

MEMORANDUM

TO: Dan Diesel, Mayor, City of Titusville
Joe C. Robinson, Vice Mayor, City of Titusville
Herman A. Cole, Jr, Col. USAF (Retired), Council Member, City of Titusville
Jo Lynn Nelson, Council Member, City of Titusville
Dr. Sarah Stoeckel, Council Member, City of Titusville

FROM: George Mikitarian, President/CEO

SUBJECT: Semiannual Report to the City of Titusville

DATE: March 2024

Attached please find Parrish Medical Center's semiannual report. This report includes:

- Listing of recent news releases, awards & recognitions
 - Full copies of releases available at parrishmed.com/newsroom
- Listing of recent additions to the PMC Medical Staff/Parrish Medical Group
- Copies of LifeTimes quarterly community newsletter available at parrishhealthcare.com/lifetimes.
- Copies of select Healing Moments Patient Stories
- Copy of Power Point Presentation (as separate attachment)

Additional information is available online at parrishmed.com, such as links to:

- State comparative data (parrishmed.com/quality)
- Community Health Needs Assessment and Implementation Plan (parrishmed.com/communitybenefit)
- Public Board of Directors meeting agendas and minutes (parrishmed.com/leadership)

Thank you for your continued support of your public, community medical center, Parrish Medical Center, One of America's Finest Healing Environments[®]. Please let me know if I may provide any additional information.

Pc: Commissioner Rita Pritchett, District 1
Scott Larese, City Manager
Board of Directors, Parrish Medical Center
Media Copy

PRESS RELEASES

Parrish Healthcare Welcomes New Chief Nursing Officer Lisa Dickerson

Parrish Healthcare is pleased to welcome Lisa Dickerson, RN, BSN, MBA, as its Vice President, Nursing Administration and Chief Nursing Officer (CNO). Dickerson is a transformational results-driven nurse executive with 23 years of community hospital experience and 15 of those years in leadership roles. “I am thrilled to join the Parrish Healthcare family of care partners and the North Brevard community,” said Dickerson. She has a strong track record of exceeding patient experience expectations and cultivating a safe, healing work environment that is dedicated to exceptional clinical care. “I wanted to join an organization that is focused on the patient and their experience and providing a safe environment for all, and I found that in Parrish.”

Parrish Medical Center First in Central Florida to Perform Digital-Assisted Joint Replacement Surgery *Less pain; shorter hospital stay; and faster recovery*

Parrish Medical Center and Parrish Medical Group Orthopedic Surgeon Matthew Musto, DO, partner with VELYS™ Digital Surgery to offer an innovative set of technologies designed to help personalize the joint replacement experience for each patient. Dr. Musto, is a leading expert in the use of this innovative technology providing pinpoint accuracy and precision when performing joint replacement surgery.

Parrish Medical Center Tackles Leading Cause of Death Among Young Athletes; Equips North Brevard Youth Athletic Leagues with Lifesaving AEDs

Parrish Medical Center, a Parrish Healthcare integrated care partner, improves access to lifesaving Automated External Defibrillators (AEDs) and CPR training to all North Brevard schools and sports leagues. “We believe every school and youth sports field should have access to an AED,” said Parrish Healthcare President/CEO George Mikitarian. “Every two to three days in the U.S., a young athlete dies as the result of sudden cardiac arrest,” according to The Sports Institute. In fact, sudden cardiac arrest is the number one cause of sudden death in young athletes. Every youth sports league in North Brevard has received brand new, state-of-the-art AEDs courtesy of Parrish Healthcare.

Parrish Medical Center Primary Stroke Center Recognized for Continued Treatment Excellence

Parrish Medical Center (PMC), a Parrish Healthcare integrated care partner, has earned The Joint Commission’s Gold Seal of Approval® and the American Stroke Association’s Heart-Check mark for Primary Stroke Center Certification. “Primary Stroke Certification recognizes healthcare organizations committed to striving for excellence and fostering continuous improvement in patient safety and quality of care,” says Ken Grubbs, DNP, MBA, RN, executive vice president of Accreditation and Certification Operations and chief nursing officer, The Joint Commission. “We congratulate Parrish Medical Center for this outstanding achievement,” says Nancy Brown, chief executive officer, the American Stroke Association. “This certification reflects its commitment to providing the highest quality of care for stroke patients.” Stroke is a leading cause of death in Florida. Growing research shows, however, that stroke patients’ outcomes can be significantly improved when they receive treatment from an organized stroke system of care. In 2004, PMC became the first health system in Brevard and third in the state of Florida to earn The Joint Commission’s Primary Stroke Center certification. And, every two years since 2004, The Joint Commission has evaluated and recertified PMC’s Primary Stroke Center.

Parrish Medical Center an American College of Surgeons Surgical Quality Partner

Signifies dedication to continuous improvement, focus on the future, and lowering healthcare costs

Parrish Medical Center’s Oncology Program has earned the American College of Surgeon’s Commission on Cancer’s (CoC) accreditation since 1990. As a CoC-accredited institution, Parrish Medical Center recently also became an American College of Surgeons (ACS) Surgical Quality Partner. The Surgical Quality Partner

designation lets patients know Parrish Medical Center is dedicated to quality and relentless self-improvement. Patients can trust that the care they receive at Surgical Quality Partner hospitals adheres to the most rigorous standards in surgical quality. "ACS Quality programs are grounded in more than a century of experience and participation is an important measure of a hospital's surgical quality. As an ACS Surgical Quality Partner, Parrish Medical Center has shown a commitment to providing the best possible patient care, evaluating that care in a rigorous fashion, and dedicating themselves to continuous self-improvement," said ACS Executive Director & CEO Patricia L. Turner, MD, MBA, FACS. "We value transparency and routinely invite rigorous evaluations of the care provided by our dedicated, expert teams of Care Partners from independent organizations like the ACS to constantly challenge ourselves in the pursuit of excellence," said Parrish Healthcare President/CEO George Mikitarian. "As a Surgical Quality Partner and a nationally certified integrated care organization, we stay focused on the future of health care, reducing duplication, improving quality, and reducing health care costs." Parrish Medical Center's surgical services team are experienced in urgent, emergent, inpatient, and outpatient surgeries from general surgery to the very latest in robotic-assisted surgical procedures.

MagView Technology Implemented at Parrish Healthcare

Enhancing integrated mammography program and improving patient experience

Parrish Healthcare is pleased to announce the successful go-live of the MagView technology at all of its mammography locations. The MagView system further elevates Parrish Healthcare's nationally accredited breast imaging (mammography) program with enhanced integration, reporting and workflows all designed to improve the patient experience by providing features such as: tools to make access to health information simple and secure; tools needed to help patient navigation from diagnosis through treatment; and robust analytics to support continuous quality improvement initiatives. "We are thrilled with the successful implementation of our cutting-edge technology at all mammography locations across Parrish Healthcare. This partnership represents a joint effort in the advancing breast imaging programs through enhanced integration, streamlined workflow, and robust analytics that lead to improved outcomes for patients. Together, we're making strides in early breast cancer detection and personalized care," Mark Schmidt, MBA, VP of Sales & Marketing at MagView.

Parrish Medical Group Primary Care Welcomes Paul Wong, MD

Parrish Healthcare and Parrish Medical Group are pleased to welcome Paul Wong, MD, to the North Brevard community. Dr. Wong is a Family Medicine physician with Parrish Medical Group Primary Care, located inside Parrish Healthcare Center, 250 Harrison Street, Titusville, FL 32780. Dr. Wong attended the University College of Dublin, Ireland and completed his residency at the University of South Carolina School of Family Medicine. He is a member of the American Academy of Family Physicians and Christian Medical Dental Association, and speaks multiple languages including English, Cantonese, Mandarin, Spanish, and French.

Parrish Medical Group Oncology Welcomes Oncologist Marinely Cruz-Amy, MD

Dr. Cruz-Amy received her medical degree from Universidad Central del Caribe School of Medicine and completed her advanced subspecialty Fellowship in blood and bone marrow transplant at Moffitt Cancer Center in Tampa, Florida. She specializes in hematologic oncology with expertise in treating lung cancer, prostate cancer, among other conditions. Dr. Cruz-Amy is also fluent in English and Spanish. Dr. Cruz-Amy also joins Parrish Healthcare's oncology program team of experts. As Brevard's only Commission on Cancer (CoC) certified program and Surgical Quality Partner of the American College of Surgeon's, Parrish Healthcare's oncology program offers a comprehensive, patient-centered approach to cancer prevention, treatment and recovery.

Nimesh H. Naik, MD, Parrish Medical Center Infectious Disease Doctor Earns National Distinction

Among 219 Distinguished Physicians, Scientists Receiving Infectious Diseases Society of America Honors

Nimesh H. Naik, MD, of Parrish Medical Center, has been named a Fellow by the Infectious Diseases Society of America (IDSA). Fellowship in IDSA (FIDSA) is one of the highest honors in the field of infectious diseases. It recognizes distinguished physicians and scientists from the United States and around the world who have achieved professional excellence and provided significant service to the profession. Dr. Naik is a graduate of the University of Zambia, Lusaka, Zambia, and completed Infectious Disease training at Buffalo University, The State University for New York (SUNY). He currently practices at Parrish Medical Center in Titusville Florida.

Kevat Patel, MD, Parrish Healthcare Earns Certification in Health Care Quality and Management

Kevat Patel, MD, of Parrish Healthcare received his certification in Health Care Quality & Management (HCQM) from the American Board of Quality Assurance and Utilization Review Physicians (ABQAURP). Earning the HCQM Certification demonstrates that the practicing professional has practical knowledge and tools that can reduce medical errors, ensure patient safety, eliminate waste and unnecessary services, while avoiding potentially harmful delays in care. Professionals achieving this certification are deeply committed to patient safety, health care quality, and effective care. Dr. Patel serves as the Medical Director for Parrish Medical Group, and is the Director of the Hospitalist group at Parrish Medical Center where he also serves as Chair, of the Department of Medicine.

RECENT ADDITIONS TO MEDICAL STAFF & PARRISH MEDICAL GROUP (Since Sept. 2023)

Allgeier, Sarah H., MD	Interventional Radiology
Austin, Travis J., DDS	Oral & Maxillofacial Surgery
Bajaj, Navin, MD	Critical Care
Craner-Schell, Alessa, APRN	Critical Care
Cruz-Amy, Marinely, MD	Hematology/Oncology
Farooq, Osman S., MD	Critical Care
Fattouch, Patrick C., MD	Anesthesiology
Funez, Kevin M., MD	Anesthesiology
Holland, Kevan, APRN	Critical Care
Justiniano, Raquel, LM	Licensed Midwife
Leggett, Andreana, APRN	Family Medicine
Lightburn, Winston, MD	Emergency Medicine
Lipsy, Peter, MD	Hospitalist
Mccarthy, Austin J., MD	Anesthesiology
Medina, Bernardo, MD	Anesthesiology
Montalvo, Rafael G., MD	Anesthesiology
Musto, Matthew A., DO	Orthopedic Surgery
Nemani, Nimish K., MBBS	Critical Care
Nguyen, Peter L., MD	Anesthesiology
Oh, Gary C., MD	Family Medicine
Reyes Esteves, Arnaldo E., MD	Critical Care
Souza, Kevin, MD	Anesthesiology
Thomas, Grant, APRN	Critical Care
Wong, Paul, MD	Family Medicine
Zaky, Ahmed F., MD	Anesthesiology
Zendehrouh, Pedram, MD	Wound Center

LIFE STORIES | HEALING EXPERIENCES

Weekly, Parrish Healthcare shares stories of how our care partners serve to fulfill our mission. Attached below are a select few of the most recent stories. Additionally, we invite you to subscribe to our YouTube channel to hear first-hand stories of healing experiences received at Parrish Healthcare, where the art of healing comes to life. Visit parrishhealthcare.com click on the YouTube icon at the top of the page or visit [parrishhealth.com/patient stories](http://parrishhealth.com/patient-stories).

Healing Moments

Weekly Huddle Story

January 10, 2024



More than Medical Care - Person-Centered Caring

For safety reasons the patient's name has been changed to Jamie.

Jamie, arrived by Emergency Medical Services (EMS) for chest pain. Our Emergency Care Partners assessed Jamie. She was not experiencing a life-threatening cardiac event. Her chest pain was determined to be the result of severe PTSD and anxiety. Jamie was treated for her symptoms and since no further medical care was required, she was released to go home.

Several hours later, Emergency Med Tech Janelle Hunt noticed that Jamie was still on campus. She had not yet gone home. Janelle, who described Jamie as a very gentle soul, wondered if perhaps Jamie needed a ride or other assistance.

Janelle approached Jamie and asked if she needed help. Janelle's genuine care and concern gave Jamie the courage to tell her story. Jamie shared that she is a victim of domestic abuse and rape. She was staying at a safe house with no car or means of returning to the safe house.

Guided by her values and our mission, Janelle sought out the help of fellow Care Partners Stephanie Palumbo, RN, and Patient Experience Liaison Tracy McCormick. Together, they contacted area resources to advocate for Jamie and get her connected with the resources she needed. After many phone calls and thoughtful collaboration, Janelle, Stephanie and Tracy devised a safe plan for Jamie.

Tracy secured transportation for Jamie using one of our community transportation partners. At Jamie's request, for fear of being alone, Tracy rode along to further assure she arrived to her agreed upon safe harbor.

Upon returning to the hospital, our community transportation partner told Tracy that the ride was on him. He, too, was moved by powerful ripples of the acts of kindness and compassion emanating from Jamie's story. Person-centered care at its finest.

Thank you, Janelle, Stephanie, Tracy and all who cared for Jamie. Thank you for fulfilling our mission *Healing Experiences for Everyone All the Time*®.

Discussion Question: Name the patient-centered actions in this story.
How might Jamie's story have changed had Janelle not seen Jamie or chosen to ignore Jamie?

Quote: "We are what we repeatedly do. Excellence, then, is not an act, but a habit." — Aristotle

*Share and celebrate your stories by emailing them to communications@parrishmed.com.
This and other huddles are located on iCare.*

Healing Moments

Weekly Huddle Story

August, 30, 2023



A win for Parrish Healthcare

As summer begins to wind down, we look forward to the fall holidays, cooler weather, and football! Football, or any sport, teaches us about life. It teaches us how to be a member of a team and the joys of being a part of something bigger than ourselves. Today's story shows how teamwork at Parrish Healthcare resulted in a change of opinion *and* a Healing Experience.

Maritza was experiencing chest pain. Her husband, Arnold, called 911. The ambulance arrived and assessed Maritza's heart rhythm. Maritza was having a heart attack. Urgent and professional is how Maritza describes her care from the EMS team.

"I was wheeled at what felt like lightning speed to the ambulance," Maritza said. "When we arrived at the hospital (Parrish Medical Center), there was a team ready and waiting for me. There were so many people moving around me. They all knew exactly what their job was. And, they all worked together."

Maritza's husband waited and worried. Dr. Melchor E. Gonzalez came to him, shook his hand, introduced himself, and told Arnold, "I can't promise we can save your wife, but I will promise we will do everything in our power to try." Arnold heard professionalism and honesty in the doctor's voice; Arnold trusted him.

Maritza's heart stopped three times. Each time the Code Blue team responded; saving her life. While in ICU, Maritza was visited by nurses from our Cath Lab who'd assisted with interventions. They stopped in to let Maritza know how happy they were that she was recovering. Maritza cried as she thought how sweet they were to come to her bedside. The care and concern demonstrated by the team for Maritza was unexpected and, as this story illustrates, it was deeply appreciated.

Of her time in the ICU, Maritza said, "The team of nurses was wonderful! There was a nurse who stood out, Kaitlin Driver, RN. She was such a kind and loving nurse. You could tell she loved her job. "

Maritza was unsure of what to expect from her Parrish Healthcare experience based on social media posts. The reality of the experience she was given through the hearts and skilled hands of Parrish Healthcare Care Partners means our mission matters and makes a difference.

"My whole experience was outstanding. The way everyone worked together was flawless. The team at PMC saved my life. For that, my husband and I will be forever be grateful! I would recommend PMC to anyone," Maritza said.

Care Circle Discussion Topic: Share examples of teamwork in your department. [pause to allow for responses]

Quote of the Week: "You can't win together if you don't work together." – Nick Saban, Head Football Coach at the University of Alabama Seven-time National Champion

*Share and celebrate your stories by emailing them to communications@parrishmed.com.
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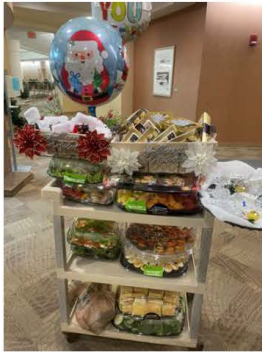
Healing Moments

Weekly Huddle Story

January 17, 2024



Bruni's Gift



You never know how a single kind act can impact someone's life. This is why some will say kindness heals. Studies prove that kindness leads to faster wound healing, reduced pain and anxiety, and shorter hospital stays. Each day, we, as Parrish Healthcare Care Partners, serve our patients, families and community with kindness. We do this by treating with empathy, listening, responding to their needs, and trying to learn more about their stories.

Roberto, who was critically ill, required the care of our ICU Care Partners for three weeks. Bruni, his wife, was at her husband's side and witnessed first-hand the empathy shown to her and her husband. Roberto's care team not only provided life preserving care to him, but made sure Bruni was doing ok too.

Often it is not just the patient who needs our care and compassion. Bruni recalled how Respiratory Therapist, Lisa Triston would sit and comfort her to keep her spirits up.

To show her appreciation for the care received, Bruni surprised the ICU team with a gift. Bruni's gift was a bountiful cart filled with food and gifts; sandwiches, sushi, shrimp, salads, croissants, chocolates, fruit, crystal keep sakes, the list goes on. Even adorable balloons tied to the side of the cart.

Kyra Ramos, RN who was part of Roberto's care team, commented, "It was so sweet, it honestly was overwhelming as there was so many gifts." Kyra reflected that the team cared for Roberto like they would care for their own family, never giving up.

Bruni's gift tells us that she saw, **and felt**, what Kyra described...the team cared for Roberto like family, never giving up.

No matter the role you play, your actions do not go unnoticed. Your care, compassion and empathy have the power to heal those even in their darkest moments. This is who we are and this is how we fulfill our mission Healing Experiences for Everyone all the Time®.

Discussion Topic: *How did the ICU Team embody our mission of Healing Experiences for Everyone All the Time®.*

Quote of the Week: *"Unexpected kindness is the most powerful, least costly and most underrated agent of human change." – Bob Kerry, former U.S. senator*



SEMI ANNUAL REPORT

North Brevard County Hospital District dba
Parrish Medical Center
March 2024



Healing Families – Healing Communities[®]

parrishhealthcare.com

Highlights

- Announcements
- Awards & Recognitions
- Community Involvement
- Healing Moment Highlight

ANNOUNCEMENTS

Welcome Chief Nursing Officer

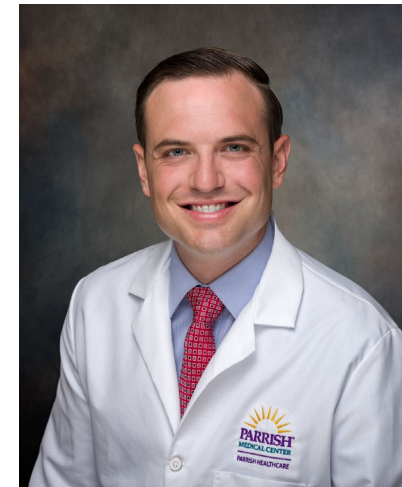
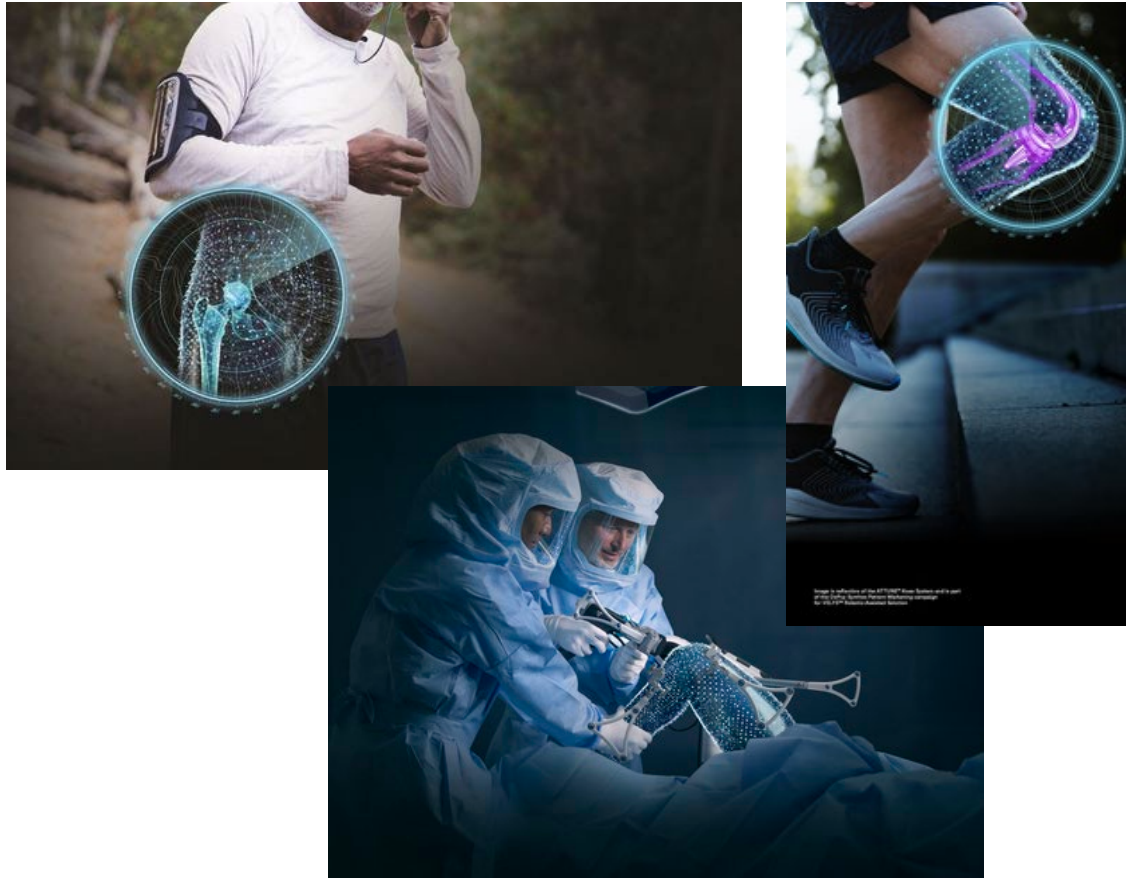
Lisa Dickerson, RN, BSN, MBA, Vice President Nursing/CNO

Results-driven nurse executive with 23 years of community hospital experience and 15 of those years in leadership roles.

“I wanted to join an organization that is focused on the patient and their experience and providing a safe environment for all, and I found that in Parrish”



Digital Joint Replacement Surgery Leader



Matthew Musto, DO
Orthopedic Surgeon
Medical Director, Joint
Replacement Program

MagView Technology

Advancing Mammography Care

- 3-D Mammography | PMC, Titus Landing, Port St. John
- Enhanced integration
- Streamlined workflow
- Robust analytics
- Improved patient outcomes



Physicians Earn National Distinctions



Nimesh H. Naik, MD, FIDSA **Infectious Disease Doctor**

- Named a Fellow by the Infectious Diseases Society of America (IDSA).
- Fellowship in IDSA (FIDSA) is one of the highest honors in the field of infectious diseases



Kavet Patel, MD, PMG Medical Director; **Chair, Department of Medicine**

- Earned Health Care Quality & Management Certification from the American Board of Quality Assurance and Utilization Review Physicians.

Welcome New Providers

Allgeier, Sarah H., MD	Interventional Radiology	
Austin, Travis J., DDS	Oral & Maxillofacial Surgery	
Bajaj, Navin, MD	Critical Care	
Craner-Schell, Alessa, APRN	Critical Care	
Cruz-Amy, Marinely, MD	Hematology/Oncology	
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Fattouch, Patrick C., MD	Anesthesiology	
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Holland, Kevan, APRN	Critical Care	
Justiniano, Raquel, LM	Licensed Midwife	

Welcome New Providers Continued

Leggett, Andreana, APRN	Family Medicine	
Lightburn, Winston, MD	Emergency Medicine	
Lipsy, Peter, MD	Hospitalist	
Mccarthy, Austin J., MD	Anesthesiology	
Medina, Bernardo, MD	Anesthesiology	
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Thomas, Grant, APRN	Critical Care	
Wong, Paul, MD	Family Medicine	
Zaky, Ahmed F., MD	Anesthesiology	
Zendehrouh, Pedram, MD	Wound Center	

AWARDS & RECOGNITIONS

Certified Primary Stroke Center

Perfect Score Earned!

“We congratulate Parrish Medical Center for this outstanding achievement. This certification reflects its commitment to providing the highest quality of care for stroke patients.”

Nancy Brown, CEO
American Stroke Association

Primary Stroke Center

Nationally Certified
Since 2004



The Joint
Commission



American Heart
Association
American Stroke
Association

CERTIFICATION
Meets standards for
Primary Stroke Center

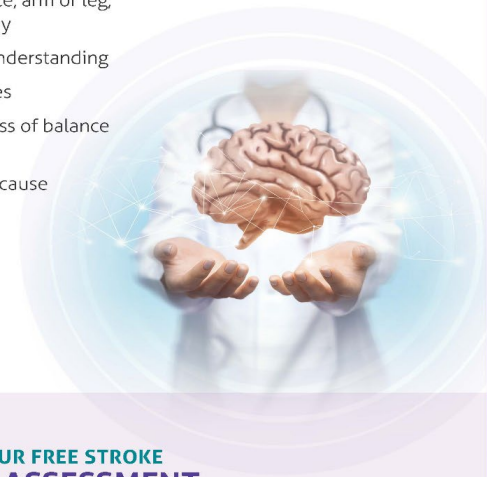
Stroke is a leading cause of death in Florida. Certified Primary Stroke Centers, like Parrish Medical Center, have demonstrated stroke treatment excellence.

Symptoms of Stroke

Sudden symptoms like these should never be ignored.

- Numbness or weakness of the face, arm or leg, especially on one side of the body
- Confusion, trouble speaking or understanding
- Trouble seeing in one or both eyes
- Difficulty walking, dizziness, or loss of balance and coordination
- Severe headache with no known cause

At the first signs of stroke,
call 911 immediately.



TAKE OUR FREE STROKE
RISK ASSESSMENT



Visit parrishhealthcare.com/strokeaware

Surgical Quality Partner

FOCUSED ON THE FUTURE OF PATIENT CARE

As an ACS surgical quality partner, this is our commitment to you: the highest levels of surgical care, constant evaluation of the care we give and a relentless approach to self-improvement.



This hospital is an ACS Surgical Quality Partner by participating in select ACS Quality Programs.



Reducing costs. Improving healthcare across the system.



This hospital is an ACS Surgical Quality Partner by participating in select ACS Quality Programs.



Healing Families – Healing Communities®

parrishhealthcare.com

COMMUNITY INVOLVEMENT

Community Stewardship

ZERO TAX LEVY SINCE 1994

\$42.9 Million

Charity Care & Other Uncompensated Care

Fiscal year ending Sept. 30, 2022. Per independent auditor's report.

\$31.7 Million

Charity Care & Other Uncompensated Care

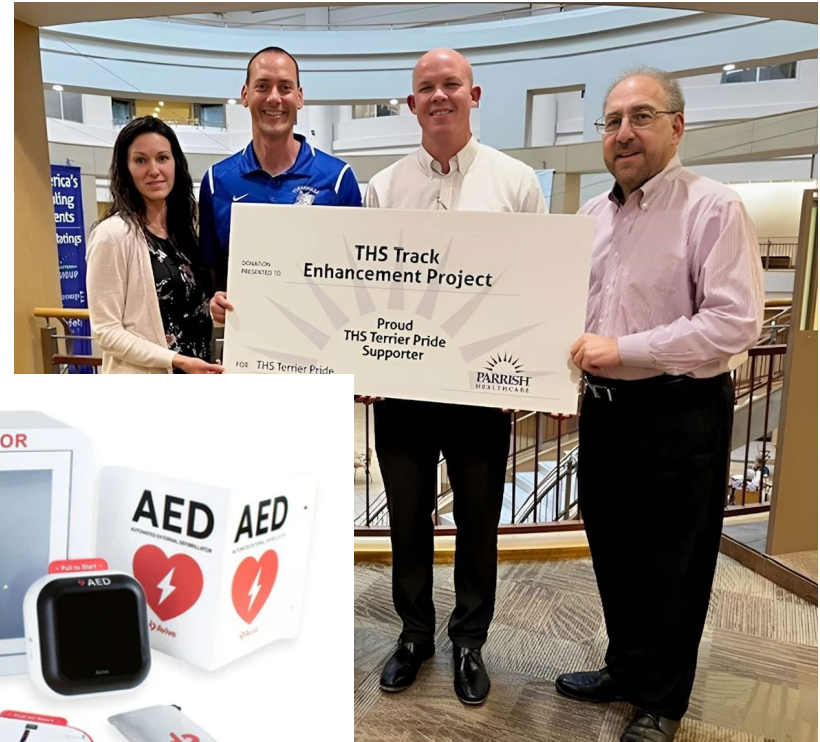
Fiscal year ending Sept. 30, 2023. Per independent auditor's report.

HIGHLIGHTS SEPT 2023-FEB 2024



Supporting Student Athletes

- Equipped All Youth Athletic Leagues with AED & CPR Training
- North Brevard Schools Track Enhancements



Brevard Recovery Fest

Building community partnerships...ending the stigma of addictions and mental health through community outreach, education, resources, and awareness for treatment and recovery.



National Night Out Annual Community-Building



Health Fairs

- Brevard Public Schools
- City of Titusville
- Great Outdoors
- Senior Center



Making Strides Against Breast Cancer



North Brevard Charities Annual Gift Drive

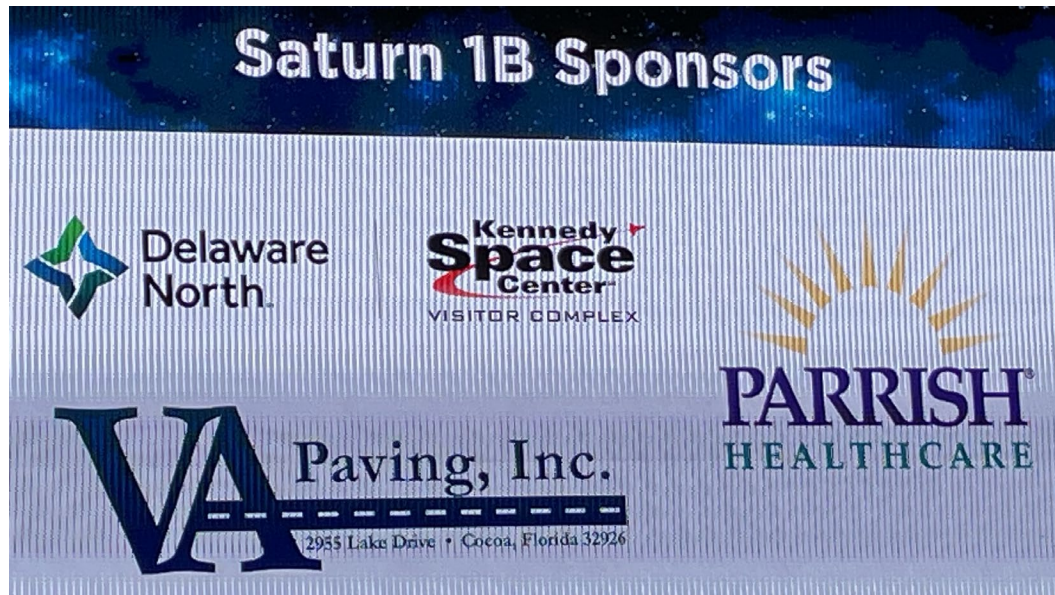
*Benefitting **200** North Brevard Families in Need*



MLK Parade & Event Benefitting Boyz2men



The Space Race at KSC Visitor Center Benefitting United Way of Brevard



EDC Annual Meeting Community Brand Launch



Ride It Down

Annual Ride In Titusville




THE SPACE RIDE ON THE SPACE COAST

SAT • FEB 24 • 2024



Women's Center of Brevard Annual Trivia Night Fundraiser







Sculptor Charter School

- Platinum Sponsor for 5k at A. Max Brewer Bridge



Sculptor Charter School's A. Max Brewer Bridge 5K
Sat February 24, 2024
Directions

Platinum

 <p>Brought to you by Sculptor Charter School Designated as High Performing by the State Of Florida</p>	 <p>PARRISH HEALTHCARE</p>	 <p>AQUA MART Aquariums</p>	 <p>BRITT'S AIR CONDITIONING 321.267.6370 LINDSEY@BRITTS.COM www.britts.com 655 Collins Ave • Titusville, FL 32781</p>
Sculptor Charter School	Parrish Healthcare	Aqua Mart	Britt's Air Conditioning and Fire Sprinklers

Healing Moment Highlight

Patient Testimonial: Maritza's Story

“My whole experience was outstanding. The way everyone worked together was flawless. The team at PMC saved my life. For that, my husband and I will be forever grateful! I would recommend PMC to anyone,” Maritza said.



Thank you!

