is to educate children on the prevention of MRSA. A tool kit for parents and teachers is available on our hospital websites.



Electronic Medication Bar Coding System (eMAR)

We led a national effort to reduce medication errors by placing this system in all of our hospitals. Bar codes on medications are scanned at the patient's bedside, providing our clinical staff with an effective tool to ensure that the right patient receives the right medication at the right time through the right route.

SPECIALIZED CARE

Emergency Excellence

Highly skilled emergency physicians and nurses combined with best practices and the latest technology benefitted close to 55,000 residents last year. Protocol driven care that can begin in the field through direct communications with local EMS teams, and meeting stringent standards to earn Chest Pain Center Accreditation and Primary Stroke Center Certification by the Joint Commission are all part of our commitment to improve quality in our busy emergency department.



Our strong focus on enhancing care and improving ER processes has also dramatically reduced wait times to below national averages. **In fact, we're so successful, current ER wait times are now posted on our hospital website and by text messaging: ER to 23000.**

Heart & Vascular Care

Our comprehensive cardiovascular program ensures that life-saving technology and the latest minimally invasive techniques are available for our community. Our hospital is an Accredited Chest Pain Center with PCI and meeting the national STEMI benchmark of 90 minutes, dramatically improving the lives of our patients who experience a heart attack. As the only Accredited Chest Pain Center in Osceola County, Osceola Regional Medical Center has also partnered with the local emergency agencies to receive transmitted electrocardiogram (EKG) readings directly to the hospital's emergency department while the STEMI patients are still in route, therefore facilitating prompt diagnosis before the patients arrive to our center.

The latest surgical techniques for minimally invasive mitral valve and atrial fibrillation repair provide a safer alternative for patients suffering from these conditions, improving their quality of life and reducing their risk of serious complications. Our three Catherization labs offer state of the art technology and treatment to invasive and noninvasive cardiac procedures.

Our Angiography Suite features the most technologically advanced equipment and therapies for blocked arteries, aneurysms, clots in the legs, kidneys, head and neck and other areas of the body. Procedures are minimally invasive meaning patients require less time for recovery and often are able to return home the same day.



Neurosciences & Stroke Care

Osceola Regional Medical Center has earned Joint Commission Primary Stroke Center designation, the gold standard for ensuring the highest level of care is immediately available.

As the only Primary Stroke Center in Osceola County, we are especially proud to be awarded the distinguished Silver Performance Achievement Award by the American Heart and Stroke Association for following and exceeding treatment guidelines in stroke key measures for a minimum of 90 consecutive days. Experience, expertise and collaboration results in making our stroke team one of the best. Treating over 500 cases a year, our stroke team of emergency medicine physicians, neurologists, radiologists, CT technologists, phlebotomists, neurology nurses and therapists, and our local emergency responders, are dedicated to the rapid recognition, evaluation, and treatment of stroke patients. Our comprehensive program also offers a full range of state of the art diagnostics and preventative services.

Comprehensive Cancer Care

Cancer is the leading cause of death in this country and Osceola Regional Medical Center is committed to meet and exceed the many standards required for the American College of Surgeon's Commission on Cancer. To become accredited, our hospital commits to regular meetings of the Cancer team, which includes surgeons, medical oncologists, pathologists, radiologists and hospital clinical and support staff to proactively review patient cases.



From prevention to the latest diagnostic tools and treatment options, we are committed to providing outstanding cancer care to the patients we serve – the care they need, right in their own community, close to family and friends.

SPECIALIZED CARE (continued)

Advanced Surgical Services

Osceola Regional Medical Center offers some of the most efficient and well equipped operating rooms in the area. Advanced systems from scheduling to pre-op and discharge planning ensure that patients receive the care they need.

Through minimally invasive surgeries, our surgeons are able to perform complex and delicate procedures through tiny incisions. For the patient, this means less blood loss and scarring and a quicker recovery and return to normal daily activities.



Orthopedic and Spine Surgery

Patients needing advanced treatments for orthopedic and spine issues can find high quality care at our hospital. Some of center's procedures include total hip and knee replacement as well as complex spine surgery.



Our Orthopedic and Spine Center provides individualized treatment plans by a team of experts for our outpatient patients. The team includes pain management professionals, diagnostic-imaging specialists, neurosurgeons, physical medicine and rehabilitation specialists. The Spine Center's neurosurgeon performs the most minimally invasive endoscopic spine surgery available today with outstanding outcomes.

Imaging Services

Osceola Regional Medical Center provides a comprehensive array of outpatient diagnostic services in Osceola County. Our facility is equipped with a broad range of specialized technology and offer convenient hours at Osceola Imaging Center.

Diagnostic services available in the facility include:

- CT Scan
- Digital Mammography
- Echocardiogram
- EKG
- Fluoroscopy
- Interventional Angiography
- MRA/MRI on a 1.5 Magnet
- Nuclear Medicine
- Ultrasound
- X-Ray

Diagnostic services in Osceola Imaging Center include:

- 3T MRI Magnet
- CT Scan
- DEXA/Bone Densitometry
- Digital Mammography
- Laboratory Services
- Ultrasound
- X-Ray



SPECIALIZED CARE (continued)

Women's Services

There were 2,309 new babies welcomed last year in one of our Baby Suites. We surround mother and baby with a comfortable family atmosphere that combines the latest technology with a warm nursing staff. We also offer the only Level II NICU in Osceola County for critically ill and premature newborns. Our nursery is designed with the latest technology in monitoring and electronic security systems, with specially trained nurses to care for high risk infants. A neonatologist is available 24 hours a day.



Our OB hospitalist program was designed to improve patient safety and quality of care. This program ensures that a board certified OB/GYN is present in the hospital at all hours to triage every pregnant patient above 20 weeks who arrives at the hospital.

Our Breast Care Center offers a unique experience, dedicated to treating women in a warm and relaxing atmosphere. Our compassionate team of specially trained physicians certified female technologists and the center's breast care coordinator will work with you to educate you on your breast care options. The breast care coordinator will provide one-on-one support and guide you through diagnosis, treatment and recovery.



Wound Care

The Wound Healing Center staff consists of a well trained, multi-specialty team of dedicated physicians, nurses and a physical therapist most of whom are board certified in wound management and dedicated to healing chronic wounds. The center sees a large variety of all types of wounds with the most common being diabetic, venous ulcers and local trauma. A total of 4,900 patients visited the center last year with 577 new referrals from 7 counties which clearly reflects the confidence of the referring physicians in Central Florida.

We also offer special treatments, such as Hyperbaric Oxygen Therapy, growth factor therapy, bio-engineered skin grafts, total contact casting, ultrasound debridement and a novel new antimicrobial therapy. Our benchmarked healing rates are consistently higher than the national comparative data.



COMPANY CARE

Company Care delivers Central Florida's most complete array of workforce health solutions. For over 20 years, Company Care has provided comprehensive, integrated health and wellness services to businesses. Company Care delivers creative occupational health and worker's compensation programs specifically tailored to the needs of any business or government organization and services include:

- Case management to service the Worker's Comp Network
- 24-hour access to medical care
- Managed care services
- Emergency care and follow-up for injured workers
- Injury prevention education
- Physical rehabilitation
- Diagnostic testing
- Pre-employment, executive and D.O.T. physicals
- Drug screening and physical exams
- Return-to-work programs
- Utilization review
- Ergonomic site assessments
- Nutritional counseling

Our Company Care office is conveniently located at 1508 Village Oak Lane, Kissimmee, Florida. To learn more, call (407) 846-3047 or visit www.OsceolaRegional.com.

TOGETHER, PERFORMING AT A HIGHER STANDARDSM



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

www.OsceolaRegional.com

700 West Oak Street | Kissimmee, Florida 34741

(407) 846-2266