

# EXCEL 2030

As a leader in healthcare, we are excited to introduce our newly released strategic plan, Excel 2030, our roadmap for the next five years and a reflection of what we will achieve together.

This plan builds on the incredible momentum you have created and sets a clear, ambitious path forward. Our best days are ahead of us, and Excel 2030 is how we will continue to grow, innovate, and deliver on our promises to our patients and community.

Excel 2030 is guided by Lakeland Regional Health's three strategic 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.



Want to learn more?

Scan the QR code to view the full **strategic plan**.



Lakeland Regional Health®

# CEO TOWN HALL

SPRING 2026

## DELIVERING NATIONALLY RECOGNIZED HEALTHCARE

Over 110 years of service to our community, we have formed deep roots in Lakeland, Polk County, and surrounding areas while also earning a reputation as a world-class, nationally recognized health system and industry leader. You make it possible for Lakeland Regional Health to be Community Grown and Nationally Known!

Congratulations on being **one of only 78 organizations in the world - and the only health system in Florida** - to earn the 2026 Gallup Exceptional Workplace Award for employee engagement!



### Gains in **Quality and Safety**

Your ongoing commitment to high-quality care in a safe environment is evident throughout the health system. In the past year, we have received recognition as a high-performing hospital in a number of key areas.



ABDOMINAL AORTIC ANEURYSM REPAIR



COLON CANCER SURGERY



HEART ARRHYTHMIA



HEART FAILURE



KNEE REPLACEMENT



MATERNITY



PACEMAKER IMPLANTATION

## Amazing **Patient Experiences**

Creating an exceptional patient experience is one of our top strategic priorities, and it is not owned by just one team. It is something every one of us contributes to every single day.

Thank you for the compassion, the communication, and the moments of care you bring to our patients and their families.

“

*Through everything, we felt surrounded by care and compassion. We appreciate their abilities and all that they did for us. I think we had the best care possible at Lakeland Regional.*



**Jack and Lynne Hamilton**

LRH Patient & Family

”

## 2025 **By The Numbers**

**1,320** Stroke Patients Cared for

**2,065,000** Total Meals Prepared

**500+** Cancer Patients Who Rang the Bell

**21,522** Surgeries Performed

**4,520** Babies Delivered

**481** Good Catches

**23** Phishing Good Catches

**54,931** Inpatient Admissions

**210,000+** Visits to Main ED

**452,637** Outpatient Appointments

## Special Occasions Deserve **Special Celebrations**

In 2025, your kindness helped patients and families mark important moments such as crowds of football fans cheering for kids who were cared for in our NICU, a sweet Halloween parade for pediatric patients, and recognizing trauma survivors on Trauma Awareness Day. And who could forget joining with our friends from Publix to celebrate babies born at Christmas with a Merry Birthday cake for the parents?



## Our **LRH Team**

We continue to see incredible momentum when it comes to attracting and retaining top talent, and that's thanks to the culture you help create every day.

Lakeland Regional Health is home to:

- 8,500+ team members
- 1,400+ medical staff members
- 30 new Physicians and 39 new APPs who joined LRHPG since 2025
- 50+ fully funded career advancement programs

## Advancing Our Team Members

Across the organization, we offer programs designed to help you advance, whether you are just starting out or stepping into leadership.

- Our nursing specialty, residency, leader, student, and intern programs continue to support hundreds of nurses each year
- We continue to expand career pathways across both clinical and non-clinical areas

**Because when you grow, we grow.**

## STRENGTHENING THE HEALTHIEST COMMUNITY IN FLORIDA

### Community Outreach

Together, we support the health and well-being of our community through health-focused events, including free screenings, educational events, and more.

- In 2025, we were part of **589** community events and support groups and connected with **23,439** participants!



## The Next Generation of **Healthcare Workers**

### DISCOVER

PROGRAM

Providing high school students with immersive experiences, mentorship, and pathways to explore healthcare careers.

### The Great American Teach-In

Featuring team members teaching classes at local schools to raise awareness of opportunities in healthcare.

### Caring for Students

Serving as the official healthcare providers and athletic training providers at local colleges and high schools.

## A round of **applause** for **YOU!**



You are the reason LRH is a great place to work, and we appreciate you! We are pleased to offer a variety of recognition programs, perks, and employee appreciation celebrations throughout the year to show our gratitude.

- 17 Exceptional Clinical Experience Awards, 53 DAISY Awards, 2 DAISY Team Awards, 29 BEE Awards in 2025
- Healthcare Week Employee Appreciation Picnic
- Annual Team Service Awards Banquet
- Free onsite chair massages
- Free YMCA memberships
- Free specialty medications program for employees
- Holiday Celebration & Employee Appreciation Party

## ADVANCING THE FUTURE OF HEALTHCARE

### Graduate **Medical Education**

Entering our fourth year, our GME program is thriving. With the guidance of our expert faculty, 184 residents and fellows are having a direct impact on easing the ratio of patients to physicians while delivering compassionate, skilled care. Our ninth program, Cardiology, will welcome its first fellows this summer.



Residents and fellows have:

- Volunteered at community health events
- Presented at regional and national conferences
- Earned national honors and recognition

### Technological Advancements

We continue to expand to meet the needs of our community and push the limits of healthcare to bring lifesaving treatments to those who need it.



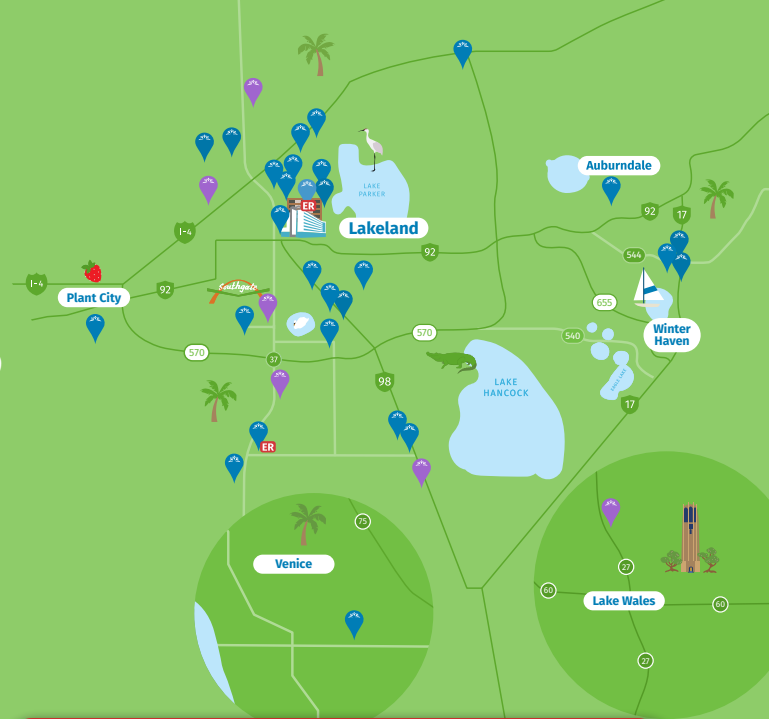
Some recent advancements in care include:

- Investing in Epic, which unifies our electronic health record across the health system and drives improvements in clinical, ancillary, and revenue cycle workflows, enhancing care delivery, coordination, and the patient experience
- Treating spine tumors with the VADER® System
- Performing LRH's **1,000th TAVR**, a minimally invasive procedure to treat damaged aortic valves

## New Locations

We are continually expanding access to our expert care with **multiple new locations throughout the area:**

- Venice (January 2025)
- Imperial Lakes (February 2025)
- Freestanding Emergency Department (March 2025)
- Padgett Center for Orthopedics and Sports Medicine (April 2025)
- Center for Behavioral Wellness Missouri Ave (May 2025)
- Edgewood Orthopedics (July 2025)
- Parkway (August 2025)
- Winter Haven Downtown (September 2025)
- Outpatient Therapy & Sports Rehab | Edgewood, Winter Haven, and Winter Haven 1st St (October 2025)
- One Lakeland Square (November 2025)
- Highland City (December 2025)
- Lake Wales (+Urgent Care February 2026)
- Integrative Medicine | Primary Care (April 2026)
- Parkview Pre-Admission Testing: Pulmonology and Cardiac Rehab (August 2026)
- Primary Care/Endocrinology Clinic (August 2026)



**New Freestanding Emergency Department locations coming soon to the Winter Haven area and North Lakeland!**

## Lakeland Regional Health Physician Group

One of our greatest strengths is the Lakeland Regional Health Physician Group and the access it provides to high-quality, coordinated care for both patients and team members.

Today, our physician group includes more than 400 employed providers across 40+ specialties, offering a comprehensive range of services close to home.

While this is just a snapshot, some of the many services available include:

- Bariatrics
- Behavioral Health
- Cancer Care
- Cardiology
- Orthopedics
- Pediatrics
- Primary Care
- Urgent Care
- Women and Children's Services

This breadth of care allows us to support the full continuum of health, from prevention and routine care to highly specialized treatment. It also means that as team members, you and your families have access to trusted care within our own system.



Scan the QR code to explore our full range of **specialties and services.**



## Advancing Cancer Services

TGH Cancer Institute | LRH Hollis Cancer Center further positions us as a leading destination for cancer care in our region by expanding specialized care, increasing research capabilities, and advancing clinical trials. Our patients now have access to two world-class cancer organizations, with TGH oncologists working alongside our current teams at TGH Cancer Institute | LRH Hollis Cancer Center.

We've also expanded our clinical space with 15 new exam rooms and continue to invest in advanced technology, including a new linear accelerator in Radiation Oncology. Soon, we are adding a HistoSonics ultrasound, which uses sound waves to destroy cancerous tissue.



**Want a quick resource to share LRH with others?**

Scan the QR code to view our **Ambassador Guide.**