

2026

COMMUNITY BENEFIT REPORT

Your Health. Our Promise.

myLRH.org





PRESIDENT + CEO

A Message from Danielle Drummond

Growing with Purpose

As our community continues to grow, so does our responsibility, and our opportunity, to serve it in meaningful ways.

Growth is often measured in numbers: new residents, new developments, increased demand. But at Lakeland Regional Health, we see growth as something more. We see it as a catalyst for innovation, a driver of higher standards, and a chance to improve the quality of care we provide every day.

With growth comes the ability to expand services, invest in advanced technologies, and attract top-tier talent. It challenges us to continuously improve, to collaborate more deeply, and to ensure that every patient experience reflects the highest level of excellence and compassion.

At the same time, our commitment remains deeply rooted in who we are: a health system that is **community grown and nationally known**. We are proud to bring nationally recognized care close to home, ensuring that the people of our community do not have to look elsewhere for exceptional services.

But what truly sets us apart is not just what we provide, it's how we provide it.

We care for our neighbors, our families, and our friends. We understand the unique needs of our community because we are a part of it. That connection drives us to deliver care that is not only clinically excellent, but deeply compassionate.

As we look ahead, we remain focused on advancing health, expanding access, and building programs that strengthen our community from the inside out.

Because when our community grows, we grow with it, *together*.

Danielle Drummond, MS, FACHE



What is Community Benefit?

Community benefit encompasses a broad range of initiatives, educational efforts, programs, and investments undertaken by not-for-profit hospitals to improve the health and well-being of the communities they serve.

As part of Lakeland Regional Health's community health program, these charitable activities align directly with our mission to provide high-quality healthcare to every member of our community. Our community benefit efforts emphasize collaboration with community partners and a shared commitment to enhancing the overall health of residents.

Community benefit activities typically meet one or more of the following criteria:

- Generate a low or negative financial return
- Improve access to healthcare services
- Address identified public health needs
- Enhance the overall health of the community
- Advance medical or health knowledge through education



About Lakeland Regional Health

Lakeland Regional Health has been serving the community since 1916, providing advanced, high-quality care for patients. Lakeland Regional Health offers a comprehensive array of inpatient and outpatient care at its Medical Center, Tampa General Cancer Institute | Lakeland Regional Health Hollis Cancer Center, Harrell Family Center for Behavioral Wellness, Carol Jenkins Barnett Pavilion for Women and Children, and multiple 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 ten times, twice earning Most Wired Advanced status from the College of Healthcare Information Management Executives. 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 910-bed hospital is one of the largest in Florida. With more than 50,000 inpatient admissions and over 210,000 Emergency Department visits in 2025, 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
- Three state-of-the-art hybrid operating rooms
- Only Level I Trauma Center in the tri-county area
- Nationally accredited Chest Pain Center and Echocardiography Lab
- Comprehensive Stroke Center, certified by The Joint Commission
- Bannasch Institute for Advanced Rehabilitation Medicine is Polk County's only CARF-accredited inpatient rehabilitation facility providing 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
- Carol Jenkins Barnett Pavilion for Women and Children is an eight-story, state-of-the-art facility featuring 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, and units dedicated to pediatric and women's care.
- The Harrell Family Center for Behavioral Wellness is an inpatient behavioral health hospital and outpatient behavioral health clinic that is designed as a place of healing and allows patients a space of comfort, meditation, encouragement, and hope.
- Tampa General Cancer Institute | 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 providing the best in cancer diagnosis and treatment and complying 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 400 providers in over 40 specialties at more than 35 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, recognized in 2018 as the Best Large Hospital Workplace in Florida by the Florida Hospital Association, and recognized as America's Greatest Workplaces for Diversity and Inclusion and America's Greatest Workplaces for Women by *Newsweek* in 2025, and named a Gallup Exceptional Workplace Award winner in 2026.

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.®





2024-2025 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 to the 2025 and 2026 High Performing for Maternity Care lists by *U.S. News & World Report*
- Named 2024-2025 High Performing by U.S. News & World Report in Heart Failure Care, Colon Cancer Surgery, Heart Attack Care, Knee Replacement, Hip Replacement, and COPD Care
- Named as one of America's Greatest Workplaces in Health Care by *Newsweek* (2025)
- Family Medicine Clinic at Kathleen location recognized as an Age-Friendly Healthcare Participant by the IHI
- Earned Platinum Status in the HSRA DoNation Campaign
- TGH Cancer Institute | LRH Hollis Cancer Center earned reaccreditation by the American College of Surgeons' Commission on Cancer
- TGH Cancer Institute | LRH Hollis Cancer Center earned reaccreditation by the National Accreditation Program for Breast Centers
- Carol Jenkins Barnett Pavilion for Women and Children named a Level III Maternal Care Verified Facility by The Joint Commission in 2023



- Earned a three-star rating from The Society of Thoracic Surgeons (STS) for patient care and outcomes in isolated coronary artery bypass grafting (CABG) procedures
- Earned the Joint Commission's Gold Seal of Approval® and the American Stroke Association's and American Heart Association's Heart-Check mark for Comprehensive Stroke Certification
- TGH Cancer Institute | LRH Hollis Cancer Center's Radiation Oncology program reaccredited by Astro's APEx
- Named One of America's Greatest Workplaces for Women in 2025 by *Newsweek*
- Named One of America's Greatest Workplaces for Diversity and Inclusion in 2025 by *Newsweek*
- Earned the American Heart Association's Get With The Guidelines® - Stroke Gold Plus quality achievement award, along with Target: Type 2 Diabetes™ Honor Roll and Target: StrokeSM Honor Roll Elite Plus

Financial Summary of Community Benefit

Financial Statistics

(in thousands)

	2025	2024
Operating Revenue	$1,453,483	$1,315,486
Operating Income (Loss)	$67,525	$77,874
Excess (Deficit) of Revenue Over Expense	$127,326	$206,255
Cost of Providing Charity Care	$41,134	$24,061
Cost of Uncompensated Care (Including Charity Care)	$67,705	$68,421

Operating Statistics

(in thousands)

	2025	2024
Admissions	50,729	51,432
Surgeries	21,307	21,971
Emergency Visits	213,193	211,801





Community Health Needs Assessment

Community Snapshot

Lakeland Regional Health recognizes that not all individuals have equal opportunities to achieve optimal health and well-being. The environments in which people live, work, and play significantly influence overall health outcomes and access to care.

Through the Community Health Needs Assessment (CHNA) process, several key health priorities were identified based on a comprehensive review of county health data and community input. These priorities reflect the most pressing needs impacting the health of our community and guide the organization's strategic approach to community benefit initiatives.

The following priority areas of focus were identified:

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

Addressing Community Needs

2022-2025 Community Health Needs Assessment
2025 Progress

Cultural Competency

- Team members united across departments to serve organizations throughout Polk County, honoring Dr. King's legacy through hands-on community support on the **MLK Day of Service**.
- Newsweek once again named **Lakeland Regional Health one of America's Greatest Workplaces for Diversity** in 2025, reflecting the organization's ongoing commitment to an inclusive and equitable work environment.
- Launched the **Discover Summer Enrichment Program,** a four-week immersive healthcare experience for Polk County high school students, expanding pathways for diverse youth to explore health careers and strengthening the future workforce with culturally aware, community-rooted talent.

Access to Quality, Coordinated Care

- Opened a **state-of-the-art emergency department** at 540A and South Florida Avenue, offering the same award-winning care as the main Medical Center ED.
- Introduced the **Hospital at Home** program enabling nurses and physicians to deliver care directly in patients' homes, improving convenience, continuity, and patient experience.
- Opened a **new behavioral health clinic** in downtown Lakeland, expanding access to mental health services at 115 S. Missouri Avenue.
- Continued strategic growth with a new location in the **Imperial Lakes** area, offering pediatric and obstetrics/gynecology services and preparing to add primary care.
- Recognized again by **U.S. News & World Report as High Performing for Maternity Care** (Uncomplicated Pregnancy), reinforcing LRH's commitment to safe, high-quality maternal health.

Cancer Screening and Prevention

- **ASTRO APEx Accreditation** - Hollis Cancer Center achieved accreditation from the American Society for Radiation Oncology, validating excellence in radiation oncology quality and safety.
- Physicians adopted the **Intuitive Ion Robotic Navigational Bronchoscopy system**, enabling earlier, more precise detection of lung cancer through improved access to hard-to-reach lesions.



Diabetes

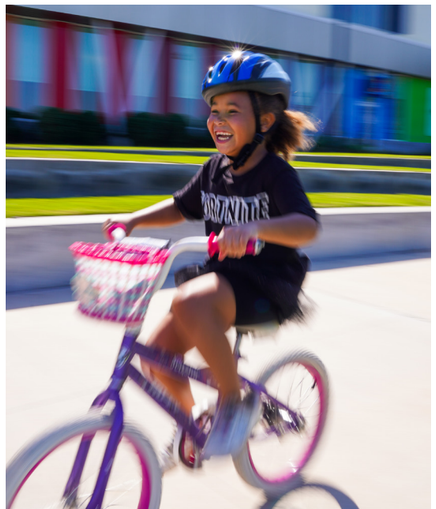
- Successfully **achieved reaccreditation** through the American Diabetes Association (ADA), reaffirming LRH's commitment to delivering high-quality, nationally recognized diabetes education and prevention services.
- Continued offering the **Diabetes Support Group**, providing ongoing education, peer connection, and practical tools for individuals managing prediabetes or diabetes.
- Delivered the **Diabetes Prevention Program (DPP)**, an evidence-based lifestyle intervention proven to reduce the risk of developing Type 2 diabetes through coaching, nutrition guidance, and physical activity support.

Heart Disease and Stroke

- Achieved **Joint Commission Comprehensive Stroke Center (CSC) designation**, remaining the only CSC in Polk County and ensuring residents have access to the highest level of stroke care close to home.
- Earned the **AHA/ASA Get With the Guidelines® Stroke Gold Plus**, Target: **Stroke Honor Roll Elite Plus**, and Target: **Type 2 Diabetes Honor Roll**, the highest level of national recognition a stroke program can receive.
- **Diagnosed and treated more than 1,300 strokes**, reinforcing LRH's role as a trusted regional destination for advanced stroke intervention.
- Hosted a monthly **Stroke Support Group**, providing education, connection, and emotional support for survivors and caregivers navigating life after stroke.
- Partnered with the YMCA to deliver **Balance for Life**, a stroke and fall-prevention program promoting mobility, safety, and confidence among older adults.
- Led the **Stride for Life Stroke Awareness Walk** on World Stroke Day, engaging the community in movement, education, and advocacy.
- Hosted the **StrokeCare Summit**, offering tailored sessions for both clinical professionals and community members to strengthen stroke readiness across Polk County.
- Delivered **stroke education to middle and high school students**, empowering youth with lifesaving knowledge about recognizing stroke symptoms and acting quickly.
- Hosted **EmpowerHer Heart** in collaboration with Bonnet Springs Park, a women-focused Heart Health Month event featuring a guided fitness class and on-site health screenings to promote cardiovascular wellness and stroke prevention among women.

Injury Prevention

- Strengthened the community partnership with the Center for Independent Living (CIL) to support post-discharge **Fall Prevention initiatives** through free in-home safety assessments and interventions such as grab bars, shower tape, rug tape, and motion detector lighting.
- The **Bike and Pedestrian Safety Task Force** supported Back-to-School and community outreach events by providing bicycle safety education and helmet fittings for children and families throughout the community.
- Participated in **RideSafe at Bonnet Springs Park**, a community event dedicated to promoting bike safety through proper helmet use and injury prevention education.
- Expanded injury prevention efforts through the addition of an **E-Bike Safety Task Force** within the Coalition on Injury Prevention (CIP) and Safe Kids Polk County to provide education, awareness, and community resources focused on safe e-bike use.
- Promoted **water safety awareness** through community education, outreach campaigns, and distribution of water safety resources to families throughout Polk County.
- Hosted **Stop the Bleed courses throughout the community**, providing bleeding control education and hands-on training for community members, schools, law enforcement agencies, and local organizations to improve emergency response prior to EMS arrival.
- Enhanced **Stop the Bleed outreach through partnerships with community organizations** and public safety agencies to expand preparedness and lifesaving education initiatives.









Mental Health Care

- Behavioral health services **experienced continued growth**, with patient days increasing from 24,919 in 2024 to 26,380 in 2025, and patient admissions rising from 6,277 to 6,726.
- Implemented a **Patient Experience Survey at HFCBW** to incorporate patient feedback and strengthen patient-centered care delivery.
- **Expanded access** to care through the opening of a second Integrated Health location at Gateway.
- **Increased availability** of behavioral health services with the launch of a Resident Clinic on Missouri Avenue.
- Established a **dedicated referral pathway** for Hollis Cancer patients to ensure timely access to specialized behavioral health support.
- **Achieved national recognition** with the **Intensive Outpatient Program (IOP),** ranking #7 in the country for patient experience.
- Expanded **specialty treatment** offerings to include **Cognitive Behavioral Therapy for Insomnia (CBTi) and Eye Movement Desensitization and Reprocessing (EMDR)**.
- Introduced **IV ketamine therapy** as an innovative treatment option for individuals with treatment-resistant depression.
- Strengthened the Substance Use Disorder (SUD) program by **adding Addiction Medicine consultations** for both inpatient and outpatient settings.
- **Enhanced patient access and navigation** by building out the website to better connect individuals to behavioral health services.

Obesity, Nutrition, and Physical Activity

- Continued **annual wellness challenges** in collaboration with the West Central Florida YMCA, encouraging participants to increase physical activity and adopt healthier lifestyle habits.
- Partnered with **Bonnet Springs Park** to provide community events focused on movement and wellness, including the **EmpowerHer Heart** event, **Summer Dance Series**, and **Mind, Body, Movement** series, offering opportunities for individuals and families to engage in physical activity in an accessible and enjoyable environment.
- Maintained support groups for bariatric patients, cancer survivors, and individuals living with diabetes, which emphasized healthy lifestyles and **regularly incorporated low-impact movement activities and wellness education** to support long-term disease management.
- Hosted the **Thriving Beyond Cancer** event, connecting cancer survivors and caregivers with resources that promote active living, physical well-being, and overall quality of life.
- Continued to **integrate education and lifestyle support across chronic disease programs**, reinforcing the importance of regular physical activity, healthy nutrition, and sustainable behavior changes to reduce obesity-related health risks.

Hospital at Home:

Redefining Healing Through Connection, Comfort, and Innovation

For many patients, healing is about more than clinical care, it's about comfort, familiarity, and the people around them. The Hospital at Home program was designed with that understanding at its core, offering eligible patients the opportunity to receive hospital-level care without leaving their homes.

Through a coordinated model that includes in-home visits, virtual check-ins, and continuous remote monitoring, patients remain closely connected to their care team while recovering in a space that feels safe and familiar. From IV therapies to daily physician oversight, the program delivers the same level of clinical excellence expected in a traditional hospital setting, just in a different environment.

Care That Meets Patients Where They Are

The introduction of Hospital at Home reflects a broader shift in how care is delivered - one that prioritizes flexibility, access, and the individual needs of each patient.

Rather than asking patients to adapt to the hospital environment, this model brings care to them. It removes barriers, reduces disruption, and creates a more personalized experience, especially for those who may feel more vulnerable or stressed in a clinical setting.

There's something fundamentally different about recovering at home.

It's the ability to sleep in your own bed.

To be surrounded by familiar routines.

To have family nearby throughout the day.

These moments may seem small, but they play a significant role in the healing process. Patients are often more at ease, more engaged in their care, and better supported emotionally when they are in an environment they know and trust.

Looking Ahead

As care continues to evolve, programs like Hospital at Home offer a glimpse into what's possible, where innovation and compassion work hand in hand to create better experiences and outcomes for patients.

Because sometimes, the best place to heal isn't within four walls of a hospital, it's at home, connected to everything that matters most.





Discover Program:

Building Health Literacy, Confidence, and Future Pathways

At Lakeland Regional Health, we believe that improving community health begins long before a patient enters our doors. It starts with knowledge, access, and the confidence to make informed decisions. Our **Discover Program** was created with that vision in mind, designed to introduce students to healthcare careers while equipping them with the tools to better understand and manage their own health.

Through hands-on learning, interactive experiences, and real-world problem-solving, Discover engages students in meaningful ways that go beyond traditional education. Participants explore topics such as nutrition, chronic disease prevention, mental health, and navigating the healthcare system - building critical thinking skills that empower them to evaluate what “healthy” truly means in their everyday lives.

What makes Discover especially impactful is its reach beyond the individual student. By strengthening health literacy at a young age, the program helps address generational gaps in knowledge, encouraging students to take what they learn back home and share it with their families. In doing so, Discover becomes more than a program; it becomes a vehicle for healthier households and more informed communities.

A Transformational First: Summer Enrichment Experience

In 2025, Lakeland Regional Health expanded this vision through the launch of its **inaugural Discover Summer Enrichment Program**, a four-week immersive experience for high school students. What began as a pilot quickly proved to be transformational.

Throughout the program, students were challenged to think critically, collaborate as teams, and engage in deeper discussions about healthcare, community needs, and their own potential roles within the field. From hands-on opportunities in the simulation lab to interactive workshops and a team-based capstone project, the experience fostered both academic growth and personal development.

Equally important was the focus on confidence-building. Students were encouraged to find their voice while learning how to present ideas, ask questions, and step into leadership roles. By the end of the four weeks, that growth was on full display.

The program culminated in a capstone showcase, where students presented how their team would care for a patient based on what was presented while also taking into account the patient’s personal needs. Their work reflected not only what they had learned, but how they had grown—demonstrating creativity, insight, and a strong sense of purpose.

Lasting Impact

The Discover Program, and its Summer Enrichment Program, represent Lakeland Regional Health’s commitment to investing in the next generation. By creating pathways for exposure, education, and empowerment, we are helping students envision futures in healthcare while strengthening the health of our community today.

These efforts are about more than career exploration. They are about equity, access, and ensuring that every student, regardless of background, has the opportunity to understand, engage with, and take ownership of their health.



A Community Approach to Stroke Prevention and Recovery

In a growing community like Polk County, conversations around stroke care are more important than ever.

Stroke remains one of the leading causes of death and long-term disability in the United States, affecting nearly 800,000 Americans each year. In Polk County, the need is especially significant. According to community health data, adults in Polk County experience higher rates of stroke-related deaths and hospitalizations than the Florida average, reinforcing the importance of education, prevention, rapid intervention, and long-term recovery support.

Age-adjusted Deaths From Stroke, Single Year

	Polk	Florida
2024	47.5	46.1
2023	51.0	44.6

Age-adjusted Hospitalizations From Stroke, Rate Per 100,000 Population, Single Year

	Polk	Florida
2024	286.3	249.7
2023	274.3	241.5

That is what makes the StrokeCare Summit more than just a community health event. It is a community-wide effort to strengthen every link in the chain of survival and recovery.

Now in its second year, the summit was designed with one goal in mind: bringing together the people, resources, and education needed to improve stroke outcomes across our region. From first responders and physicians to caregivers, survivors, and community members, the Summit focused on the reality that stroke care does not begin or end within hospital walls.

The first day of the summit centered on the clinical side of stroke care. Providers, nurses, EMS professionals, fire rescue teams, rehabilitation specialists, and healthcare leaders gathered to discuss advancements in treatment, coordinated response efforts, and opportunities to continue improving patient outcomes. The room reflected the true complexity of stroke care, a process that depends on rapid recognition, effective communication, and highly coordinated teamwork from the moment a 911 call is placed.

For many attendees, the Summit served as an opportunity not only to learn, but to strengthen relationships across agencies and disciplines. Those conversations matter. In stroke care, minutes can change lives.

But perhaps the most powerful part of the summit came on day two, when the focus shifted from treatment to recovery and from providers to people. Community members, patients, caregivers, and stroke survivors were invited to the medical center for a day dedicated to education, encouragement, and hope. Attendees learned how to recognize the warning signs of stroke, when to seek emergency care, and how lifestyle changes can reduce risk factors such as high blood pressure, smoking, inactivity, and poor nutrition.

To close the experience, participants were introduced to Tai Chi, a gentle, low-impact practice that promotes balance, mobility, flexibility, and stress reduction. For many, it was more than an activity demonstration. It was a tangible example of how healing and wellness can continue long after discharge from the hospital.

As Polk County continues to grow, initiatives like the StrokeCare Summit play a critical role in improving health literacy, strengthening collaboration among healthcare partners, and empowering residents to take an active role in prevention and recovery. By combining clinical excellence with interactive community engagement, the summit continues to build a stronger, healthier future for our community.



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 *estimated* 874,790 residents (U.S. Census, July 2025). The County consists of 17 municipalities, with Lakeland as its largest city having a population of 124,990 residents (U.S. Census, July 2024).

The data reflects community impact and participation from January 2025 through December 2025.

36,373 People who benefited from community health education programs and resources

1,100+ Community members who received free health screenings

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

250+ People who received transportation assistance for their cancer care appointments

4,000+ Students engaged through Discover career exploration programming in local schools and at Lakeland Regional Health locations







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