Shapes our Future

Our History

Florida Hospital

The skill to heal. The spirit to care.
“It was the best of times, it was the worst of times; it was the age of wisdom, it was the age of foolishness; it was the epoch of belief, it was the epoch of incredulity; it was the season of Light, it was the season of Darkness; it was the spring of hope, it was the winter of despair; we had everything before us, we had nothing before us; we were all going directly to heaven, we were all going the other way.”

That was how Charles Dickens described his times, and it seems a very appropriate descriptor of our times as well.

This year has been a year of extremes, and Florida Hospital has had to face our own set of uncertainties as we enter our second century of existence. Looking back on the past since our founding, we affirm God’s guidance and providence with gratitude and humility. Florida Hospital has survived two World Wars, the Great Depression, the realest estate bubble, and more than a couple of economic boom times, and now these present challenges. Embracing our past, we draw confidence and hope that we can, with God’s help and our community’s support, shape the future.

Our Central Florida community has its own significant challenges—a high unemployment rate, a sluggish economy, a rising number of the uninsured, shrinking social services and the ever-increasing cost of healthcare.

As a not-for-profit health care provider, Florida Hospital seeks to fulfill our role as a community benefit to Central Florida. Our stewardship demands that we provide the best services that are possible—informed by a wholistic perspective that is grounded in a Judeo-Christian ethos. This requires that we strive as far as possible to be a self-sustaining operation with ongoing supplemental philanthropic support from the community we serve.

As a community benefit, Florida Hospital must address the health care needs of all segments of our community—from those in our town that are challenged by life’s circumstances, to those who are less challenged—we all need health and healing. This report shows what we, along with our community partners, have been doing this year.

Our mission is to extend Christ’s ministry of health and healing. Our vision is that one day Orlando will not only be known as the “City Beautiful,” but also one of the healthiest cities in the nation. Our sincere hope is that as you reflect on these stories and initiatives, you may be encouraged to join us in shaping a better and brighter future for Central Florida so our living will not have been in vain.

Lars Houmann
President/CEO
Florida Hospital
Our History Shapes Our Future

Shaped by Health Challenges

- Florida’s children have one of the highest incidence rates of asthma (8.7% to 9.7%) in the U.S.
  - Approximately 25,000 children suffer from asthma in Orange County.

- In 1960, just 1.8% of American children and adolescents were reported to have a chronic health condition that limited their activities. In 2004, the rate rose to 7%.
  - Approximately 15.6% of children in the U.S. live with a chronic health condition.

- Annually, 25 to 40% of households in the U.S. suffer from seasonal flu.
  - There is a high correlation between heart attacks/strokes and the seasonal flu.

- In our community, one out of every three children is either overweight or obese, which can lead to heart disease, hypertension, diabetes, as well as depression.
  - Due to recent budget cutbacks, many schools and other organizations have been forced to remove programs that allow children the opportunity to eat nutritious foods and get adequate exercise.

- For every 100,000 child abuse incidents, there are 2.9 fatalities, ranking Florida 41st in the nation.
  - Florida ranked third highest nationally in the rate of deaths from child abuse and neglect.

- Hospitals nationwide report high vacancy rates for physicians, pharmacists, radiology technicians, and lab technologists.
  - Florida’s graduation rate ranks 43rd nationally, with 61% of high school students receiving their diplomas.

- Senior health care needs will account for over half of all health care expenditure early in the 21st century.
  - Thirty-one percent of Florida’s population is over age 65, compared with the national average of 12%.

- Central Florida is still a transitory community, needing a sense of history and a sense of place.
  - A 2007 study from Florida State University found 16,000 fewer doctors practicing medicine in Florida than previously thought.
    - The average age of a Florida doctor is 51, and 25% are older than 60.
    - Thirteen percent of Florida doctors plan to leave or significantly reduce their practices within the next five years.
Take a stroll around Central Florida, and you’ll find that walking is a favorite pastime for our residents. As Orlando has grown over the years, many of its communities have maintained a pedestrian-friendly nature. At any given time, our neighborhoods and trails are filled with those who love the refreshing qualities that a good walk can provide. It’s no mystery that this simple activity is one of the easiest and most effective ways to maintain a Healthy lifestyle, but the simple act of walking is also helping researchers make huge strides for those suffering from asthma.

On May 2 of this year, Orlando residents had their chance to step out against asthma as the American Lung Association hosted its annual Asthma Walk at Lake Eola in downtown Orlando. The Asthma Walk is an annual nationwide effort to bring attention to this chronic illness and raise the funds necessary to provide life-saving education, research and advocacy to control the disease and find a cure. More than 22 million Americans suffer from asthma and the disease causes approximately 2 million lost school days for children, more than 14 million lost weekends for adults annually and nearly 4,000 deaths each year.

"Proceeds from the Florida’s Children Hospital Asthma Walk support the ‘Open Airways for Children’ program in local elementary schools, a six-week program that trains children in asthma management, as well as a tobacco prevention program for high schools that is just getting off the ground," said Ed Fluker, Director of Respiratory Care at Florida Hospital. "Obviously, promoting good respiratory health is one of our primary goals, so we are proud to lend our support to this wonderful event every year."

As the title sponsor of this year’s event, Florida Hospital went above and beyond with its support. Representatives from every campus participated, as well as 60 respiratory therapists and nurses from the Emergency Department and Children’s Hospital. A total of $17,000 was raised in support of this great cause.
Gazing out from one of the cabins at Camp Boggy Creek is like looking into Florida’s past. The woods, the lake, the wildlife—the pristine surroundings bring one back to life’s basics and the restorative powers of nature. In 1994, the Florida Hospital Cancer Institute purchased and donated the 232-acre area of wooded land on which the camp is now built. Dedicated to children between the ages of 7 – 16 with chronic or life-threatening illnesses, the main purpose of this year-round, revitalizing camp is to help kids “forget they have what they have.”

Camp participants and their families are able to enjoy themselves free of charge because the costs of staffing, supplies and health care are covered by community contributions and corporate partnerships. As one of its six founding hospitals, Florida Hospital’s own role with the camp did not end with the donation of the land. We continue to support Camp Boggy Creek by donating pharmaceuticals and providing nurse volunteers to staff the camp’s medical center—affectionately known as “The Patch”—for the camp’s annual Cancer Week in November. Always at the ready to wrap campers in quilts and care, The Patch is where kids go to get “patched up.” Whether it’s chemotherapy, a dialysis treatment, or just a skinned elbow, The Patch is fully stocked with staff, equipment and medicines necessary for the illness group being housed.

Without the medical supervision that Camp Boggy Creek provides, participation in the myriad of fun-filled activities like swimming, fishing, hiking, crafts and horseback riding would be impossible. When kids are at camp, dedicated volunteer doctors and nurses join the full-time team, providing around-the-clock care for the campers. It is because of this exceptional medical care that children who couldn’t dream of going anywhere else can come to Boggy Creek.

Marji Wolangel, BS, PharmD, Director of Pharmacy for Florida Hospital for Children and Camp Boggy Creek volunteer manages Florida Hospital’s yearly pharmaceutical donation. “It has been my privilege to be involved as a medical volunteer for the last 12 years. Seeing the joy on these kids’ faces at camp, momentarily allowing them to step away from the day-to-day stresses of their illness, makes me want come back year after year to help.”
Throughout history, few diseases have caused more havoc than influenza, or “the flu.” From deadly pandemics like the Spanish Flu of 1918 that killed millions to our most recent bouts with H1N1 (swine flu), the impact and severity of these viral diseases have run the full spectrum. Even the typical seasonal flu strains can have a striking effect on business productivity and school attendance. But even more astounding than the malaise and loss of life the flu strains have caused is the number of lives saved through the development of highly effective vaccines and medical treatments that combat the illnesses, and proactive educational campaigns to prevent future outbreaks.

Over the past seven years, Florida Hospital CentraCare—our walk-in urgent care centers—and Get Healthy Florida have partnered to bring vaccinations to more than 20,000 residents here in Central Florida. Created in 2002, Get Healthy Florida focuses on uniting communities with the common goal of making their residents healthier. Like Florida Hospital, their vision is to protect Central Floridians through the use of proactive, educational health initiatives.

Most recently, CentraCare and Get Healthy Florida dispensed nearly 6,000 free flu shots to individuals in our community including 500 University of Central Florida students. Oftentimes that supply of free shots was exhausted, additional vaccinations were offered at a reduced cost at CentraCare locations and on the UCF campus.

“Through its partnership with Get Healthy Florida, CentraCare has been able to extend our healing ministry by providing the members of our community with an invaluable medical service,” said Scott Brady, MD, Medical Director for CentraCare. “We’ve also had the opportunity to educate local residents about the importance of vaccination in the maintenance of overall health. It is a mutually beneficial relationship that we hope will continue for years to come.”
As one of Central Florida’s original health care providers, it was only fitting for Florida Hospital to partner with Frontline Outreach, Orlando’s oldest urban youth outreach program.

Serving over 1,000 people annually, Frontline Outreach provides educational and leadership programs to Orlando’s underserved youth and families. Along with Florida Hospital, they are helping to shape a better future for our entire community with their mission of preparing tomorrow’s leaders for success and service through two initiatives:

Healthy Bodies. Happy Lives. Go With the FLO!
A health and wellness program for at-risk children funded by a grant from the Orlando Magic Youth Foundation, this ongoing program is housed at Florida Hospital for Children. Aligning itself with the vision of Walt Disney Pavilion at Florida Hospital for Children to change the trajectory of children’s health in Central Florida, this program is teaching kids and parents how to form healthy lifestyles, with a major focus on nutrition and activity. Additionally, Florida Hospital gave a backpack stuffed full of school supplies to each family who signed up at the “Healthy Bodies. Happy Lives.” kickoff event.

Urban All-American Leadership Academy
This program teaches urban teens real-world skills such as job-interviewing techniques and resume development, and encourages participants to job-shadow someone from a profession of their choice. As a respected community leader, Florida Hospital is excited to provide job-shadowing and mentoring opportunities to these deserving young people. After attending an orientation and being assigned to their preferred area, students invest 40 hours a week for two weeks in their job-shadowing duties.

Frontline Outreach | www.frontlineoutreach.org
Our History Shapes Our Future
Shaped by the Ability to Overcome

With so much of our success as adults derived from the love and support provided by our families early on, we must never lose sight of those who unfortunately do not receive the same emotional reinforcement during their childhood. After all, a successful future depends greatly on the strength of our past, which is why Kids House, a child-friendly facility that provides invaluable services to abused and neglected children, is so important.

When a child is removed from a home in Seminole County due to abuse or neglect, he or she is brought to Kids House, where all necessary children’s services are provided under one roof.

Using a team approach to deal with abuse, all involved agencies—such as the Seminole County Child Protective Team, Child Advocate, Crisis Intervention, and Sheriff’s Department—work together at this one-central location where class history, prosecution assistance, mental health and medical treatments are provided. In order to make the children feel as comfortable as possible through their ordeal, the warm and friendly environment at Kids House features a playroom, playground, books, movies, crafts and activities.

Florida Hospital Altamonte is honored to be the medical provider for Kids House, supplying a full-time Physician’s Assistant to conduct forensic medical exams. In addition, Florida Hospital Altamonte donates laboratory, laundry and imaging services, totaling over $96,974 of assistance annually.

“It is truly a privilege to be part of such an innovative and inspiring mission. Our children come to us vulnerable and fearful because of life’s betrayals. To be part of the team that walks with each child on their journey to hope and healing is to Extend the Healing Ministry of Christ,” said Laura J. Prepats, Ph.D., Medical Trauma Program Director for Florida Hospital Altamonte at Kids House. “Our children inspire us to work harder for the children we have yet to see.”

Kids House of Seminole | www.kidshouse.org
From inspired minds grow greater possibilities. This is true for any industry, and especially so for medicine and science. Since 1908, inspired minds have made possible the healing innovations we see at Florida Hospital today. And as we begin the next century of health care, it is imperative that we continue to provide inspiration to this generation so it will carry us forward into a new realm of medical possibilities.

For some lucky Orlando high school students, inspiration came with the opportunity to participate in Central Florida’s first-ever medical day camp. Florida Hospital partnered with the Burnham Institute for Research at Lake Nona to provide 14 area high school students with the chance to experience hands-on, state-of-the-art medical technology while learning from Central Florida’s health care experts. For three days, this past summer, students performed tests and conducted ultrasounds on a patient simulator, toured the catheterization lab, observed a surgical procedure, and visited Florida Hospital Orlando’s helipad for a lesson on Florida Flight, our emergency air-medical transport.

The combined effort between Florida Hospital and Burnham Institute was a great success—with the inaugural camp quickly selling out and a waiting list of over 100 students eager to participate in the next one.

“I think it’s wonderful that young people have a chance to participate in such a remarkable program! Our daughter learned so much, and now she’s certain she wants to pursue a career in the medical field,” said the father of one medical camp participant. And though the main goal of this camp is to inspire our young generation to consider careers in medicine, it will also help to counter a projected deficit of health care industry professionals expected to occur in the next two decades. “There is going to be a real shortage of nurses and doctors in the next 10 to 15 years if we don’t start to get young people excited about health and science,” said Dr. David Greenlaw, president of Florida Hospital College of Health Sciences. “Having a camp like this means these students are able to see all the different career options that the medical field can offer.”
With a mission to enable people to age with independence and dignity, the Senior Resource Alliance exists for those who helped build our communities into the places they are today. Through a synergetic partnership with Florida Hospital, the Senior Resource Alliance is able to effectively and efficiently carry out their mission.

Florida Hospital and the Senior Resource Alliance have been collaborating to provide thorough medical care and psychosocial evaluations to Central Florida seniors at two Geriatric Assessment Clinics, located at the Florida Hospital Family Health Centers at the Orlando and East Orlando campuses.

Imagine, as a caregiver for an aging loved one, having a resource that can provide a comprehensive assessment and diagnosis of their physical and mental health and then offer the necessary recommendations to treat them properly,” says Ariela Rodriguez, LCSW, PhD.

Through an exhaustive evaluation of symptoms, past medical history, current medications, blood work and CT scan results, and the caregiver’s situation and resources, the Senior Resource Alliance team goes to work. Geriatricians, Geriatric Fellows, a consulting pharmacist, clinical social worker and rotational medical students work together to evaluate the findings and provide diagnoses and recommendations to the caregiver.

Florida Hospital funds the licensed clinical social worker, who provides crisis counseling and support and immediate access to information about additional community resources. Families can return to the Geriatric Assessment Clinic in a few months to assess patient progress, or decline, and to receive additional recommendations and referrals.

“Typically, before coming to our Geriatric Assessment Clinics, patients and their caregivers have already visited a number of different physicians and specialists, but still do not understand what is happening to their loved ones or how to provide the best possible care,” says Dr. Rodriguez. “Here, we not only care for our community’s seniors, we work with and offer support for their caregivers as well.”

The Senior Resource Alliance and Florida Hospital are honored to provide the service to the very people who paved the way for today’s social and medical achievements. By offering this all-important resource, we are truly embracing our past and perpetuating their legacy of hope and understanding.

Senior Resource Alliance
www.seniorresourcealliance.org
Perhaps one of the most beneficial and significant achievements we’ve made as human beings is to recognize the need to record history. From the first voice recordings onto a “phonautograph” over 150 years ago to the electronic, digital form of the digital age—the methods we use to record our past have evolved dramatically, but the benefit has always remained. The perspective we gain from others’ experiences is invaluable as individuals, and as part of a broader community.

It is for this reason that Florida Hospital partnered with StoryCorps, an ambitious oral history project that collects and broadcasts conversations occurring between two people who are closely connected to each other. Millions of listeners tune in to radio and Internet broadcasts to hear stories that range from anecdotal accounts from old friends to those who have dealt with the worst tragedies imaginable. The intriguing collection of over 50,000 interviews is preserved at the US Library of Congress and is one of the largest oral history projects of its kind.

As part of Florida Hospital’s Centennial celebration, Florida Hospital brought the StoryCorps project to Orlando during the entire month of February 2009, as a gift to employees and the community. Over 100 “Stories from the Heart” were collected, including a particularly moving story about the Duncan Family.

In June of 2008, Jennifer Duncan, wife and mother, suffered a brain aneurysm during a church service. Fortunately, Jennifer’s family acted quickly and rushed her to the emergency department at Florida Hospital Altamonte. After her diagnosis was confirmed, she was airlifted to Florida Hospital Orlando for treatment. To the elation of her family and friends, the aneurysm was quickly found and repaired, saving her life. After recovering in the hospital, Jennifer and her husband, Eric, were preparing to leave when a nurse told Eric that his wife is a miracle girl.

Eric knew God was touching his heart at that moment, and he felt the described as one of humbleness and thankfulness.

Eric asked, “Dad, why do you think God let this happen to us?” With the perspective of faith and love Eric had gained through this life-changing event, he was able to reply, “God can take what we see as human tragedy and make so much good from it. He can take the good and show His glory and love for us all.”

StoryCorps

www.storycorps.org
When visionary forces combine, the results can be astounding. With help from Florida Hospital and other corporate partners, The University of Central Florida (UCF) is breaking new ground in health care education by not only establishing its own medical school, but it has also done so while providing complete scholarships for its entire charter class—a first for any school in the U.S. UCF raised $7 million in community donations to fund the scholarship program, and the medical school’s 41-member inaugural class was welcomed on August 3, 2009. Florida Hospital is honored to have helped UCF meet their scholarship goal and to welcoming two of its new medical students, Olga Tusheva of Samara, Ukraine, and Rose Dupont, from Caves, Haiti—both of whom were incredibly grateful for this gift.

“The Florida Hospital scholarship is one of the greatest things that has ever happened to me. It provided me with the opportunity to pursue my true passion in medicine. I believe that the best doctors are the ones who follow their dreams to care for others and the Florida hospital scholarship has given me the opportunity to fulfill my dream to make a difference and save patients’ lives,” said Olga, whose appreciative sentiments were also shared by Rose. “The scholarship is a lifelong gift—and just for the four years that I am in medical school. It reduces my financial worries so that all my energy can be placed on being successful in medical school and choosing a career that I am passionate about.”

Deborah German, MD, Dean of UCF College of Medicine, is just as proud as her new students to be part of this progressive partnership. “I am grateful for the support of our community partners in the evolution of our medical school. With two scholarships, Florida Hospital has contributed to our ability to recruit an outstanding Charter class at this pivotal time in our development.” In addition, Florida Hospital physicians will also play key educational roles in the new medical school’s curriculum.

And because the best students become the best doctors, Florida Hospital and UCF officials are confident that by recruiting and acquiring the best candidates, Central Florida’s pool of quality physicians will continually grow and improve along with our economy. As is projected that by 2017, UCF’s new medical school and other facilities located in Orlando’s Medical City (Burnham, the Veterans’ Hospital, MD Anderson), will bring more than 30,000 jobs to the local community and introduce more than $7.6 billion into the local economy—benefiting today’s visionaries, and tomorrow’s pioneers.
Over the last 100 years, our mission of extending the healing ministry of Christ has remained unchanged and uncompromised. Maintaining the health of our community is paramount and we continually strive to be the hospital of choice for patients, physicians and employees. Florida Hospital leadership members and employees take an active role in fulfilling this mission with their work both in the hospital, and by volunteering with the following Central Florida community, organizations and charities:

- African American Chamber of Commerce
- American Cancer Society
- American College of Healthcare Executives*
- American Heart Association
- Apopka Chamber of Commerce Board
- Apopka Community YMCA 2020
- Bio Orlando*
- Blanchard Park YMCA
- Camp Bragg Creek
- Central Florida Charity on Healthcare Disparity**
- Central Florida Partnership*
- Central Florida Regional Healthcare Informatics Organization
- Central Florida Transportation Corridors Task Force
- Central Florida YMCA
- CHIC Board (Community Health Impact Council)
- Christian HELP
- Citizen Review Group for AHCA, Governor Orlie Transition Team*

* Board member **Chairman

Community Vision:
- GNC Medical Home
- Greater Orlando Chamber of Commerce
- Habitat for Humanity
- Hospice of the Comforter*
- Justice Achievement*
- Kids House of Seminole County
- Kissimmee/Ocoee Chamber of Commerce
- Lake Howell High School Boosters*
- Loch Haven Children's Academy*
- March of Dimes
- Mawrinden in Education
- Meals on Wheels
- Metropolitan Orlando - Citizens' Advisory Board
- NACFC Charitable Community School
- Orange County Alliance
- Orange County Central Receiving Facility (CRDC) Governing Board**
- Orange County Charter Review Commission
- Orange County CRDC Subcommittees on Bullying Language
- Orange County CRDC Subcommittees on Ethics
- Orange County Delta Leadership
- Orange County EMS Advisory Council
- Orange County Government Partners in Medicine (with Mayor Duffy)**
- Orange County Juvenile Justice Commission
- Orange County School Readiness Coalition
- Orange County Sexual Assault Treatment Center Board
- Orange County Substance Abuse/Mental Health Subcommittees**
- Orange County Underside Drinking Task Force*
- Orlando Chamber of Commerce
- Orlando Junior Academy*
- Orlando/Greater Orlando Convention & Visitors Bureau Board
- Orlando Science Center
- Rav’s Spongebox
- Patrons Street Children’s Education Campus Planning Board
- Patricia Chapell of Seventh-day Adventists
- Ronald McDonald House*
- SAW Advisory Committee (Orange County Sheriff’s Office)*
- Seminole Community College
- Seminole Community College Foundation*
- Seminole Regional Chamber of Commerce
- Sertoma
- Shepherd’s Hope Clinic*
- Southern Adventist University**
- Southwest Volusia Healthcare Corporation*
- Sovereign Grace Ministries
- State of Florida Medical Homes Task Force
- Tiger Bay Club Member - 2005-present
- United Negro College Fund
- United Way*
- University of Central Florida
- University of Central Florida College of Medicine
- University of Central Florida Foundation Board*
- University of Florida Alumni Board**
- University of South Florida COHPA Advisory Board
- Valencia Community College*
- Winter Park Chamber of Commerce*
- Winter Park Health Foundation
- Winter Park Library Board
At Florida Hospital, we are committed to the idea that all of our community deserves access to the highest-quality medical care and attention. That means caring for the elderly and underprivileged even if it involves a financial loss to the hospital, investing in education and training or meeting the spiritual needs of all our families and patients.

### Community Impact in 2008

- **Contributed over $4.9 billion** to Central Florida’s $28 billion economy
- **Total capital spending of $278,318,060**
- **Physicians**: 2,213
- **Employees**: 16,166
- **Fifty percent of the workforce comprized of African Americans, Hispanic or Latino, Asian and Pacific Islander, American Indian or Native, and Multiracial (two or more races)**
- **Backpacks**: 2,205 collected and distributed
- **Food delivered to the Second Harvest Food Bank**: 14,500 pounds
- **Florida Hospital physicians and employees are able to access and use qualified medical interpreters in 150-plus languages 24 hours a day, seven days a week**
- **ASL Interpretation for deaf patients and their families**: 2,576 hours
- **Face-to-face interpretation for non-English spoken languages**: 11,274 hours
- **The Guide to Religion and Culture** was deployed to all Florida Hospital employees containing information on 19 religions and 19 ethnic cultures that have been identified as belonging to the majority of patients in January 2009

### Florida Hospital’s Vital Statistics for 2008

- **110,825** inpatient admissions
- **492,325** outpatient visits
- **337,146** ED visits
- **57,427** surgeries
- **8,035** babies delivered
- **5,227** funerals
- **18** walk-in medical facilities

**Children:**
- **8,764** inpatient admissions
- **29,914** outpatient visits
- **65,964** ED visits
- **3,139** high-risk babies

### Community We Serve

- **110,825** inpatient admissions
- **492,325** outpatient visits
- **337,146** ED visits
- **57,427** surgeries
- **8,035** babies delivered
- **5,227** funerals
- **18** walk-in medical facilities

### Financial Report as of December 31, 2008

- **Benefit to the Underprivileged**: $173,601,736
- **Benefit to the Elderly**: $112,366,864
- **Benefit to the Community’s Overall Health and Wellness**: $20,662,237
- **Florida State Tax that Funds Indigent and Medicaid Care**: $19,735,338
- **Benefit to the Faith-Based and Spiritual Needs in the Community**: $2,367,745
- **Calculated Community Benefit**: $328,733,920
The Community Health Impact Council, commonly known as CHIC, is a subcommittee of the Florida Hospital Board whose role is to serve as the governing Board for all Florida Hospital community-benefits activities. CHIC Board members are responsible for developing, funding, and measuring initiatives that improve the health of the Central Florida community, as well as reducing medical costs and interventions.