2013 COMMUNITY REPORT



WEST FLORIDA HOSPITAL

A Message from Our President

I would like to take this opportunity to personally thank you for welcoming me with open arms into the community. It is an honor to work with so many of you as we strive to make Northwest Florida a great place to live, work and play. I look forward to being part of this community for many years to come by being a good community partner and bringing top rated quality care to our community.

This year, West Florida Healthcare was recognized for the second year in a row by the Joint Commission as a Top Performer in four Key Quality Measures and our stroke program received the Gold Plus Quality Achievement recognition from the American Heart Association. In addition, we had an outstanding Joint Commission survey, and completed construction on a new 16-bed addition to the Emergency Department.

In addition, we have put an emphasis on the services that we offer to women in our area and have recruited a team of community business women and physicians to help us lead that charge. This partnership will ensure that we understand and can offer the right services in the right settings to help establish West Florida Healthcare as the area's leader in women's health.

While the accomplishments of this past year have been significant, I am most proud of our associates, volunteers and physicians for consistently keeping our patients and their loved ones at the forefront of all we do. The dedication and compassion shown each and every day truly differentiates our organization.

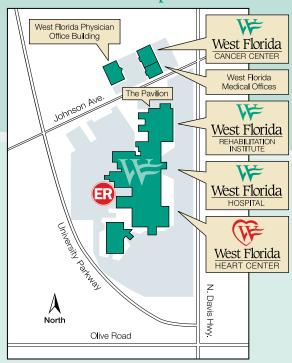
As we continue to grow and expand our hospital services, our women's services, our network of primary care physicians and our emergency services, we invite you as a community member, a patient, a healthcare professional or a physician to experience our difference.

West Florida Healthcare is honored to be part of this community for over thirty-seven years and we are committed to serving its needs now and for years to come.

Brian P. Baumgardner
President and Chief Executive Officer
West Florida Healthcare

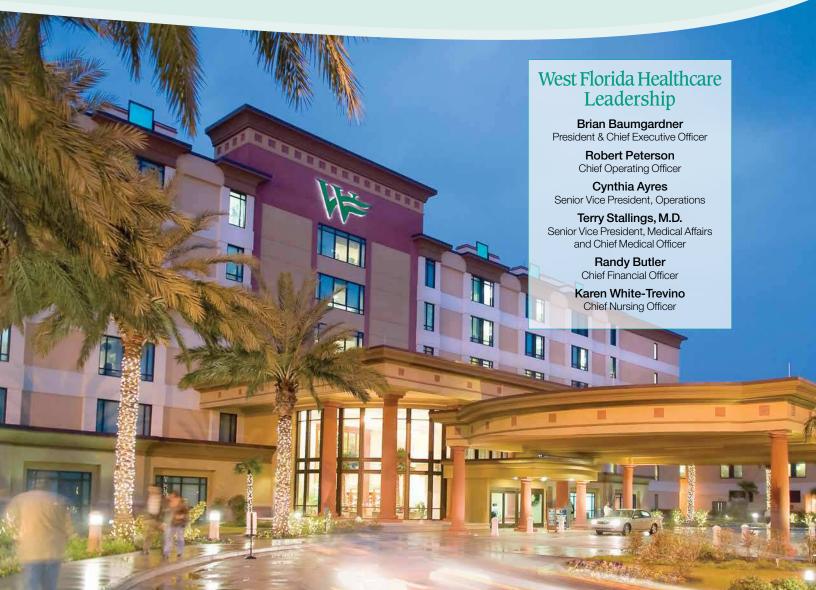


Main Campus



West Florida Medical Group Locations





Community Impact Summary

Our Facilities & Services

- 531 Licensed Beds
- Family Birthplace
- Eight Primary Care Locations
- Cancer Center
- Heart Center
- Sleep Disorders Center
- Digital Mammography
- Mobile Mammography Unit
- Inpatient Rehab Facility
- Psychiatric Care Facility
- All Private Rooms

Statistics

Patients Treated	141,620
2012 Annual Admissions	14,113
2012 Annual Emergency Visits	50,913
Total Medicaid Patients Treated Medicaid Market Share	15,713 13.21%
Indigent Patients Treated Indigent Patients Market Share	13,110 27.52%

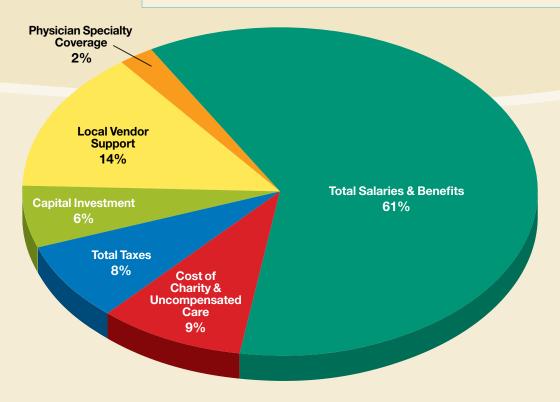
Our Hospital Family

Total Employees	1,502
Total Physicians	620
Total Volunteers	180
Volunteer Hours	19,398



Economic Impact

Total Payroll (Salaries, Benefits, Contract Labor)	\$100,558,514
Cost of Charity and Uncompensated Care	\$14,024,474
Taxes Paid:	
Federal Income Tax	\$7,764,241
State Income Tax	\$1,032,708
Indigent Care Tax	\$2,703,986
Property Tax	\$936,216
Sales Tax	\$1,222,492
Total Taxes	\$13,659,643
Capital Investment	\$10,498,927
Local Vendor Support	\$22,547,893
Minority & Women Owned Business Support	\$1,493,406
Physician Specialty Coverage	\$2,374,473
TOTAL Economic Impact	\$163,663,923



Investing in Our Community

West Florida Healthcare is proud to have supported these and other great organizations in 2012:

- Alzheimer's Family Services
- American Heart Association
- American Cancer Society
- American Diabetes Association
- · American Lung Association
- Arthritis Foundation
- Covenant Hospice
- · Escambia County Council on Aging
- Escambia County Medical Society
- Favor House
- Martin Luther King Jr. Parade Sponsors
- NAACP Scholarships
- Northwest Florida Blood Center
- Pace Chamber of Commerce
- Partners in Education with Ferry Pass Elementary
- Pensacola Bay Area Chamber of Commerce
- Pensacola Open Wheelchair Tennis Tournament
- Santa Rosa Chamber of Commerce
- Think First of Northwest Florida
- United Way

Community Support

Each year West Florida Healthcare conducts over 100 health care seminars, screenings and health fairs. Last year, this outreach touched over 3,500 people, who learned more about a variety of topics from breastfeeding a new baby to helping a loved one suffering from Alzheimer's disease.

Our many and varied screenings offer an opportunity for early detection of health problems that might otherwise go untreated until more serious or even dangerous situations occur. Attendees are encouraged to voice their questions and concerns to professionals who can answer knowledgeably and confidently.

As West Florida Healthcare continues to grow and invest in new technology, we are also committed to helping grow and invest in our community. To show our commitment to the northwest Florida community, we have contributed to a variety of worthwhile organizations which we believe are improving the quality of life for northwest Florida.



Awards and Recognition

Many awards and recognitions are bestowed on our facilities and management teams, acknowledging not only the outstanding medical care and services we provide, but also the leadership role we play in our communities.

Our acknowledgements included:

- Area's First Accredited Chest Pain Center
- Area's First Breast Imaging Center of Excellence
- Joint Commission Key Performer on Quality Measures for two years in a row
- Get With the Guidelines Stroke-Gold Plus Quality Achievement Award
- Gold Seal of Approval as an Advanced Primary Stroke Center by The Joint Commission and the American Heart Association/ American Stroke Association
- Target: Stroke Honor Roll by the American Heart Association/ American Stroke Association
- West Florida Sleep Disorders Center accredited by The American Academy of Sleep Medicine
- UnitedHealth Premium Specialty Center designation for Cardiac

Services and Surgical Spine Services • Accreditation by the American College of Radiology for Breast MRI

Heart Attack

Heart Failure Pneumonia

Surgical Care

Volunteering

The employees of West Florida Healthcare provide thousands of volunteer hours each year to our community. From providing medical services and health information at community health fairs to supporting community events such as the United Way Day of Caring and the Favor House "White Rose Luncheon," our staff, volunteers and physicians give back to our communities, both in and outside of our facility.

Consult-A-Nurse

Free physician referral, health information and class registration are available around the clock by calling 1-850-494-3212. Registered nurses are available for consultation through this bi-lingual community service.

Step Up for Students

Since 2005, HCA has redirected corporate income tax to the Step Up for Students program. Through this program, low-income students were given a K-12 scholarship, enabling them to receive a quality education tailored for their specific needs.

Children who qualify for the National School Lunch Program can receive scholarships. Qualifying parents use these grants to send their child to the public or private school that best meets their child's needs.

Step Up for Students Program Number of Low-Income Student Scholarships 11.178

*Represents five year contributon for HCA Hospitals in the state of Florida

Seasonal Flu Preparation

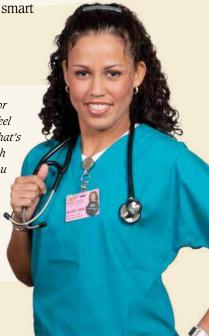
West Florida Healthcare enforced stringent standards in preparation for the 2012 flu season. With heightened concerns regarding the flu, employees providing direct patient care were required to receive vaccines or wear surgical masks while in patient care areas.

iTriage

iTriage provides access to medical information on over 300 symptoms, profiles of local doctors and more from your computer or web-enabled smart phone. Download for free from the iTunes[®] App store or visit www.iTriageHealth.com.

"When expectant mothers come for their first visit they immediately feel the family-friendly atmosphere. That's because we care deeply about each and every patient and we treat you like family. What really sets us apart is our focus on the familycentered approach."

> Alex Martir, RN Family Birthplace West Florida Hospital



Quality and Patient Safety

SurgiTrak Family Notification of Surgical Status



In 2013, West Florida Healthcare introduced SurgiTrak, a convenient new service that provides notifications to designated family members of a patient's progression through surgery. Notifications can be sent via text or email to a mobile device such as a smart phone, a tablet, or any other computer or laptop with an Internet connection. This provides family and friends who are in a remote geographical location with immediate information about their loved one who is having surgery in an HCA facility. For family members at the hospital, it will provide them the freedom to leave the waiting area without missing vital information about their loved one's surgery.

Electronic Health Record (EHR)

With EHR, access to patient health information is simplified and patient safety and quality improved. Our hospitals have brought numerous clinical components for the EHR online through major investments in technology.

Severe Sepsis Program

Severe sepsis is the most common cause of death in the ICU nationally. Healthcare costs to care for patients with severe



sepsis are nearly twice as high as those for other patients, and mortality rates are much higher as well. The Sepsis Program includes a four-tiered process and use of evidence-based bundles along with a designated sepsis coordinator. Team efforts are initially focused in the ED and ICU, with plans to go facility-wide.

AirStrip OBTM

AirStrip OB delivers vital patient waveform data including fetal heartbeat and maternal contraction patterns — directly from the labor and delivery unit to a medical professional's mobile wireless device similar to how they appear on a hospital-based monitor. Physicians can closely monitor patients 24/7 when the demands of their day necessitate their periodic absence from the Labor and Delivery Unit. Built on the latest mobility platforms, the AirStrip service is FDA-cleared on virtually all mobile devices and HIPAA compliant with a single-user sign-on component. AirStrip OB incorporates stringent security measures to ensure confidential patient data is fully protected. In today's healthcare environment, improving patient safety and reducing risk are of paramount concern. The Joint Commission has identified ineffective communication as one of the primary causes of medical errors leading to patient injury. In bringing the right data to the right doctor at the right time, AirStrip OB helps our hospitals deliver excellent patient care.

BCTA – Barcode-enabled Transfusion Administration

Barcode-enabled Transfusion



Administration provides our hospital teams with barcoding capability for blood products, with automated reporting and trending of blood utilization in accordance with regulatory guidelines as well as automated reporting of blood transfusion reactions. BCTA implementation began in 2012 and will be completed by mid-year 2013. It is an important service to provide our teams because it enables bedside patient and product verification for blood product administration for enhanced patient safety. In addition, it improves monitoring and reporting regarding blood

administration and utilization, while decreasing errors.

Electronic Medication Bar Coding System (EMAR)

EMAR is part of a national HCA initiative to reduce medication errors by placing this system in each of their hospitals. Here at West Florida Hospital, bar codes on medications are scanned at the patient's bedside, providing our clinical staff with an effective tool to ensure that each patient receives the correct medication at the correct time through the correct route.

Radiation Right

Studies have shown that in addition to the benefits of diagnostic procedures that involve radiation, there might also be risks that should be considered by patients and those treating them. Some government agencies and



medical organizations have stressed the adoption of two guiding principles of radiation protection for patients: appropriate justification for ordering each procedure and careful optimization of the radiation dose applied during each procedure. Radiation Right incorporates these baseline recommendations but adds additional steps, including adoption of education and competency standards for clinical professionals, meeting and achieving nationally recognized certification standards and adopting "As Low As Reasonably Achievable" or ALARA dose protocols. Radiation Right also follows The Alliance for Radiation Safety in Pediatric Imaging's "Image Gently" protocol for pediatric patients.

Our radiation-reduction efforts focus on preventing accidental or isolated incidents of excessive exposure, reducing cumulative radiation dose, and focusing on nationally accepted guidelines to assure that we always give the lowest effective dose of radiation possible.

Modified Early Warning System (MEWS) Monitoring Process

In a busy, complex healthcare environment, recognition of deteriorating patient's condition can be delayed. Identification of negative changes in a patient's condition can decrease the number of failure to rescue events and resuscitation efforts through monitoring and timely intervention.

The MEWS system has been proven to show a significant relationship between the MEWS score and transfers to the ICU or death. The score is comprised of six measures:

- 1. Blood pressure
- 4. Level of Consciousness
- 2. Heart rate
- 5. Respiratory rate
- 3. Temperature

MEWS transforms this physiological data, and using weighted criteria, determines an aggregate score that may be used to categorize clinical deterioration and direct care. The score is determined electronically and displayed on each patient's status board. It is important to note that MEWS is a monitoring aid to clinical judgment, a marker of critical illness, and an indicator of physiologic trends. It is intended to trigger critical thinking and assessment prior to making care decisions. Anticipated benefits derived from utilizing the MEWS scores include timely response to changing patients' conditions, decreased resuscitation events and decreased patient mortalities.

2012 Clinical Excellence Award Winners

Standing, left to right:

- Leadership Award:Michele Hawkins Emergency Department
- Direct Patient Care Award:Angie Henry Operating Room
- Direct Patient Care Award:Jerenda Hunt Emergency Department
- Support Award: Louise D'Haiti • 2-North

Seated. left to right:

- "Spirit of Nursing" Award:Suzanne Zukowski 5-North
- Special Clinical Support Award:Carol Bream Education



Specialized Care

All Private Rooms

We are the only hospital in northwest Florida to offer all-private rooms at no additional charge. We understand that a private room makes you more comfortable. And when you are more comfortable, you get more rest and recover faster.

We also know that a private room reduces the chance of infection and decreases stress, which results in a shorter length of stay. In 2006, both the American Institute of Architects Guidelines for Design and Construction of Healthcare Facilities and the Florida Building Codes began requiring that all new hospitals be built with all private rooms.

Cardiac Services

As a comprehensive heart care facility, the West Florida Heart Center offers a full range of diagnostic procedures



including cardiac catheterization, echocardiography, electrophysiology studies, stress tests, nuclear cardiology and cardiac rehabilitation. Treatment options include angioplasty, stents, rotoblator, permanent pacemakers, radio frequency ablation, transmyocardial revascularization and coronary artery bypass (open heart) surgery.

Covenant Hospice Inpatient & Palliative Care Center

West Florida Hospital has partnered with Covenant Hospice to build a 16-room Covenant Hospice Inpatient and Palliative Care Center. Located on the third floor of the main hospital, the unit is furnished with the comforts of home and is staffed by Covenant Hospice's dedicated and compassionate team of end-of-life caregivers.

Sleep Disorders Center

Good sound sleep is essential for our health and well-being. Disturbed sleep patterns may be related to physical and psychological problems. Some people with sleep problems are aware that something is wrong, while others do not realize it. Only by carefully studying patients' symptoms can physicians pinpoint possible sleep related disorders.

The Sleep Disorders Center at West Florida Hospital is a six-bed hospital-based sleep diagnostic facility. The Sleep Disorders Center is accredited by the American Academy of Sleep Medicine to evaluate and treat the full range of sleep disorders.

Our multidisciplinary staff includes a pulmonologist with specialized training and certification in sleep medicine, a Ph.D. sleep specialist, and registered technologists. After careful evaluation of each sleep study, our team implements appropriate therapy and forwards results to the referring physician.

As a hospital-based facility, the Sleep Disorders Center provides the reassurance that the full resources of West Florida Hospital are available if necessary, including West Florida Hospital's emergency team.



Imaging Services

West Florida Healthcare is the only area hospital using a digital image archiving and display system (PACS) to capture traditional x-rays, MRIs, CT scans and other diagnostic images. Digital images can be accessed simultaneously by several physicians or care providers, improving patient care and expediting consultations. What's more, radiologists are able to use digital measurement, enhancement, and other tools for a far more comprehensive and timely diagnosis, and images can be distributed in minutes to multiple departments, such as ER and ICU. The system allows for better images made available quickly while eliminating the potential of misplaced films.

Surgical Services

West Florida Hospital's \$32 million surgical wing features 12 operating suites, new and expanded pre-operative and recovery areas, and state-of-the-art equipment. In this spacious, modern environment, our surgeons and staff are better equipped than ever to deliver exceptional patient care, West Florida Hospital's number one goal.

In addition, West Florida Hospital offers some of the area's most advanced surgical technology, including the latest da Vinci Si HD Surgical System and a fully Digital Operating Room.

Robotics

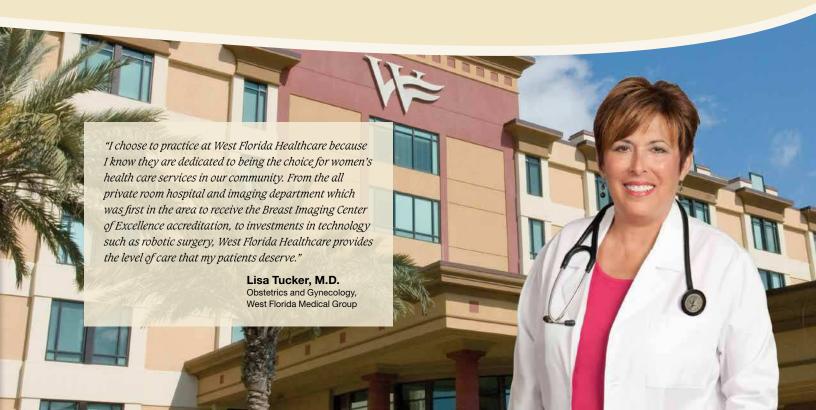
West Florida Hospital recently became the first hospital in the area to acquire the latest technology in the da Vinci robotic surgery line—the da Vinci Si HD Surgical System. In May of 2009, West Florida Healthcare unveiled its first da Vinci Robotic Surgical System, which has since been replaced by the newer da Vinci Si HD Surgical System.

The da Vinci Si HD System introduces several new features designed to provide additional clinical benefits and operational efficiencies. Enhanced 3D HD resolution offers the following benefits:

- Superior visual clarity of target tissue and anatomy, potentially allowing for greater surgical precision
- An updated and simplified user interface
- Newly upgradeable architecture and compatibility with existing OR suite technology
- An optional dual console allowing a second surgeon to provide a da Vinci-enabled assist
- New ergonomic settings to the surgeon console for greater surgeon comfort during procedures

The Pavilion

Our psychiatric program offers inpatient adult and geriatric behavioral health treatment. Each program at The Pavilion is carefully designed to meet the specific needs of the patient in order to provide appropriate and effective treatment.



Specialized Care

Emergency Excellence

Highly skilled emergency physicians and nurses combined with best practices and the latest technology benefitted close to over 40,000 Northwest Florida residents last year. Protocol-driven care that can begin in the field through direct communications with local EMS team and moeting stringent standards to earn Chest Pain.

year. Protocol-driven care that can begin in the field through direct communications with local EMS teams, and meeting stringent standards to earn Chest Pain Center Accreditation are all part of our commitment to improve quality in our busy Emergency Department.

Immediate Care

Effective August 1, 2009, our primary care location at U.S. 2360 Highway 29 in Cantonment became an immediate care facility, seeing patients on a walk-in basis for minor injuries and illnesses. West Florida Immediate Care is beneficial to patients who need to be seen by a qualified health care professional, yet do not require the full services of an emergency department.

Pre-Hospital 12-Lead EKG Transmissions

West Florida Healthcare led the effort to provide Escambia and Santa Rosa County emergency medical services with the latest equipment to transmit 12-lead EKGs from the ambulances in the field to the Emergency Department. As soon as the EKG is received in the Emergency Department, the physician can activate the Cardiac Catheterization Lab for patients who need immediate interventions or provide other appropriate care. Since heart attacks occur at all hours of the day and night, this new EKG transmission procedure saves precious time because the Cardiac Catheterization team and interventional cardiologist can be called in while the patient is on the way to the hospital. West Florida Healthcare averages 65 minutes on "door to balloon time" for patients experiencing life-threatening heart attacks, exceeding the Joint Commission requirement of 90 minutes. The system also allows the EKG to be sent via e-mail to the cardiologist so the EKG can be viewed on a smart phone.

A free informational service of West Florida Hospital

Our ER wait time at your fingertips

Text **ER** to **23000** on your mobile phone to receive a message displaying the average wait time to see an ER physician.

Go to **www.WestFloridaHospital.com** to find our average wait time, updated every thirty minutes.



Hospitalist Services

Hospitalists are physicians who are specially trained in inpatient care and are specialists in internal medicine, pulmonary, and critical care medicine. These physicians are available 24 hours a day, seven days a week in the event that you require hospitalization. The Hospitalist team will then manage and direct your care while you are a patient in the hospital. Once you are out of the hospital, your primary care doctor will provide follow-up care. Our Hospitalists work closely as a team to help ensure that you receive the quality, compassionate care that you deserve.

Rehabilitation Institute

The region's only comprehensive physical rehabilitation facility offers specialized inpatient and outpatient services and treatment for stroke, joint replacement, and amputation as well as brain and spinal cord injury, arthritis and other neurological or orthopedic conditions. Our focus is on getting patients better faster and safely returning them to a life of maximum independence.

Neurosciences

For brain and spinal care, West Florida Healthcare is the provider of choice in northwest Florida and south Alabama. Every year, patients with brain or spinal cord injuries, as well as those suffering from stroke or other neurological disorders, receive lifesaving treatment at our facility. The cornerstone of our neuroscience services is a staff of highly-trained physicians, nurses, therapists and other professionals dedicated to the individual needs of our patients.

Memory Disorder Clinic

The Memory Disorder Clinic is the only such clinic designated by the State of Florida Department of Elder Affairs to serve the Northwest Florida area. The Clinic provides a comprehensive evaluation in an accessible, convenient manner for patients concerned about memory disorders, Alzheimer's disease, and related dementias. The Memory Disorder Clinic has been designed to provide patients with convenient and carefully coordinated access to the appropriate medical expertise and diagnostic services available through West Florida Hospital.

Orthopaedic Services

We provide a comprehensive Orthopaedic Program to treat acute fractures, chronic pain, arthritic conditions, sports and work related injuries and degenerative bone disease. Diagnostic services include 3-D reconstructive capabilities, CT and MRI scanning. Orthopaedic staff and programs work in close cooperation with the West Florida Rehabilitation Institute to provide comprehensive care for patients throughout northwest Florida and south Alabama.

Cancer Care

The West Florida Cancer Center sets a new standard in our community for comprehensive cancer care offered by a qualified team of physicians and staff. The services that we provide, combined with how we have integrated them, distinguishes our cancer program from others in the area. Our team of oncologists, radiation oncologists, radiation oncologists, radiation therapists, dosimetrists, radiologists, patient navigators, infusion specialists and lab technicians work hand-in-hand to fully coordinate care.



The Sarah Cannon Difference

In conjunction with the West Florida Cancer Center we are pleased to announce our affiliation with the Sarah Cannon Research Institute, the largest community-based clinical trial program in the nation. An industry leader in clinical trials, the Sarah Cannon Research Institute is dedicated to advancing solutions for patient care through clinical research, bringing the latest treatments and protocols to the communities they serve.

Stroke Care

West Florida Healthcare, our area's leader in stroke care, is certified by The Joint Commission as an Advanced

Primary Stroke Center. This means that, in addition to our dedicated physicians and specialized staff, we offer leading-edge treatments and technologies, including interventional radiology procedures and life-saving clot-busting medications, as well as quick access to labs, medications, and CT and MRI scans.

West Florida Hospital has developed a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the Emergency Department. This includes always being equipped to provide brain imaging scans, having neurologists available to conduct patient evaluations and using clot-busting medications when appropriate.

West Florida Medical Group

Because regular checkups may prevent illnesses and keep you and your loved ones more healthy, consider making the primary care physicians of West Florida Medical Group your physicians of choice. West Florida Medical Group is a multispecialty physician group with medical offices conveniently located throughout Northwest Florida, all backed by the resources of West Florida Healthcare.

For your convenience, the West Florida Medical Group network of physicians includes: family practice, internal medicine, pediatrics, general/oncological surgery, cardiovascular and thoracic surgery, cardiology, orthopedic and spine surgery, obstetrics and gynecology, physical medicine and rehabilitation, and inpatient psychiatry.

West Florida Healthcare Services

- All Private Room Facility
- 24-Hour Emergency Room
- Birthing Center
- Bone Densitometry
- Breast Health Services
- Cancer Resource Library
- Cardiac Catheterization Lab
- Cardiac Rehab
- Cardiopulmonary Diagnostic Services
- Cardiovascular ICU
- Chemotherapy
- Chest Pain Center
- CT Scan
- Congestive Heart Failure Clinic
- da Vinci Si HD Surgery System
- Diabetes Management Center
- Dietitian Consultation
- Endoscopy

- Enterostomal Therapy
- Geriatric Medical Care
- Gynecologic Oncology
- Hematology/Oncology
- (H2U) Health to You
- Intensive Care Unit
- Laboratory
- Lactation Consultant Services
- Lipid Disease Treatment
- Lymphedema Treatment Center
- Mammography
- Medical/Surgical Services
- MRI
- Nuclear Medicine
- Nursery
- Operating Rooms
- Outpatient/Ambulatory Surgery
- Pediatrics

- Physical & Occupational Rehabilitation
- Physician Referral Service
- Plastic Surgery
- Prenatal Education
- Psychiatric/Substance Abuse Services
- Pulmonary/Neurodiagnostic Services
- Radiation Therapy
- Radiology/X-ray
- Sleep Lab
- Speech Therapy
- Stroke Prevention/Education
- General Surgery
- Cardiothoracic Surgery
- Oncological Surgery
- Open Heart Surgery
- Orthopedic Surgery
- Thyroid Disease Treatment
- Ultrasound

Digital Mammography

Women who have screening and diagnostic mammograms at West Florida Hospital now have the latest diagnostic technology available to them—digital mammography. Digital mammography differs from



The Area's First Breast Imaging Center of Excellence

conventional mammography in how the image of the breast is viewed and, more importantly, manipulated. The radiologist can magnify the images, increase or decrease the contrast and invert the black and white values while reading the images. These features allow the radiologist to evaluate microcalcifications and focus on areas of concern.

To supplement this technology, West Florida
Hospital has incorporated digital Computer-Aided
Detection (CAD). Digital CAD highlights characteristics
associated with breast cancer. When activated, it flags
abnormalities to help the radiologist detect early breast
cancer. And, since all mammograms at West Florida
Hospital are routinely evaluated by two board-certified
radiologists, CAD, in essence, offers a third set of eyes
to support and enhance the radiologists' judgment.

Family Birthplace

At the Family Birthplace, we help new parents plan family-centered birth experiences to perfectly suit their own specific needs, wishes and expectations. Our staff is well-trained in all childbirth techniques and encourage new mothers to play an active role in designing their own birth plans. Mothers remain in the same large private maternity suite throughout labor, delivery, recovery, and postpartum care. One-on-one nursing care is provided throughout labor and delivery.

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