

2025



Lakeland Regional Health®

LAKELAND REGIONAL HEALTH

# EXCEL

2025-2030 STRATEGIC PLAN

2030



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As a **leader in healthcare**, we aim to foster both a workplace of excellence for our team members and a world-class health system for the patients we are privileged to serve. To excel, we have organized our Strategic Plan into three distinct pillars: **delivering**, **strengthening**, and **advancing**. These pillars work as guideposts, helping us reach our envisioned future, together.

## LAKELAND REGIONAL HEALTH PILLARS



**Delivering nationally recognized healthcare** close to home by providing and expanding access to the safest care and best outcomes for all patients and their families, while continuing to offer an exceptional workplace for team members and physicians to excel every day.



**Strengthening the healthiest community in Florida** through targeted outreach and strategic collaborations, supporting our reputation as the trusted healthcare leader.



**Advancing the future of medicine** by innovating, embracing technology, and fostering an environment of learning and growing.



# TEAM & MEDICAL STAFF ENGAGEMENT

## Promote a work environment that embodies our Promise Statements

At Lakeland Regional Health, we have adopted a culture that uses a framework of Promises to care for self, patients, each other, and the community.

### We Promise

*To treasure all people as uniquely created*

*To nurture, educate and guide with integrity*

*To inspire each and every one of us to do our very best*



## Advance our leadership practices

to strengthen our culture, solidify our leadership brand, and maintain our position as the employer of choice in Central Florida



Employer of choice in Central Florida

## Enhance our organizational culture to

continue to shape an environment where all people feel a sense of belonging, are valued and respected, and have access to the same opportunities

## Empower our team members

to deliver the best possible patient and family experience through our [Amazing Patient Experience Learning Academy](#)

## Drive top-tier medical staff engagement

and be the preferred place of practice for physicians and advanced practitioners in our region

**Continue to elevate an advanced Simulation (SIM) Center** allowing learners to hone and develop clinical skills required in a hands-on healthcare delivery training environment



*Pictured: LRH Medical Center SIM Lab*

## RECRUITMENT & DEVELOPMENT

- **Attract, recruit, and retain** a high-performing, diverse, adaptable team with the capabilities to advance our quality and patient outcomes with the use of the latest technologies
- **Expand and enhance** our career development, succession planning, and career advancement programs for team members, leaders, and the medical staff
- **Further advance our Total Rewards and Performance Management Programs**
- **Enhance nursing** through a robust shared governance structure to support coordination across the care continuum



## BEST PATIENT OUTCOMES

- **Grow and expand our patient logistics** for emergent and non-emergent care needs to improve timeliness of care, patient experience, and quality outcomes across the health system
- **By achieving Level 1 Trauma status, further our role of providing access to critical healthcare services** in the community and expand upon our nationally known model for the efficiency, safety, and quality of Emergency Care

## Maintain quality program designations and accreditations

for Chest Pain Center, Comprehensive Stroke Center (CSC), Commission on Accreditation of Rehabilitation Facilities (CARF), Association of Cancer Care Centers (ACCC), National Accreditation Program for Breast Centers (NAPBC), American College of Radiation Oncology (ACRO), Lung Cancer Screening Center of Excellence (LCS CoE), and earn additional accreditations to support our efforts to be a top-ranked health system



**Continue to enhance safety measures** for patients and families through our Quality Leadership Summit, Daily Safety Huddle, Good Catch, Gemba Rounds, and other best practices



*Pictured: Good Catch Celebration*

- **Lead best practices in clinical protocol development and earn recognition as a top-performing hospital** to ensure the highest quality and patient safety outcomes are delivered locally
- Continue our goal of **zero preventable harm**
- **Earn recognition as a top-performing hospital for quality and patient safety**
- **Further improve our patient experience results to achieve top performance at the state and national levels**

# COMPREHENSIVE SERVICES CLOSE TO HOME

**Grow alongside our community** with new locations for LRH services throughout Polk County and beyond

**Reimagine care delivery systems** to provide innovative nursing care across diverse clinical settings, including telehealth, care coordination, and navigation services

## Expand access to our renowned service line Centers of Excellence

- + Jack and Tina Harrell Institute for Advanced Cardiovascular Medicine
- + Carol Jenkins Barnett Pavilion for Women and Children
- + Hollis Cancer Center
- + Bannasch Institute for Advanced Rehabilitation Medicine
- + Orthopedics
- + Neurosciences
- + Harrell Family Center for Behavioral Wellness
- + Institute for Metabolic and Bariatric Surgery and Medicine
- + Emergency Services

**Continue to build on our current capabilities** while also working with external partners to expand and strengthen services

## Transform the patient care experience

through collaboration with our team of expert healthcare providers in the following ways:

- + **Deliver individualized patient and family-centered care** with a focus on quality, efficiency, and user-friendly service while proactively addressing patient needs across the care continuum
- + **Incorporate academic medicine and national best practices** in clinical protocol development including the Quality Caring Model to improve patient outcomes
- + **Utilize technology and AI** for seamless communication, improved access to services, and transparency for our patients and their families
- + **Continue to enhance the patient experience** through streamlined scheduling, registration, medical records, billing, and access to data for providers, patients, and families



*Pictured: team members at the 2024 Quality and Safety Achievement Celebration*

## TEAM MEMBER SAFETY

- **Continue to build an exceptional culture** for team member safety and patient safety
- **Expand team member safety initiatives** to include industry best practices in safe patient handling, workplace violence, injury prevention programs, and psychological support



**Promote team member wellness** by implementing programs that teach resiliency and strengthen behavioral and physical health, creating processes for positive feedback, fostering positive colleague relationships, and promoting a supportive work environment to prevent stress, burnout, and fatigue

## TEAM MEMBER WELLNESS

- Provide exceptional treatment, care management, telehealth, and disease-based programs through our **Employee Health Plan**
- **Continue to develop and refine our sustainability plan** to provide a healthy workplace while also minimizing our environmental impact
- Educate and empower our team members to achieve optimal health and well-being through **learning and support programs**



**Grow our partnership with the YMCA** to increase access to wellness and fitness resources to help everyone *thrive in body, mind, and spirit*

*Pictured: Blessing  
of the Hands*

# OUR 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.





# PREVENTION, WELLNESS, POPULATION HEALTH, & CARE COORDINATION

- **Establish meaningful wellness programs**, such as Concierge Medicine and Integrative Medicine, outreach for healthcare and social needs, community education, and initiatives with local partners and educational institutions
- **Expand access to Primary Care, Pediatrics, and OB/GYN** with a continued emphasis on supporting our patients through their care transitions to ensure continuity and best patient outcomes
- **Expand screening programs** through strategic partnerships, increasing access to preventive care in community settings



Support our work and identify areas of **collaboration**



Foster governmental and community organization **relationships**



## Lakeland Regional Health<sup>®</sup> **AT HOME**

Support continuity of care and patient recovery with hospital-level care in a patient's home through **Lakeland Regional Health at Home**

# GOVERNMENTAL & COMMUNITY ADVOCACY



Elevate our **economic impact and social responsibility** to Lakeland and Polk County



Support physician, advanced practice providers (APPs), and **nurse advocacy**



Strengthen provider and community collaborations to ensure continuity of care and **better patient outcomes** after screenings

# COMMUNITY RESOURCE FOR HEALTHCARE SERVICES & SUPPORT

## Continue to grow our Behavioral Health services and locations:

- + Advance capabilities with equipment and technology
- + Expand outpatient access and locations and diversify service offerings
- + Add providers for inpatient and outpatient care environments
- + Strengthen the continuum of care to better meet the mental health and substance use needs
- + Enhance coordination across inpatient, outpatient, and community-based programs
- + Continue to be a training site for the next generation of providers

## Technology and Analytics:

- + Utilize technology to improve access to health education, personal health records, and available service offerings
- + Through the use of analytics and telehealth platforms, improve patient outcomes by connecting with patients throughout the care continuum
- + Continue the advancement of cybersecurity capabilities used to protect patient, staff, and community data

## Community Health Priorities:

- + Strengthen healthcare access and screening programs to **address disparities in care for underserved populations**
- + Foster inclusive patient engagement strategies, ensuring communication materials and outreach efforts **reflect the diverse needs and preferences of the community**



*Pictured: LRH RideSafe event at Bonnet Springs Park*



*Picture: GME Internal Medicine residents*



**Develop the next generation of innovative and resilient physicians** as active learners who embrace inquisitive discovery, servant leadership, and personal responsibility

**Grow our Graduate Medical Education program to over 200 residents and fellows,** and continuously develop our programs to meet the needs of both learners and our community by 2030. The GME program supports our access strategy by helping to educate physicians and retain them in the community.

## GRADUATE MEDICAL EDUCATION

- Foster health and healing, engage a diverse community, and **work collaboratively** for positive medical and social transformation and responsibility
- **Provide a meaningful opportunity** to learn in high-patient-volume care settings with diverse clinical pathology
- **Enhance the quality-of-care delivery** through quality-focused, interdisciplinary collaborative experiences

● **Provide complementary services** at sites of care

● **Bring new specialties to the area** to increase the availability of advanced services locally

● **Invest in plant and equipment** to continue to offer state-of-the-art facilities, technology, and equipment



*Pictured: Advanced lung care technology*

● Advance and optimize curriculum for our residency and fellowship programs while transforming physician workforce capabilities in our community for the future with **innovative ideas, state-of-the-art technology, modern clinical facilities, and effective teaching techniques** inspired by contemporary evidence-based medicine, community need, and collaborative team-based care

## WORKFORCE PLANNING

● Leverage our talent information system to meet the analytical and automation needs of the organization and streamline workforce processes to reduce manual work and **enhance operational efficiency**

● Optimize Workforce Planning process to analyze the labor market supply and demand and proactively forecast and **prepare for our future staffing needs**



# CARE DELIVERY & INNOVATION

## Growing Our Locations & Services

**35+**  
Locations as of 2025

- Continue to **grow a portfolio of services** across the care continuum, including outpatient ambulatory and specialty pharmacy.
- Advance our digital platform and technology capabilities to **continue transforming care delivery**





## Lakeland Regional Health® AT HOME

Transform care delivery with **LRH at Home**, offering hospital-level treatment in the comfort of patients' homes



- Further develop our local employer and consumer health services to **bring value to individuals, organizations, and employers**
- Enhance **post-acute services** and **ambulatory integration**
- Support engagement and patient and family experience with **service innovations and a hospitality focus**

### Financial Stewardship

- + Maintain Moody's A2 stable rating
- + **Drive efficiency** and optimization in all aspects of care delivery across the health system
- + Advance new and innovative payment models and structures to support business and consumer needs in our market
- + Continue to gain **philanthropic support** for our key programs and facility investments

### Research and Education

- + Foster mutually beneficial relationships among GME, patients, physicians, and the community
- + **Broaden patient access to clinical trials** through partnerships with regional and national partners
- + **Grow research and sponsored studies by 25%** to expand opportunities for LRH patients
- + Continue **building a robust nursing research** infrastructure

**Improve treatment effectiveness** and the ability to make earlier diagnoses with personalized medicine



Lakeland Regional Health®

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**Your Health. Our Promise.**