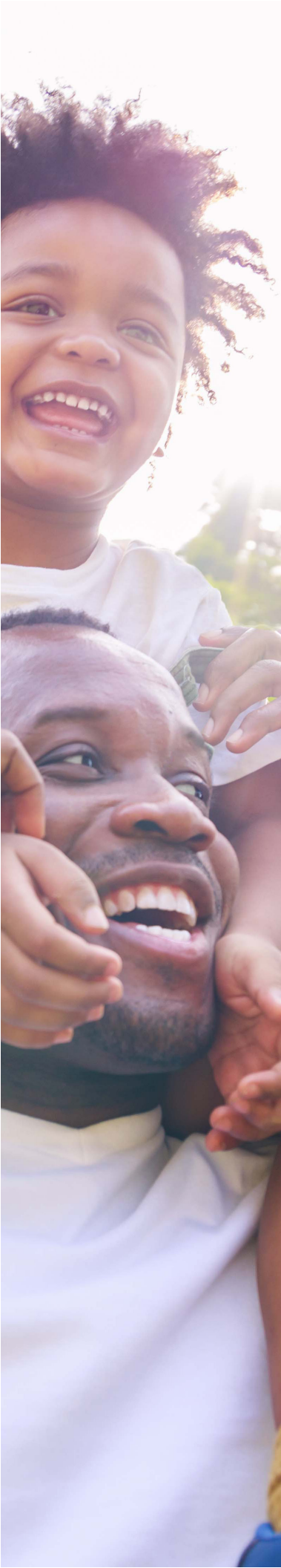




Lakeland Regional **Health**[®]

COMMUNITY BENEFIT REPORT

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Lakeland Regional Health has been meeting the health needs of Polk County families since 1916.

As a not-for-profit healthcare organization, we are dedicated to strengthening those we serve by providing the tools and resources necessary for people to think differently about their health. We are steadfast in our desire to deliver on our Promises and advance the future of healthcare for our patients, families and care partners, ourselves, our team and the community at large in ways that will significantly impact health and enhance quality of life.

Vision

Your Health. Our Promise.

Mission Statement

We deliver the best outcomes and safest care by placing people at the heart of all we do. We improve lives every day by promoting wellness, education and discovery.

Community Benefit

What is Community Benefit? Community benefit refers to the initiatives, education, activities, and investments undertaken by not-for-profit hospitals to improve health in the communities they serve.

Community benefit includes uncompensated care, research, health professions education and overall community health improvement.

| | 2020-2021 FINANCIAL STATISTICS (IN THOUSANDS) | |
|---------------------------------|--|-----------|
| | 2021 | 2020 |
| Operating Revenue | \$977,871 | \$861,540 |
| Operating Income | \$44,882 | \$11,054 |
| Excess of Revenue Over Expense | \$128,913 | \$28,684 |
| Costs of Providing Charity Care | \$13,662 | \$20,385 |

| | 2021 | 2020 |
|------------------|---------|---------|
| Admissions | 42,701 | 40,275 |
| Surgeries | 18,955 | 18,825 |
| Emergency Visits | 190,581 | 175,058 |

Community Health Needs Assessment

Not-for-profit hospitals and health systems are required by the Affordable Care Act to conduct a community health needs assessment (CHNA) every three years. The 2018-2021 CHNA was conducted as a collaborative multi-stage process that combined broad subjective and qualitative community input; a complete assessment using quantifiable data, consultation with government leaders with current data and/or other information relevant to the health needs of the community served by Lakeland Regional Health; and consultation with those with special knowledge or expertise in public health to determine and subsequently prioritize community health needs.

The 2018-2021 CHNA identified 7 priority health needs:

- Obesity
- Maternal and Infant Care
- Access to Quality, Coordinated Care
- Mental Healthcare
- Cancer Screening and Prevention
- Heart Disease and Stroke Screening
- Injury Prevention

Our Impact

We’re reimagining the health of our community . . .

At Lakeland Regional Health, our team members are focused on transforming the health of our community. We are making investments that transcend the basic need of quality healthcare by working to change the way health education is delivered, increasing access to care and developing innovative ways to help people stay healthy and care for their families.

Lakeland Regional Health is impacting our community and working alongside community organizations to advance the health of our communities in ways that matter most to the people we serve.

2021 Community Program Highlights

6,400+ team members caring for our community
73 new providers joined our physician group!

Access to healthcare services

- **190,581** visits were made to our emergency room
- **35+** specialties offered in the community we serve
- **279,000+** visits were made to our ambulatory locations
- Community members made over **6,900** visits to our Family Health Center

Community Health Education

- **392** Polk County high school coaches participated in CPR and AED training.
- Over **120** community members participated in the 4th annual FitChurch Challenge
- **300+** community members participated in virtual community education and support groups
- **550+** people completed Stop the Bleed training



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