

MEMORANDUM

TO: Andrew Connors, Mayor, City of Titusville
Herman A. Cole, Jr., Col. USAF (Retired), Vice Mayor, City of Titusville
Megan Moscoso, 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: February 2026

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

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

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

- **State Comparative Data:** <https://www.parrishhealthcare.com/about-us/quality-safety/>
- **Community Health Needs Assessment and Implementation Plan:** <https://www.parrishhealthcare.com/about-us/community-benefit/>
- **Public Board of Directors Meeting Agendas and Minutes:** <https://www.parrishhealthcare.com/about-us/governance-and-leadership/board-meeting-notices-agenda-minutes/>
- **Cleveland Clinic Connected Membership:** <https://www.parrishhealthcare.com/news/2024/march/parrish-medical-center-becomes-a-cleveland-clini/>

Thank you for your continued support. Please let me know if I can provide any additional information.

Pc: Brevard County Manager
City of Titusville Manager
Board of Directors, Parrish Medical Center

Parrish Prevails in Court, Legal Losses Mount Against Craig Deligdish/Omni Healthcare

Parrish Medical Center, an independent, public, community hospital based in Titusville, Florida has prevailed in multiple court and administrative rulings against Omni Healthcare, Inc., and its owner, Craig Deligdish. In another [case](#), not involving Parrish Medical Center, Omni was said by a court to have taken legal action that “was clearly frivolous, clearly vexatious, or brought primarily for purposes of harassment.” Deligdish, and his company Omni Healthcare, have filed multiple lawsuits over the past 4-5 years against Parrish, as part of a campaign of retaliation after we discovered that Deligdish, whose company had been working with Parrish Medical Group, had caused an order for Covid-19 vaccines to be submitted under false pretenses to the State of Florida and after ending our dealings with him and his company. Neither Deligdish nor Omni has won a single case to date in their efforts to obtain money from Parrish Medical Center. Parrish Healthcare cannot allow itself to give in to parties who bring baseless lawsuits and filings with administrative agencies and who demand money to ‘settle’ for their own personal financial gain. More information is attached herein and available online at parrishhealthcare.com/parrishprevails.

Parrish Board approves \$25 million dollar technology investment for advanced electronic system to further improve patient and family care

Patients of Parrish Medical Center and Parrish Healthcare will see a series of benefits resulting from a \$25 million technology investment approved by the Parrish Board of Directors. The “digital innovation” investment will affect multiple hospital functions involved in caring for patients. For years, Parrish Healthcare’s staff, who we call Care Partners, have earned national recognition as leaders in ensuring effective communication for patients’ care. But improvement must be a constant, and this investment further improves care coordination, information handling, and clinical workflows, ensuring patients and their families are getting the best possible integrated care, key to patient experiences and outcomes.

Parrish Health and Fitness Center Operated by the YMCA of Central Florida Now Open

Parrish Health and Fitness Center reopened on Monday, February 2, at 2200 Cheney Highway. The center will be operated by the YMCA of Central Florida who will manage daily fitness and wellness operations, while Parrish Healthcare maintains an on-site clinical presence. This center expands access to the Y’s programs and strengthens our shared mission of improving health and well-being across Brevard County. The indoor pool facilities are planned to be reopened in 2027.

200th Robotic-Assisted Total Knee Replacement Surgery Performed at Parrish Medical Center (January 29, 2026)

Parrish Healthcare’s orthopedic surgery team led by Matthew Musto, DO, has performed their 200th robotic-assisted total knee replacement procedure performed at Parrish Medical Center. Parrish Healthcare was the first in Brevard County to use the VELYS™ Robotic-Assisted technology designed to enhance digital precision and accuracy in total knee replacement surgery. The VELYS™ Robotic-Assisted Solution supports surgeons with real-time, patient-specific data tailored to each individual patient’s anatomy, helping ensure predictable results and a more personalized surgical experience.

PRESS RELEASES (September 2025 – December 2025)

Parrish Healthcare Fulfills Cancer Patient’s Wish with Wedding Celebration (September 12, 2025)

Parrish Medical Center transformed its chapel into a wedding venue last month to honor the heartfelt wish of a patient facing a stage four cancer diagnosis. When James, a patient in his 40s, learned he had stage four colon cancer, he and his longtime partner, Melissa, shared a dream with Parrish’s care team: they wanted to be married. Within a week, Parrish employees and community supporters turned that dream into a reality, arranging an intimate ceremony and reception filled with love, compassion and community spirit. “Our wedding day was nothing short of magical,” said Melissa. “We couldn’t have done it without the love and support of the hospital staff. Thank you to everyone who made this memory possible—we will treasure it forever.”

Parrish Medical Center Board of Directors Vote No Taxes for Another Year (September 25, 2025)

Since 1995 no taxes have been assessed to support operations of the North Brevard County Hospital District d/b/a Parrish Medical Center, saving North Brevard citizen tens of millions of dollars. The Parrish Medical Center Board of Directors voted unanimously during a public hearing on September 22, 2025, to establish the millage rate at zero and to approve the budget for fiscal year 2025–2026. Parrish Medical Center is an independent, public, not-for-profit hospital. State law grants Parrish Medical Center the authority to levy a tax rate to fund hospital operations. However, unlike most public hospitals, the Parrish Medical Center Board of Directors has, for more than three decades, voted not to use tax dollars as a means of funding the hospital, while investing tens of millions of dollars annually back into North Brevard through jobs, services and philanthropic support.

Parrish Healthcare Leads North Brevard Community Health Needs Assessment

Report Reveals Higher Incidence of Heart Disease, Cancer, Respiratory Diseases (September 29, 2025)

Since 2016, Parrish Healthcare has taken the lead in conducting a triennial independent Community Health Needs Assessment (CHNA) specifically focused on the people living in North Brevard. The latest 2025 North Brevard Community Health Needs Assessment, intended to assist in Parrish setting goals around the health priorities, was completed and was approved by the Parrish Healthcare Board of Directors on Monday, August 4, 2025. Parrish’s Board of Directors, representing their constituents, wanted to make sure that Parrish, the area’s only public not-for-profit community health system, gathered feedback specifically from the people living within the district boundaries, defined by the following zip codes 32780, 32926, 32754, 32927, 32926 and 32922. While there is a countywide assessment that is conducted, responses from the residents of North Brevard zip codes were historically low and we know that the demographic makeup of North Brevard differs widely from that of central and south Brevard County.

Parrish Healthcare Expands Access to Care with Same-Day and Next-Day Primary Care Appointments (October 16, 2025)

Parrish Healthcare is making it easier for patients to see a doctor when they need one most. Patients can now schedule same-day and next-day appointments with their Parrish Medical Group primary care provider. These appointments are designed for those who need timely medical attention but do not require urgent care or emergency room services. This new offering is part of Parrish Healthcare’s ongoing commitment to providing convenient, patient-centered care.

Parrish Healthcare and YMCA of Central Florida Announce Partnership (November 4, 2025)

Parrish Healthcare and YMCA of Central Florida announce a partnership to expand access to preventative health services, rehabilitation and fitness services. Leveraging the YMCA of Central Florida's community-based expertise, Parrish will reopen Parrish Health and Fitness Center, located at 2200 Cheney Highway, in early 2026. The indoor pool is planned to reopen in 2027. Under this model, the YMCA will manage daily operations of the services, providing fitness and wellness programming, while Parrish Healthcare maintains an active integrated clinic presence to support services like physical therapy, outpatient lab and more.

Parrish Medical Group Welcomes Advanced Practice Registered Nurse Elizabeth Williams-Henderson (November 20, 2025)

Parrish Healthcare and Parrish Medical Group are pleased to welcome advanced practice registered nurse (APRN) and family nurse practitioner-certified (FNP-C) Elizabeth Williams-Henderson. She joins Parrish Medical Group's Occupational Health practice, located at 5005 Port St. John Parkway, Port St. John, FL 32927. Williams-Henderson attended South University in Savannah, Georgia for her Master of Science in Nursing and Family Nurse Practitioner degree as well as her Bachelor of Science in Nursing degree. She has more than 12 years of diverse nursing experience, including two years in a dedicated occupational health setting.

Parrish Medical Center Celebrates 100th Pulsed Field Ablation Procedure *Cementing its role as Brevard County's leader in advanced AFib treatment* (December 3, 2025)

Parrish Medical Center proudly announces the successful completion of its 100th Pulsed Field Ablation (PFA) procedure, marking a major milestone in cardiac care for Brevard County. In March, Parrish Medical Center announced it was the first hospital in the county to introduce PFA, an innovative, non-thermal ablation technology that is transforming the treatment of atrial fibrillation (AFib). The procedures have been performed by Ajit Janardhan, MD, PhD, a board-certified cardiologist and cardiac electrophysiologist widely recognized for his expertise in heart rhythm disorders. Dr. Janardhan joined Parrish Medical Center in 2022.

Parrish Healthcare Hosts Annual Gift of Gratitude Event, Donates Over 1,000 Holiday Meals to North Brevard Families (December 16, 2025)

Parrish Healthcare celebrated its annual Gift of Gratitude event, a tradition honoring Care Partners (employees, physicians and volunteers) while extending support to families in need throughout North Brevard County. Through this annual event, Parrish Healthcare partners with local charities to ensure holiday meals reach families facing food insecurity. Thanks to the overwhelming generosity of Care Partners within Parrish Healthcare, this year's Gift of Gratitude event resulted in the donation of more than 1,000 hams, turkeys and pies to families across North Brevard.

Mims Volunteer Fire Department Donates Proceeds from Breast Cancer Awareness Fundraiser to Jess Parrish Medical Foundation for Second Consecutive Year (December 18, 2025)

The Mims Volunteer Fire Department continued their commitment to breast cancer awareness by donating proceeds from their annual Breast Cancer Awareness T-Shirt Fundraiser to the Jess Parrish Medical Foundation in support of Parrish HealthCare's Oncology Program. "This fundraiser has become

a tradition that unites our community around a shared cause,” said Carlo Prella, deputy chief of the Mims Volunteer Fire Department. “We’re honored to support the Jess Parrish Medical Foundation and Parrish Healthcare’s Oncology Program again this year and to help raise awareness for early detection, treatment and support resources for those fighting breast cancer,” said Deputy Chief Prella. We extend our sincere gratitude to the men and women of the Mims Volunteer Fire Department.

122 Angel Tree Christmas Wishes Fulfilled (December 19, 2025)

The Parrish Medical Center Angel Tree became a powerful symbol of community generosity as Parrish Healthcare Care Partners (employees, physicians and volunteers) and community members came together to fulfill 122 Angel Tree wishes, ensuring that every child who requested a holiday gift through North Brevard Charities received a gift this past Christmas. “We are incredibly thankful for our partnership with Parrish Healthcare and the outpouring of generosity from their employees and this community,” said Monifa Watson, Executive Director of North Brevard Charities. “Their willingness to participate made it possible to reach children across North Brevard who truly needed a little extra joy this Christmas.”

Titusville Fire Department’s Pink Out Campaign Raises Awareness and Funds in Support of Parrish Healthcare’s Oncology Program (December 23, 2025)

A bit Thank You to Titusville Fire Department for presenting Jess Parrish Medical Foundation (JPMF) with a \$750 donation in support of Parrish Healthcare’s oncology program. Since launching their annual Pink Out Campaign, the Titusville Fire Department has raised more than \$21,000 in support of Parrish Healthcare’s cancer care services. For the eleventh consecutive year, Titusville Fire Department has supported JPMF and Parrish Healthcare’s oncology program, raising more than \$21,000 through proceeds from their limited-edition breast cancer awareness t-shirt sales. “Titusville Fire Department is proud to honor the invaluable partnerships we share with Jess Parrish Medical Foundation and Parrish Healthcare,” said Gregory Sutton, Battalion Chief of Administration and Public Information Officer. “Together, we are committed to raising funds for breast cancer awareness and supporting the oncology services at Parrish Healthcare—an effort that brings vital care, hope and healing to those in our community facing this difficult disease.”

Parrish Healthcare Donates More Than 400 Toys to Local Community in Support of Toys for Tots Initiative (December 26, 2025)

Parrish Healthcare collected more than 400 new, unwrapped toys for Toys for Tots to support children in North Brevard.

SERVICES CONTINUE TO EXPAND WITH RECENT ADDITIONS TO MEDICAL STAFF & PARRISH MEDICAL GROUP (Since September 2025)

Davis, Christine M., MD	9/8/2025
Haynes, Alvin S., MD	9/8/2025
Barabas, Alexandru, MD	9/8/2025
Patel, Hiren, MD	9/8/2025
Faison, Johari P., APRN	9/8/2025
Song, Anjeli, CNIM	9/8/2025
Khan, Farman U., MBBS	9/8/2025
Fults, Selvi, NP	10/6/2025
Henderson, Carson, PA-C	11/3/2025
Allmond, Leonard R., MD	11/3/2025
Arroyo-Roldan, Jorge G., MD	11/3/2025
Arias, Erich A., MD	11/3/2025
Green, Douglas, MD	11/3/2025
Williams-Henderson, Elizabeth A., APRN	11/3/2025
Al-Tabaqchali, Ahmed M., MD	11/3/2025
Gomes, Shannon M., MD	11/3/2025
Luman, Benjamin T., DNP	11/3/2025
Harisinghani, Komal, MD	11/3/2025
Bashir, Saeed, MD	11/10/2025
O'Connor, David K., MD	11/25/2025
Hammock, Kaitlyn, DPM	12/1/2025
Staggenborg, Joseph, MD	12/1/2025
Sanchez, Edward Z., MD	12/1/2025
Liu, Chao-Hsu J., MD	12/1/2025
Diamond, David, MD	12/1/2025
Mercho, Farouk E., MD	12/1/2025

PARRISH PREVAILS IN COURT



Legal Losses Mount for Craig Deligdish, Omni Healthcare; Parrish Medical Center Prevails in Court

Parrish Medical Center, an independent, public, community hospital based in Titusville, Florida has prevailed in multiple court and administrative rulings against Omni Healthcare, Inc., and its owner, Craig Deligdish. In another case, not involving Parrish Medical Center, Omni was said by a court to have taken legal action that "was clearly frivolous, clearly vexatious, or brought primarily for purposes of harassment."

"Deligdish, and his company Omni Healthcare, have filed multiple lawsuits over the past 4-5 years against Parrish, as part of a campaign of retaliation after we discovered that Deligdish, whose company had been working with Parrish Medical Group, had caused an order for Covid-19 vaccines to be submitted under false pretenses to the State of Florida and after ending our dealings with him and his company. Neither Deligdish nor Omni has won a single case to date in their efforts to obtain money from Parrish Medical Center," according to Parrish Spokesperson Natalie Sellers.

"Parrish Healthcare cannot allow itself to give in to parties who bring baseless lawsuits and filings with administrative agencies and who demand money to 'settle' for their own personal financial gain," said Sellers.

The mounting legal losses for Deligdish and/or Omni Healthcare, according to court rulings, include:

1. *Deligdish lost the breach of contract case he filed against Parrish.* Deligdish and Omni sought over \$5 million for an alleged breach of contract. The Final Judgment entered by the Court was for \$0.00.

In addition, a Brevard County jury found that Omni Healthcare, Inc. breached its fiduciary duties to Parrish's physician practice and that Deligdish "aided and abetted" the breach.

2. *Dismissal or gutting of his allegations of misconduct by Parrish by three separate tribunals:* These are: the Department of Labor dismissed Deligdish's case, an Administrative Law Judge gutting his case, and a Federal Judge's throwing out almost all of his case, resulting in the parties agreeing to a Joint Stipulation with prejudice which bars the case from returning.
3. *Insofar as Deligdish portending to be a "Whistle Blower":* Florida's Agency for Healthcare Administration Office of Inspector General previously found Deligdish's accusations "Unsubstantiated."
4. As to Deligdish's defamation case, the Fifth District Court of Appeal ruled that Parrish has "absolute immunity" from lawsuits for defamation for communications sent by its executives. According to the Opinion, "The law is clear that Hospital has absolute immunity from Doctor's claims that are based on statements made by CEO, a public official acting within the scope of his duties."
5. The Florida Attorney General and the United States Attorney General previously declined to intervene in Deligdish's complaint in federal court accusing Parrish and Halifax of conspiracy.

Deligdish has been identified by others for his practice of filing multiple lawsuits. In Jan. 2025, when Deligdish's lawsuit against MD Spine Solutions, was dismissed,

MD Spine Solutions "announced the successful dismissal of a qui tam lawsuit filed by *serial qui tam relator*, (emphasis added) OMNI Health Care of Melbourne, FL, solely owned by Dr. Craig Deligdish."

In that case, the court itself found that "the claim of the person bringing the action was clearly frivolous, clearly vexatious, or brought primarily for purposes of harassment (emphasis added), and "Specifically, the court found that Omni Healthcare, Inc., through its owner Dr. Craig Deligdish, had engaged in 'extremely troubling' conduct by knowingly submitting medically unnecessary PCR UTI tests to substantiate its FCA lawsuit against the defendants" (emphasis added). The court also found that "Dr. Deligdish caused submission of false claims for PCR testing which he knew were not medically necessary... and thereby violated the [False Claims Act] himself" (emphasis added).

Additionally, the Court allowed Defendants' motion for attorneys' fees on the grounds that Relator [Omni] engaged in "vexatious" and "improper" conduct by knowingly causing the submission of false claims solely to substantiate a False Claims Act lawsuit and MD Spine has petitioned to seek attorneys' fees of \$1,746,456.35 and costs of \$297,462.44, plus fees and costs incurred in connection with preparation of the fee petition.

In another legal loss involving a local Melbourne based Plumber Jeff Jackson d/b/a Dririte ("Plaintiff"), the judgement against Deligdish ("Defendant") remains unsatisfied and the court granted permission for the "Plaintiff to proceed against Defendant's assets.



To read more, visit parrishhealthcare.com/parrishprevails

For additional information, please contact communications@parrishmed.com

LIFE STORIES | HEALING EXPERIENCES

Weekly, Parrish Healthcare shares stories of how our Care Partners serve to fulfill our mission. Below are a handful of recent stories that further highlight our healing work.

Healing Moments

Weekly Huddle Story

October 29, 2025

A Transformed Life

While we cannot predict who will need us next, we can choose to be ready—with open hearts, a collaborative spirit and the unwavering belief that every life is worth saving. Because when we lead with compassion, we don't just treat illnesses, we transform lives and create *Healing Experiences for Everyone All the Time*®.

James, a 69-year-old man, had been living in a tent and experiencing homelessness for approximately three years. In July, he was admitted to Parrish Medical Center and diagnosed with stage 4 colon cancer. Following a successful surgery, James required ongoing cancer care and treatments. His care journey is a story of compassion, collaboration and community support. Case management worked diligently to coordinate outpatient follow-up care. However, due to his personal situation and housing instability, his ability to attend critical treatment appointments proved challenging.

During a quarterly homeless consortium (held by Lifepointe Ministries and attended by Titusville Mayor Andrew Connors, alongside representatives from Parrish Healthcare, Space Coast Health Centers, North Brevard Charities, Under the Bridge Ministries, Titusville Police Department, North Brevard Charities, Matthews Hope, Community of Hope, among others), this patient was presented to the team. Together, the consortium was able to collaborate and provide essential support services and reliable transportation for James.

Thanks to these acts of kindness and teamwork, his healing journey truly began. He was placed in a transitional home where he received a phone, clothing, a warm bed and access to vital medications. Today, our community continues to ensure he receives the care he needs, bringing hope and healing to a man who had once been forgotten.

Our teams, united with the heart of our community, created a lifeline for a man who had nothing. Through the combined efforts of many, he found not only medical care but dignity, safety and hope. His life has changed forever.

This one example demonstrates the profound opportunity to meet people where they are, regardless of their walk of life. We never know who will show up on our doorstep. It could be a neighbor, a stranger or someone lost in the margins, but we always have the choice to respond with compassion, kindness and humanity.

This patient went from being sick and alone on the streets to receiving life-altering treatment and support. These are the healing moments we strive for. The moments when healing begins not just with medicine, but with love and community.

Care Circle Discussion Topic: How can we, as individuals and as a team, bring the same spirit of compassion, collaboration and community support into our everyday work? [pause to allow for responses]

Quote of the Week: "The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well." -Ralph Waldo Emerson



Healing Moments Weekly Huddle Story



October 15, 2025

Applauding Our ER's Ongoing Commitment to Care

Unfortunately, no one finds themselves in the emergency room when life is going as planned. It's usually only during unexpected, urgent situations when immediate medical care is critical that a trip to the ER is in order. The ER is a space reserved for sudden moments when things take a serious turn, demanding quick action to address health crises.

The comments below, received directly from patients who visited our ER, highlight the vital role our emergency medicine Care Partners play in carrying out our mission, Healing Experiences for Everyone All the Time®.

I want to thank the entire Parrish emergency room team for the incredible care I received. From the moment I arrived, they didn't waste a second—I was taken in right away, given thorough testing, and my issue was quickly identified and addressed. Despite the severe pain I was in, they administered pain relief immediately and continued to check on me constantly, never letting me feel alone or ignored. Everyone I encountered was professional, compassionate, and truly outstanding. I couldn't have asked for better care. Thank you again for everything! -Jeanelle J.

Access to Emergency Room treatment was timely and efficient. My admission as an in-patient was handled quickly and smoothly. Over the course of my stay, I interacted with at least 50 Parrish staff members. Without exception, every one of them was professional, courteous, and cheerful. Their positive attitude and consistent dedication made a real difference in my experience. Kudos and heartfelt thanks to all! -John C.

This was my first visit to this ER, and I was genuinely impressed. From the moment I arrived, the intake process was surprisingly quick and handled with kindness and professionalism. Despite the stressful circumstances, everything moved efficiently without feeling rushed. The PA who treated me was incredibly thorough, compassionate, and attentive to my comfort the entire time. In moments like these, it makes a world of difference to be treated with empathy and reassurance. The care I received made me feel respected and genuinely supported. It was the most positive experience possible in a tough situation. Thank you! -Nathan R.

These patient experiences highlight the commitment of our Care Partners and the healing work they provide. Thank you to all who help us carry out our mission, vision and values.

Care Circle Discussion Topic: As you reflect on the appreciation expressed by the grateful patients above, what actions and behaviors stood out most to you? [pause to allow for responses]

Quote of the Week: What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead. —Nelson Mandela

Healing Moments

Weekly Huddle Story



November 12, 2025

Miss Dora's 100th Birthday - A Celebration of Strength and Spirit

Everyone looks forward to their milestone birthdays, and Miss Dora was no exception! In just 48 hours, her entire family would be gathering from across the country to celebrate her remarkable 100th birthday, an entire century of life! Miss Dora was anxiously anticipating the fun, feast and festivities of her milestone birthday.

Then, the unthinkable happened. While in the bathroom, Miss Dora accidentally slipped and fell hard against the porcelain bathtub. Her caregiver came running, and soon she was on her way to the Parrish Medical Center's Emergency Room.

After a thorough evaluation including CAT scans, X-rays and a series of tests, doctors found bumps, bruises, strains and pains — but thankfully, no fractures, bleeding or serious injury.

"I still can't get over how wonderful everyone was to me in the ER," Miss Dora recounted a few days later. *"Everyone knew it was my birthday. No matter where I was — on a gurney in the X-ray department or a chair in the waiting room — people would come and check on me. They gave me hope!"*

That night, Miss Dora's caregiver, her family and Care Partners in our ER shared one prayer and one goal: that she would be well enough to celebrate her century of life as planned. And that Saturday, surrounded by family, laughter and love, she did just that.

Weeks later, when reflecting on her special day, Miss Dora said one of her fondest memories wasn't just the party; it was how her Parrish family helped make her 100th birthday wish come true. As a long-time resident of North Brevard, Miss Dora continues to share her humor and stories wherever she goes — a true testament to the healing power of compassion.

Hope and kindness heal in ways medicine alone cannot. Miss Dora's story reminds us that every day, and every birthday, is a gift worth celebrating.

Thank you to our Care Partners for continuously displaying empathy and open hearts. Thank you for leading with kindness and reminding us of the incredible power we hold when we come together for those who need us most. Thank you for helping us live up to our vision of Healing Families – Healing Communities®.

Care Circle Discussion Topic: How did empathy and kindness from ER Care Partners impact Miss Dora's recovery and emotional well-being? [pause to allow for responses]

Quote of the Week: "One person caring about another represents life's greatest value." —Jim Rohn, American Entrepreneur and Author

Healing Moments Weekly Huddle Story



January 7, 2026

More Than Medicine: A Team That Truly Cared

When you're facing major surgery, the way you are treated matters just as much as the medical outcome. At Parrish Medical Center, the level of compassion, professionalism and humanity made all the difference during a vulnerable time for our patient Lorna during her recent surgery. She wrote:

Facing major surgery is never easy, but my experience at Parrish Medical Center on December 8th exceeded every expectation. From the very beginning, I felt genuinely seen, heard, and cared for—an experience that made a frightening situation feel far more manageable. My experience was genuinely exceptional from start to finish.

From the moment I arrived in the pre-op area, I felt seen, heard, and cared for – thank you, Julie Hollis, RN perioperative services. The surgical team was calm, professional, and reassuring—exactly what you need when facing a major procedure. After surgery, I required a two-night inpatient stay due to severe pain in my right shoulder and lower abdomen related to robotic surgery. During that time, the nursing staff truly went above and beyond.

RNs Clayton Williams and Korey King did not just manage my pain—they managed me and provided exceptional care. They were attentive, responsive, and compassionate, consistently checking in, explaining each step, and treating me with kindness and respect. They not only addressed my pain, but my overall well-being. Their level of care and emotional support meant so much during a difficult and vulnerable time.

I have seen the negative experiences shared on social media, I understand how upsetting a negative experience can be, and why people feel the need to share it. At the same time, one encounter does not reflect an entire hospital or its staff. My experience was professional, supportive, and deeply human.

Healthcare is not easy work, and the team at Parrish Medical Center showed up with skill, patience, and heart. I am profoundly grateful for the care I received and would not hesitate to trust them again.

Thank you to the surgeons, nurses, and staff who made a difficult experience far more manageable. Your care, kindness, and professionalism truly made a difference, and I will never forget it.

Thank you to our Care Partners for making Lorna's experience such a positive and impressionable one at Parrish Medical Center.

Care Circle Discussion Topic: Think of a time when healthcare professionals made you feel genuinely cared for. What specific actions created that experience, and how did it affect your trust in care? [pause to allow for responses.]

Quote of the Week: "Caring for the human spirit is just as important as treating the human body." -Dr. Paul Tournier (Swiss Physician and Author)