



2024

COMMUNITY BENEFIT REPORT





PRESIDENT + CEO

## A Message from Danielle Drummond



For over a century, our organization has been deeply embedded in the fabric of this community, and I am honored to share the incredible strides we've made together in the past year. You, our community, are at the heart of our growing legacy, and your support empowers us to deliver the best outcomes and safest care to thousands of patients daily.

Our commitment to innovation and teamwork has been the driving force behind our success. We've embraced new ways of caring for our patients, expanded into innovative spaces, and strengthened our bonds within the community. The recognition and honors bestowed upon us by various organizations over the last year represent the dedication and excellence our team promises to live by every day.



In the past year, we've witnessed tremendous growth. New locations have opened their doors, including our Kathleen Campus. This beautiful new facility is a testament to our commitment to reaching every corner of our community and ensuring access to high-quality healthcare for all.

I am particularly excited to share a milestone that holds profound significance for the future of healthcare in our community — the launch of our seven fully accredited graduate medical education programs. This initiative not only reflects our commitment to excellence but also underscores our dedication to nurturing the next generation of healthcare professionals. The impact of this program will resonate for years to come, shaping the landscape of healthcare delivery in our community.

Looking ahead to 2024, we are excited about the opportunities that await us: anticipated groundbreaking initiatives, expanded services, and an unwavering commitment to the health of our community. Together, we are charting a course toward a brighter and healthier tomorrow, because **Our Promise is Your Health.**

Danielle Drummond, MS, FACHE





## Impacting Our Community

Lakeland Regional Health takes pride in curating our annual Community Benefit Report. This publication is an important opportunity to highlight the significant and transformative community contributions our health system and team make every day.

As a non-profit, we reinvest in our community to ensure everyone has an opportunity to live well and experience a higher quality of life. Often, that means providing services that other for-profit healthcare institutions are unable to offer for financial reasons.

As a leader in healthcare, we continue to discover innovative ways to deliver high-quality, easily accessible healthcare close to home. We are committed to enhancing patient outcomes, providing an exceptional patient experience, offering comprehensive services, strengthening our community's health, and serving as good financial stewards while promoting academic activity and research.



# What is Community Benefit?

Community benefit refers to a broad spectrum of initiatives, education, activities, and investments undertaken by not-for-profit hospitals to improve health in the communities they serve.

As part of Lakeland Regional Health's community health program, these charitable programs align directly with our mission to provide high-quality healthcare to every member of our community. Our community benefit activities focus on community collaboration and improving the overall well-being of community residents.

***Generally, community benefit must meet at least one of the following criteria:***

- + Generates a low or negative financial return
- + Improves access to healthcare services
- + Responds to public health needs
- + Enhances the health of the community
- + Advances medical or health knowledge through education





# About Lakeland Regional Health

Lakeland Regional Health offers a comprehensive array of inpatient and outpatient diagnostic and treatment services at its Medical Center, Hollis Cancer Center, Harrell Family Center for Behavioral Wellness, and ambulatory care locations. Lakeland Regional Health’s use of technology is redefining medicine, advancing safe and quality patient care, and promoting health and wellness.

Since 2013, Lakeland Regional Health has been named a Most Wired hospital nine times, twice earning Most Wired Advanced status, since 2013 from the College of Healthcare Information Management Executives. In 2023 Lakeland Regional Health earned the CHIME-AHA Transformational Leadership Award. These designations recognize the dedication to creating an exceptional infrastructure and advanced clinical processes guided by technology.

Lakeland Regional Health Medical Center is the largest single component of Lakeland Regional Health. The 892-bed hospital is one of the largest in Florida. With more than 45,000 admissions and nearly 206,000 Emergency Department visits in 2023, the Medical Center encompasses:

- + The nation’s second busiest single-site Emergency Department, garnering international and national recognition, and Polk County’s only Level III Neonatal Intensive Care Unit, with 30 beds.

- + The Harrell Family Center for Behavioral Wellness is an Inpatient Behavioral Health Hospital and Outpatient Behavioral Health Clinic. It is designed as a place of healing and allows patients a space of comfort, meditation, encouragement, and hope.
- + The eight-story, state-of-the-art Carol Jenkins Barnett Pavilion for Women and Children features a Children’s Emergency Department, a 12-bed high-acuity Pediatric Intensive Care Unit, surgical suites, private suites for labor and delivery, Polk County’s only Level III Neonatal Intensive Care Unit, units dedicated to pediatric and women’s care, and was named a Level III Maternal Care Verified Facility by The Joint Commission in 2023.
- + Three state-of-the-art hybrid operating rooms.
- + Only Level II Trauma Center in the tri-county area.
- + Nationally accredited Chest Pain Center and Echocardiography Lab.
- + Named Asthma-Friendly Hospital by the Florida Asthma Coalition.
- + Polk County’s only CARF-accredited inpatient rehabilitation facility, Bannasch Institute for Advanced Rehabilitation Medicine provides inpatient medical physical rehabilitation services to maximize clinical outcomes for those with conditions such as stroke, brain injury, spinal cord injury, major multiple traumas, and neurological issues.

Lakeland Regional Health Hollis Cancer Center has been accredited by the American College of Surgeons Commission on Cancer since 1989. In 2018, Lakeland Regional Health earned its first gold Accreditation with Commendation, the highest level of

recognition, from the Commission on Cancer. In 2019, Lakeland Regional Health was awarded the prestigious Commission on Cancer Outstanding Achievement Award. CoC Accreditation is granted only to facilities that have voluntarily committed to provide the best in cancer diagnosis and treatment and comply with established CoC standards. To receive this distinction, a cancer program must undergo a rigorous evaluation and review of its performance and compliance with CoC standards.

The Lakeland Regional Health Physician Group provides primary care, specialty care, and urgent care with more than 340 providers in over 40 specialties at more than 20 convenient locations. All primary care locations are recognized by the National Committee for Quality Assurance’s Patient-Centered Medical Home Program.

Lakeland Regional Health is an award-winning workplace, rated as a 2020 Making a Difference, Workplace Well-Being Gold Winner by Aetna, honored with the Excellence in Work-Life Balance Award by Constangy Brooks, Smith & Prophete LLP in 2019, listed as one of Forbes’ Best Employers in Florida in 2022, and recognized in 2018 as the Best Large Hospital Workplace in Florida by the Florida Hospital Association. Lakeland Regional Health is also home to the Florida Hospital Association’s Best Caregiver honoree for 2019.

## Mission

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.

## Vision

Together, our Promise is **YOUR HEALTH.®**





# Key Accomplishments of 2023

During 2023 thousands of community members were impacted by the work of our team members through the following initiatives, programs, or events:

- + Welcomed 70 residents to our Graduate Medical Education program during its first year.
- + Opened the Kathleen Campus (North Lakeland), reinforcing our dedication to addressing the physician shortage in Polk County.
- + Hosted our first-ever RideSafe event at Bonnet Springs Park and provided bike safety education to over 200 community members.
- + Screened 300+ community members through our community health and wellness program.
- + Conducted cholesterol screenings for over 60 individuals during our Snack n' Screen drive-thru event.
- + Collaborated with community groups on a variety of health issues including: HPV vaccination, cultural competency, heart health education, and cancer care.







## 2022-2023 Accreditations, Awards, and Recognitions

This past year our health system was widely recognized by numerous organizations. Each honor is a testament to our team's unwavering commitment to the health of our community.

- + Named High-Performing by *U.S. News & World Report* in Heart Failure Care, Colon Cancer Surgery, Heart Attack Care, Knee Replacement, and Leukemia, Lymphoma, and Myeloma Care
- + Named High-Performing in Maternity Care by *U.S. News & World Report*
- + Named the Country's Second Busiest Emergency Department
- + HCAHPS-Percentage of patients rating us a 9 or 10 increased from 67.1% last year to 68.3%, exceeding the Florida Average of 65%
- + 2023 ATHENA Organizational Leadership Award by the Lakeland Chamber of Commerce
- + Platinum Status for our Organ Donation Program
- + Excellence in Maternity Care Award by the Agency for Health Care Administration and the Florida Department of Health
- + Named Asthma-Friendly Hospital by the Florida Asthma Coalition
- + Named Level III Maternal Care Verified Facility by The Joint Commission
- + Jean Byers Memorial Award for Excellence in Cancer Registration Honorable Mention
- + Most Wired Level 8 Acute and Ambulatory by CHIME for the ninth time
- + Get With The Guidelines Stroke Gold Plus Award
- + Stroke Elite Honor Roll and Type II Diabetes Honor Roll
- + CHIME-AHA Transformational Leadership Award
- + *Newsweek's* 2024 Greatest Workplaces for Diversity (earned December 2023)



# Diversity, Equity, and Inclusion

Over the past year, Lakeland Regional Health has embraced a profound commitment to fostering Diversity, Equity, and Inclusion (DEI) across our entire healthcare system. As we reflect on the strides we've made, it's with great pride and enthusiasm that we share the accomplishments and initiatives that have shaped our journey.



## Achievements in 2023:

### System-Wide Diversity and Equity Council

A key milestone in 2023 was the establishment of our system-wide Diversity and Equity Council. Comprised of dedicated individuals from various backgrounds and departments, the council has played a pivotal role in guiding our efforts towards a more inclusive healthcare environment.

### Martin Luther King Jr. Day of Service

This year, we marked a significant moment in our commitment to community service with the launch of our inaugural Martin Luther King Jr. Day of Service. Team members united to serve organizations across the county, embodying the principles of unity, compassion, and service.

### Monthly Heritage Celebrations

In recognition of the rich diversity within our team, we've celebrated monthly heritage events, shining a spotlight on the incredible contributions of our team members. These celebrations serve as a testament to the strength derived from our collective differences.

### Thrive University

Dedicated to continuous learning, we introduced Thrive University—a month-long education program committed to providing cultural competency education for our team members. This initiative ensures that our workforce is equipped with the knowledge and skills necessary to provide culturally sensitive care.

### Enhancing Patient Experience

Our commitment to DEI extends to the heart of patient care. We've taken significant steps to improve the patient experience by establishing best practices and fostering continuous conversations. By addressing social determinants of health, we aim to provide equitable and accessible healthcare for all.

As we move forward into 2024, our commitment to Diversity, Equity, and Inclusion remains unwavering. We recognize the profound impact it has on the well-being of our community and the strength it adds to our organization. Together, we continue to build bridges and create lasting positive change.



# Financial Summary of Community Benefit

Financial Statistics  
(in thousands)

	2023	2022
Operating Revenue	\$1,154,394	\$1,042,740
Operating Income (Loss)	\$41,182	\$(4,152)
Excess (Deficit) of Revenue Over Expense	\$91,805	\$(101,586)
Cost of Providing Charity Care	\$14,949	\$19,073
Cost of Uncompensated Care (including charity care)	\$51,453	\$55,725

Operating Statistics  
(in thousands)

	2023	2022
Admissions	45,392	40,966
Surgeries	21,925	20,517
Emergency Visits	206,902	199,927







# Community Health Needs Assessment

Lakeland Regional Health understands that everyone does not have an equal opportunity to thrive and be healthy. The environment in which someone lives can have significant effects on their health.

The Community Health Needs Assessment (CHNA) process identified cultural competence as an overarching priority/theme that impacts each of the selected priorities. A culturally competent healthcare system can help improve health outcomes and the quality of care while also addressing health disparities present in the community.

**Upon review of our county's current health data and as a result of the CHNA process, Lakeland Regional Health has identified the following areas of need:**

1. Cultural Competency
2. Access to Quality, Coordinated Care
3. Cancer Screening and Prevention
4. Diabetes
5. Heart Disease and Stroke
6. Injury Prevention
7. Mental Healthcare
8. Obesity, Nutrition, and Physical Activity

Priorities were selected, in part, based on issue prevalence and severity according to county data, in addition to input provided by community members and county stakeholders.



# Community Snapshot

## Geographic Location

Polk County is geographically larger than the state of Rhode Island and equal in size to Delaware. The total area of the county is approximately 1,796 square miles, which makes it the fourth largest county in Florida, exceeded only by Miami-Dade, Palm Beach, and Collier counties.

## Population Demographics

Polk County is home to approximately 787,404 residents. The County consists of 17 municipalities, with Lakeland as its largest city having a population of 120,071 residents (U.S. Census, 2022).

4,101

People who benefited from community health education programs and resources

360

Community members who received free health screenings

119

Community members engaged in support groups for cancer, diabetes, weight management, and stroke.

370+

People who received transportation assistance for their cancer care appointments

53

People who completed the Tobacco Free Florida smoking cessation program hosted at the LRH Hollis Cancer Center



The LRH Nurse Residency Program stands as a cornerstone among our initiatives, designed with a learner-centered approach to support the seamless transition of students into new Registered Nurses within our hospital setting.

In 2023, we proudly welcomed 385 nurse resident team members to LRH. Our nurses play an integral role as valued members of both our community and organization.



# Addressing Community Needs

## 2022-2025 Community Health Needs Assessment Year 2 Progress

### Cultural Competency

- + Launched Thrive University — a month-long education program committed to providing cultural competency education for our team members. Topics covered: health equity, microaggressions, Black maternal care, LGBTQ+ cultural competence, racism, and an interfaith roundtable.
- + Team members united to serve organizations across the county during our inaugural MLK Day of Service.

### Access to Quality, Coordinated Care

- + 81 providers joined the Lakeland Regional Health Physician Group (LRHPG).
- + Opened the Kathleen Campus (North Lakeland), reinforcing our dedication to addressing the physician shortage in Polk County. This facility provides a range of services, including primary care, family medicine, lab services, urology, pulmonology, and endocrinology.
- + Embedded a Behavioral Health Licensed Clinical Social Worker (LCSW) within primary care at Lake Miriam to provide increased access for patients.
- + Commenced construction on a freestanding emergency department, aimed at catering to the healthcare need of the South Lakeland population.
- + Welcomed 70 residents to our Graduate Medical Education program during its first year.

### Cancer Screening and Prevention

- + Named High-Performing by *U.S. News & World Report* in 5 categories including Colon Cancer Surgery and Leukemia, Lymphoma, and Myeloma Care.
- + Earned the Jean Byers Memorial Award for Excellence in Cancer Registration Honorable Mention.
- + Screened 68 patients for eligibility in clinical trials, with 64 patients subsequently admitted into the trials.
- + Provided transportation assistance to over 370 patients for their cancer care appointments, made possible by a grant from the American Cancer Society.
- + Educated more than 150 men on the significance of colorectal and prostate cancer screenings through the ShopTalk program.
- + Successfully concluded the 5-year American Cancer Society and Center for Disease Control Hospital Capacity Building Initiative (HCBI), earning recognition as an outstanding hospital site.
- + Achieved a remarkable 31% increase in HPV vaccination rates through collaborative efforts with community partners, including the Florida Department of Health Polk County and Central Florida Health Care.





Diabetes

- + Earned Type II Diabetes Honor Roll.
- + 20+ education sessions delivered to community members regarding diabetes and preventive measures.
- + Conducted 58 blood glucose screenings as part of the ShopTalk program, a barbershop health education and screening initiative.

Heart Disease and Stroke

- + Earned Get with The Guidelines Stroke Gold Plus Award.
- + Earned Stroke Elite Honor Roll.
- + The stroke support group resumed in-person sessions, transitioning from a solely virtual format as a result of the COVID-19 pandemic.
- + We organized our inaugural Wear Red Sunday, collaborating with 5 local churches to raise awareness about heart disease.
- + Provided cholesterol screenings for over 60 community members at Snack n’ Screen, our drive thru screening event.
- + Named High-Performing by U.S. News & World Report in 5 categories including Heart Attack Care and Heart Failure Care.



Injury Prevention

- + The Trauma Education Team provided car seat safety education to more than 300 community members, conducting 35 individual car seat safety checks.
- + As a part of Safe Kids Day, we delivered water safety education to over 200 community members.
- + The Stop the Bleed program saw participation from over 50 community members.

Mental Health Care

- + Presented and collaborated with various community agencies on mental health topics. Key partners included Polk Vision, local colleges & universities, nursing and social work schools, law enforcement agencies such as the Lakeland Police Department and Polk County Sheriff’s Office, Peace River Center, Tri County Human Services, and Polk for Recovery.
- + “Bending without Breaking” — a two-hour community educational event benefiting LRH team members and local law enforcement officers, addressing clinician and first responder mental health.
- + Conducted tours and provided training to 280 law enforcement officers and 911 dispatchers at LRH in Crisis Intervention Training (CIT).
- + Toured our Harrell Family Center for Behavioral Wellness with over 480 participants, including community leaders, educators, school counselors, clergy, law enforcement officers, public officials, government workers, and other mental health professionals. This initiative aimed to break down the stigma of mental health care and highlight the positive work at our center.

Obesity, Nutrition, and Physical Activity

- + More than 500 community members engaged in fitness classes conducted by our wellness partner, the YMCA of West Central Florida, as well as walking meet-ups at local parks, complemented by valuable nutrition education.
- + 153 community members took part in our Get Active virtual challenge, where daily steps were measured to promote physical activity.
- + 8 teams participated in the 2023 Congregational Health Partnership’s FitChurch Challenge.



# Launching the Future of Healthcare:

## *A Year of Achievements in Graduate Medical Education*

In 2023, we marked a historic milestone with the initiation of seven new Graduate Medical Education (GME) programs. These programs, including Family Medicine, Internal Medicine, General Surgery, Surgical Critical Care, Psychiatry, Emergency Medicine, and Transitional Year, underscore our commitment to shaping the next generation of medical professionals.

As of June, we welcomed 70 residents into our halls, and from the onset, they have left an indelible mark on our organization. Witnessing their impact has been a privilege — a sentiment we're sure resonates with every team member who has been a part of the journey of watching these residents hone their skills, both within our facilities and out in the community.

From the commencement of their training, our residents have surpassed expectations. They have gone above and beyond for their patients, secured victories in esteemed competitions such as the Society for Academic Emergency Medicine (SAEM) Competition, and presented their findings at conferences. The hands-on experience gained in simulation labs has equipped them with the practical skills needed to excel in their respective fields.

Moreover, our residents have wasted no time in making a positive impact on our community. Through their dedication and hard work, they have already become an integral part of the healthcare landscape in Polk County, exemplifying the values of excellence and compassion that define Lakeland Regional Health.







## Project SEARCH

The Project SEARCH program at Lakeland Regional Health collaborates with students aged 18 to 22 with disabilities, aiming to equip them for skilled employment across various industries. Originating from Cincinnati Children's Hospital Medical Center, Project SEARCH is a business-led, one-year work-preparation initiative designed for young individuals with intellectual and developmental disabilities.

For the past several years, Lakeland Regional Health has partnered with Project SEARCH to engage students with disabilities in Polk County Schools. The program focuses on preparing them for highly skilled and intricate roles in diverse industries. Excitingly, in 2023 we saw a significant achievement as 100% of the Project SEARCH participants secured employment and began their new jobs!



# Riding Towards Safety

The RideSafe event was organized with the vision of enhancing bike safety awareness. The event not only distributed free bike helmets but also provided crucial education to ensure the well-being of both cyclists and pedestrians.

## Bike Safety Education Takes Center Stage

A standout feature of the RideSafe event was the comprehensive bike safety education offered to participants. Recognizing the rising incidences of pedestrian and bike accidents, the community health and trauma education team spearheaded an initiative to equip attendees with the knowledge and skills necessary for safe biking.

## Hands-On Learning at the Bike Rodeo

The event's highlight was undoubtedly the Bike Rodeo, where children engaged in a series of hands-on activities designed to enhance their bike safety expertise. The rodeo featured various safety stations, each offering a unique learning experience. Participants learned essential skills such as hand signals, proper techniques for starting and stopping their bikes, and navigating through obstacles with confidence.







Lakeland Regional Health®

[myLRH.org](http://myLRH.org)

## Contact Information

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