

Parrish Medical Center Parrish Healthcare

2022-2025 Community Health Needs Assessment Evaluation of Impact



EVALUATION OF PAST ACTIVITIES

Community Benefit 2022-2024

Over the past three years, Parrish Healthcare, the nation's first and still only Joint Commission Integrated Care Certified system, has invested in improving the health of our community's most vulnerable populations. Our commitment to this goal is reflected in:

- Over \$64.2 million in community benefit, (includes but not limited to charity care, community building, and benefit initiatives)
- More than \$2 million invested to establish Space Coast Health Centers, a federally qualified clinic look a-like to improve access to primary, OB/GYN, specialty and behavioral health care to the uninsured and underinsured persons living in North Brevard.
- More than \$1.3 million in community contributions and other financial assistance programs (includes cash, in-kind donations/sponsorships)
- \$62.9 million Uncompensated Care (care provided to uninsured, homeless, most vulnerable persons who may not otherwise have received care).

CBISA Report 2022-2024

Category	Encounters
Community Health Education	31,544
Health Support Services	1,120
Community Health Improvement Services	43,474
Health Professions Education	1,474
Cash and In-Kind Donations	230,598
Community Building Activities	720
Total Encounters	308,930



Our work reflects a focus on community health improvement, as described herein.

North Brevard Community Snapshot



Social Vulnerability Index: High Risk; 75th to 95th percentile

The Social Vulnerability Index information is based on the CDC data related to 4 social vulnerabilities: Socioeconomic Status, Household Characteristics, Racial & Ethnic Minority Status, Housing Type & Transportation. In this analysis, Social Vulnerability means: Risk = (Vulnerability-Resources) * Volume. To mitigate risk, a population must have the same magnitude of resources as it does vulnerability.)

Population	Poverty Level
99,329	25.6
% Uninsured	% Medicaid/Medicare
10.5%	70.5%



Our History

North Brevard County Hospital District, d/b/a Parrish Medical Center, was formed in 1958 by the State of Florida as a special taxing district and public, not-for-profit 501(c)(3) community medical center. We began as a humble 28-bed, single-story hospital set in the middle of an orange grove on the banks of the Indian River. Today, we are Parrish Healthcare, an integrated care network of healthcare providers serving the region with proven quality; proven safety; and proven service—all of which is proven to lower health care costs for all. Parrish Healthcare was America's first to earn Integrated Care Certification from The Joint Commission, the nation's premier health care accrediting organization in 2016 and has maintained that distinction today. This voluntary certification is awarded after a rigorous examination of how well the hospital, physicians, and other health partners share information and coordinate care on behalf of patients. This certification demonstrates the integration between Parrish Medical Center and Parrish Medical Group physicians, as well as how well we integrate and coordinate care with members of the Parrish Health Network. Parrish Medical Center created this regional integrated network of health care providers who are committed to working together to expand access to care; to practice evidence-based care; and to engage in collaborative initiatives that result in superior levels of patient safety and quality outcomes and reduced healthcare costs.

Parrish Healthcare includes, but it not limited to:

- Parrish Medical Center, the first U.S. member of Cleveland Clinic Connected and 208-bed acute care hospital recognized as One of America's Finest Healing Environments®
- Parrish Health Network®, a regional network of health care providers, services, insurers, and others
- Parrish Medical Group, an NCQA-certified multi-specialty physician group featuring primary care and specialty care practices throughout North Brevard
- Parrish Healthcare Centers, locations throughout North Brevard, featuring outpatient diagnostics, urgent care, physician offices and other health services

- Parrish Oncology and Infusion Center
- Parrish Home Health
- Parrish Health Wellness Center
- Parrish Sleep Disorders Center
- Parrish Wound Healing Center



Throughout our distinguished history, as the communities we serve change and grow, so do we.

Our Vision: Healing Families — Healing Communities®

Our Mission: Healing Experiences for Everyone All the Time®.

Our Values: Safety | Loyalty | Integrity | Compassion | Excellence | Stewardship

Stellar Operating Performance Results as a Florida Special District

In addition to conducting this triennial community health needs assessment, in 2024, North Brevard County Hospital District (d/b/a Parrish Medical Center) engaged an independent third-party to conduct an independent review of our operating performance. Following is the executive summary of the stellar results cited within the report. For a complete copy of the PYA report visit: parrishhealthcare.com/pmc-performance-review. In 2021, the Florida Legislature passed the Uniform Special District Accountability Act (s. 189.0695, F.S.) (the Act) which mandated all Florida Independent Special Districts (FISD), including public special district hospitals, conduct reviews of their operating performance as defined by the Legislature in the Act, utilizing independent, objective third parties experienced in the evaluation of hospital/health system operating performance. Parrish Medical Center engaged PYA, P.C. (PYA), a national healthcare advisory and accounting firm, to evaluate its operating performance in accordance with the directives of the Act. PYA evaluated the District's operating performance against its own historic trends, as well as relevant peer organizations, across the following, industry standard domains:

- Quality
- Access
- Community Benefit
- Cost
- Financial Performance



Highlights associated with the evaluation performed by PYA include:

- PMC excels in delivering safe, high quality care to its community. Quality improvement is a primary focus of PMC leadership. PMC has achieved marked improvement in quality over the years within those areas where PMC has invested its focus and resources.
- From an access perspective, PMC provides a broad set of services for a community the size of North Brevard County and is making investments to improve upon the access to care within the community. Specifically, PMC has added over 50 new healthcare providers and over 30 new programs since 2020. Further demonstrating its commitment to North Brevard County, PMC has invested over \$221 million through charity care, community building, and other benefit initiatives over the past decade.
- Even though PMC can tax its community, the Board of Directors, in its desire to not burden local taxpayers, has chosen not to seek tax support as a means of supporting hospital operations for the past 29 years. Since 2017, FISD hospitals have levied \$2.3 billion in *ad valorem* taxes collectively. Over the past 29 years, PMC, in its decision to not levy taxes on the community, has forgone \$42 million in potential tax revenue.
- In PYA's estimation, "PMC, given its market and operating circumstances, is a well-managed, largely effective, and essential provider of healthcare services to the residents of the District." There are a variety of actions the District could take to improve its operating margin position, up to and including eliminating clinical services, many of which history indicates would not be filled by competing health systems. Given its purpose and mission, PMC has, however, chosen to provide the community with services based on a balance of need and financial realities, as opposed to basing programming decisions on economic considerations first, or only.



Addressing Significant Health Needs

Parrish Healthcare conducted its last Community Health Needs Assessment (CHNA) in 2022 and reviewed the health priorities identified through that assessment. Considering the top-identified needs — as well as hospital resources and overall alignment with the health system's mission, goals and strategic priorities — it was determined at that time that Parrish Healthcare would focus on developing and/or supporting strategies and initiatives to improve:

- Access to Health Care Services
- Heart Disease & Stroke
- Diabetes

Strategies for addressing these needs were outlined in Parrish Healthcare's Implementation Strategy available online at parrishhealthcare.com. Pursuant to IRS requirements, the following sections provide an evaluation of the impact of the actions taken by Parrish Healthcare to address these significant health needs in our community.

A. Planned Actions

Planned Actions	Com	munity Need	I Impact Are	as
	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
Invested \$2 million to establish Space Coast Health Centers, a federally qualified (look-alike) to improve access to primary, specialty and behavioral health care to the uninsured and underinsured persons living in North Brevard.	√	✓	√	
Engaged PYA, P.C. (PYA), a national healthcare advisory and accounting firm, to evaluate operating performance in accordance with the directives of the 2021, Florida Legislature Uniform Special District Accountability Act (s. 189.0695, F.S.) (the Act). PYA conducted a thorough review of available data and analyses related to the District's operating performance against established, best practice metrics and criteria, both over time and relative to defined peer organizations.	√	√	✓	√
Grew cardiology program adding more providers for a total of six cardiologists including interventional cardiology and electrophysiology serving North Brevard.	√	√	✓	✓



Planned Actions	Com	munity Need	l Impact Area	as
	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
Offered and sustained a comprehensive maternity care in an area that would otherwise become a	✓		✓	✓
maternity care desert. Maintained national quality accreditations (e.g. Baby-Friendly, Primary Stroke, CoC, NCQA)	√		✓	✓
Maintained Joint Commission Integrated Care Certification.	√	√	· ✓	✓ /
Utilized community outreach mechanisms to raise awareness and educate the North Brevard County adult population about available resources.	√	√	√	✓
Performed same as, or better than, national benchmarks for quality and safety as measured by CMS, LeapFrog, and other national health ranking agencies	✓	✓	✓	✓
Continued to operate Parrish Medical Group (PMG) primary and specialty care providers; nationally certified as a medical home; expanded network of providers to improve availability of appointments and provider ratios. PMG includes nearly 50 primary and specialty care providers.	√	✓	√	√
Utilized care navigator program to offer interventions and care coordination to remove barriers and improve adherence to the self-management regimen.	✓	✓	✓	√
Affiliated with strategic clinical partners (e.g. Cleveland Clinic) to provide access to tertiary and quaternary care.	✓	✓	✓	✓
Collaborated with area providers and coordinated care within Parrish Healthcare's integrated care delivery system (e.g. PHN, PMG, Cleveland Clinic, etc.).	✓	✓	✓	√
Utilized evidence-based state, regional and national resources such as Vizient Southeast to develop policies, protocols, and training for care partners (employees, medical staff, volunteers); e.g. behavioral health screenings, SDOH screenings, zero harm policy, etc.	√	√	✓	✓
Continued to serve as the area's lowest cost, highest quality provider	✓	✓	✓	✓
Offered financial assistance to qualified patients and help patients with no insurance to qualify for Medicaid, Medicare or other means of coverage.	✓	✓	✓	
Affiliated with most commercial insurances plans and participate in Medicare and Medicaid and continue to qualify as a Disproportionate Share Hospital.	✓	✓	✓	
Utilized evidence-based health screenings and risk assessments within community, primary care, hospital, and post-acute settings.	√	√	√	
Partnered with MedFast Urgent Care to provide quality alternative for non-emergency care needs.	✓	√	✓	



Planned Actions Continued

Planned Actions	Com	munity Need	Impact Area	as
	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
Continued to support Peer Recovery program within the Emergency Department for persons ready to address their substance abuse condition.	√	✓	✓	
Offered Occupational Health and Employee Wellness Programs focused on primary care assignments, health coaching and preventative wellness screenings	√	✓	✓	
Continued to operate appropriate complement of outpatient centers, programs, and services.	✓	✓	✓	
Implemented chronic care management and remote patient monitoring program to support postacute disease management.	√	✓	✓	
Partnered with key charitable and civic organizations aligned with addressing the key areas of priority (e.g. Children's Advocacy Center, Rotary Clubs, Parks and Rec, Junior Achievement, Boys & Girls Club, Eckerd Connects, etc.)	√	√	√	
Were the initiatives implemented? Yes/No/Partially	Yes	Yes	Yes	Yes



B. Impact of Activities

	Impact of Activities	Com	munity Need	l Impact Area	as
	Expected Results/Impact	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
	sed the proportion of North Brevard adult population who complete an age, gender, ion-specific health risk assessment/screening and receive referrals to needed resources.	√	√	✓	√
✓	PMG Providers completed nearly 32,000 early detection screenings from 2022-2024, representing an increase of more than 2,000 from 2022.				
✓	Partnered with HealthAware to deploy free Health Risk Assessments and Care Navigation Services for Heart, Diabetes, Stroke, Diabetes, Breast Cancer, Colon Cancer, Joint Health and Sleep Health. Visit https://www.parrishhealthcare.com/patients-visitors/health-risk-assessment/ . Invested in additional marketing and promotion to raise awareness and completion rates.				
✓	Parrish Healthcare Care Navigators followed up with those scoring "at risk" for a chronic condition and made referrals accordingly. 385 patients referred to specialists				



	Impact of Activities	Com	munity Need	I Impact Area	as
	Expected Results/Impact	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
Impro	ved community perception of access to providers/services.	✓	✓	√	✓
✓	Improved Google Rating from 2.8 to >4 Star and rising for Parrish Medical Center and Parrish Medical Group.				
✓	Created Provider star rating transparency. Each PMG Provider has his/her personal star rating as rated by patients displayed within their profile allowing consumers to make informed decisions about where to seek care. Average rating for PMG providers is > 4 stars.				
✓	All Parrish Medical Group primary care physician members are certified Patient Centered Medical Home. This puts PMG in the top 20 percent of all primary care providers in the nation regarding quality, cost and access.				
✓	Parrish earns, maintains and publicizes numerous other quality- of-care accreditations and certifications from National Committee for Quality Assurance (NCQA), The Joint Commission, Commission on Cancer, American College of Surgeons to name a few.				
✓	A list of hospital-credentialed physicians is located on our website and is promoted through investments in advertising and community outreach resources. More tens of millions of media impressions are achieved annually.				



Impact of Activities	Access to Heart Diabetes Health Care Disease & (Kidney Services Stroke Disease)		as	
Expected Results/Impact	Health Care	Disease &	(Kidney	Ratings
Increased early detection of disease among population served.	✓	✓	✓	✓
 ✓ Parrish Healthcare maintains a 4 .5 Star HEIDS rating indicating Parrish Medical Group Primary Care Providers are completing the necessary age-specific early detection screenings and immunizations in accordance with best-practices, as examples: ◆ PMG Providers completed nearly 32,000 early detection screenings from 2022-2024, representing a more than 2,000 increase from 2022. 				

Impact of Activities	Com	munity Need	Impact Area	as
Expected Results/Impact	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
Reduced avoidable hospital readmissions among population served.	✓	✓	√	✓
✓ National hospital readmission rates are between 15% and 20%. Parrish Healthcare's readmissions rates are below the national average at 13.8%. Achieved through effective logistics center (Mission Control), Case Management and Care Transitions process, procedures and resources.				



Impact of Activities	Health Care Disease & (Kidne		I Impact Area	as
Expected Results/Impact	Health Care	Disease &	Diabetes (Kidney Disease)	Ratings
Reduced avoidable emergency room visits among population served.	✓	✓	✓	✓
✓ Deployed a multi-pronged Emergency Department process improvement initiative in collaboration with Team Health, Space Coast Healthcare Centers (federally qualified clinic) and Parrish Medical Group, to ensure patients are receiving the care in the right care setting and have an assigned medical home.				
✓ Our process improvement initiatives align with the requirements of the Nonemergent Care Access Plan Bill (CS/SB 7016—Health Care), and will result in our plan to reduce the burden on the Emergency Department when patients rely on it as a substitute for primary care and/or urgent care. The plan will outline our strategy for educating and redirecting such patients to suitable primary care resources, in compliance with the CS/SB 7016.				
✓ Partnered with MedFast Urgent Care Centers to expand into North Brevard offering an affordable alternative for urgent care needs. Prior, MedFast was only serving central and south county communities.				



	Impact of Activities	Com	munity Need	l Impact Are	as
	Expected Results/Impact	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
Improv	ved access to primary care and specialty care in North Brevard.	✓	✓	✓	✓
*	Founded Space Coast Health Centers, a federally-qualified look alike clinic, dedicated to serving uninsured and underinsured persons living in North Brevard; including Primary Care, OB/GYN, as well as services for mental health and substance use disorders. Parrish Healthcare invested \$2 million to expand this much needed access to the medically underserved in North Brevard.				
√	Post Pandemic we lost approximately 70 providers; we have successfully replaced them and added additional providers specializing in OB/GYN, Interventional Cardiology, Interventional Radiology, Gastroenterology, Urology, among others. O Grew Cardiology Service Line to 6 providers with interventional and electrophysiology expertise. O Grew OB/GYN Service Line to include midwifery program and 6 total OB/GYN providers.				
✓	$Structured\ a\ new\ relationship\ with\ Health\ First\ to\ enhance\ access\ to\ care\ countywide.$				
✓	Affiliate with most major health insurance companies and provide uninsured patient's assistance in enrolling with a health plan				
✓	Increased primary care visits by more than 50,000 visits from 2022 to 2024 and increase specialty care visits by nearly 8,000 in that same time period.				
✓	Name among the nation's top 14% of Maternity care Access hospitals by U.S. News and World Report; special recognition of hospitals that serve communities that depend on them for access to vital maternity services. Without essential hospitals like Parrish Medical Center, the community would be in danger of becoming a maternity care desert.				



Impact of Activities	Com	munity Need	d Impact Area	as
Expected Results/Impact	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
nproved access to chronic disease-management programs/services in North Brevard.	✓	✓	✓	✓
✓ Continued to operate several comprehensive service lines dedicated to the management condition-specific diseases such as heart failure, Stroke treatment, arthritis, chronic obstructive pulmonary disease, diabetes, cancer, etc.				
✓ Implemented Remote Monitoring Chronic Care Navigation program within Parrish Medica Group Primary Care Practices in 2024. Hired a navigator and invested in equipment to be placed in patient's home for convenience and real-time intervention of worsening symptoms preventing unnecessary emergency department visit or hospitalization.	ıl			
✓ Our Population Health and Care Navigation activities from 2022-2024 resulted in persons with one or more chronic conditions, without an assigned primary care provider, or with little to no health insurance gaining access to needed programs and services.				
 2,255 patients enrolled in our Care Navigation program 454 patients previously unassigned successfully assigned to a primary care provider 568 patients assisted in scheduling important follow-up appointments 111 patients enrolled in substance use recovery services, including but not limited to Narcotics Anonymous, Alcoholics Anonymous, Detoxification (Meant for alcohol and/or substances), inpatient programs, and Medication-Assisted Treatment Over 1,264 patients achieved an average A1C reduction of 1%. 	or			
✓ Provided the area's only Diabetes Care Navigator program, complete with diabetes education, access to supplies for the underserved and support group facilitation.				



Impact of Activities	Community Need Impact Areas			
Expected Results/Impact	Access to Health Care Services	Heart Disease & Stroke	Diabetes (Kidney Disease)	Ratings
Increase patients with identified SDOH reporting improvement. 97.3% of hospitalized patients screened for SDOH.	√	√	√	√
57.673 of Hospitalized patients solve lieu (of 52.51).				

C. Summary of Impact Achieved

We Believe in Our Community

Parrish Medical Center is proud to be Brevard County's only independent, **PUBLIC**, not-for-profit community medical center, since 1958. It is an honor to be designated as a public, not-for-profit, health system. It means that every dollar earned is a dollar invested in programs, services, technology, and health professionals dedicated to improving the health and wellbeing of our North Brevard community members. Decisions about the health priorities in which to invest available resources are made based on the results of the comprehensive community health needs assessment, specific to North Brevard, that Parrish conducts every three years with input from a community health advisory committee and other community stakeholder groups.

As North Brevard's independent, public, not-for-profit community health system we do not answer to corporate investors or shareholders. We answer to the citizens of North Brevard. We are proud to summarize our community impact and the many impactful ways we are fulfilling our not-for-profit mission—And, doing so, with **ZERO TAX DOLLARS FOR MORE THAN 30 YEARS**. Whereas, other hospitals across the state with taxing authority have levied billions of dollars of taxes on their citizens over the years, Parrish Healthcare, has not.

The following summary is not intended to be an all-inclusive catalogue of our vast community benefit initiatives, programs and services, but will provide a snapshot of our impact.



Quality of Care

To evaluate our quality, the independent PYA report used elements of the Institute of Medicine's (IOM)¹ domains for quality specifically using the following three (3) dimensions – safe, patient-centered, and timely. Also used were generally-accepted and comparable data elements from several sources such as: 30-day "all cause" hospital wide readmission rate; deaths among patients with serious treatable complications after surgery; Leapfrog Group safety rating; CMS/Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) star rating; and average time patients spent in the Emergency Department (ED) before leaving from the visit.

After assessing PMC relative to the quality criteria presented, PYA wrote in its report, "believe the organization is committed to providing quality care as stated in its mission, vision, and values statements as well as submitted performance data, and is delivering comparable or better quality than its peers."

Since 2019, PMC has consistently received 2 or 3-stars from CMS². Per CMS, a 3-Star rating means the organization provides good quality of care. A rating of 2 stars means that the organization's performance was below the average of other organizations measured but does not necessarily mean care is poor. According to a recent article published in Becker's Hospital Review, 60% of U.S. hospitals earned 3 stars or less. Additionally, Becker's reporters Erica Carbajal and Mariah Taylor, wrote on July 31, 2024, "this year, 29 more hospitals received one star than last year and of the 276 hospitals receiving a one star this year, **34 of those were from the State of Florida**.

High Value- Low Cost - Health Care Provider.

According to the Florida Center for Health Information and Transparency, a service of the Agency for Health Care Administration, Parrish Medical Center provides high quality health care at the lowest costs in the area and lower lengths of stay. The report validates that we are a high value provider of health care. For details please visit https://www.parrishhealthcare.com/about-us/quality-safety/ or visit www.floridahealthfinder.gov.



For example, following are a few highlights from this report (2022):

Cost of care

- Diabetes PMC is 36% lower than state average
- Heart Failure PMC is 43% lower than state average
- Childbirth- PMC is 38% lower than state average
- Cancer PMC is 35% lower than state average
- Orthopedics PMC is 44% lower than state average

Readmission

- Heart Failure- PMC is 50% lower than state average
- Pneumonia- PMC is 33% lower than state average

Addressing ED Wait-Times

In collaboration with our TeamHealth physician partners, we are creating solutions for ED wait times. In 2023, the average time PMC patients spent in the ED before leaving the visit was 152 minutes (sometimes referred to as door-to-discharge time). This is slightly higher than, though similar to, PMC's peers, according to the PYA report. The ED team has established a goal to reduce that time while also improving overall patient satisfaction. Using evidence-based Lean Six Sigma methodologies, the ED team has implemented a series of process improvements resulting in a 56-minute reduction door-to-discharge time. And, from the time a person checks into the emergency department to the time they are seen by a provider is less than 15 minutes. Patient surveys are showing a steady positive trend.

Focused on the Future

Parrish Healthcare is always testing our systems-of-care against the highest evidence-based standards for care quality; and inviting rigorous reviews from independent third-party agencies such as PYA, The Joint Commission, American College of Surgeons Commission on Cancer, College of American Pathologists, The LeapFrog Group, the World Health Organization, and more.



Our Continuous Performance Improvement Journey Continues

We are proud of our family of Parrish Healthcare Care Partners for their focus and determination to providing the highest levels of quality and patient experiences possible to every person in our care. While we acknowledge there is work yet to be done, we also acknowledge there is much for all of us to be proud—Parrish Proud.

Addressing Health Equity and Social Determinants of Health

Addressing Care for the Uninsured or Underinsured

Parrish Healthcare invested \$2 million to start-up and found the Space Coast Health Centers (SCHC), a federally-qualified clinic dedicated to the care of persons with little to no insurance. SCHCs' mission is to provide unconditional, culturally competent healthcare of the highest quality that reduces health disparities and improves health outcomes, regardless of the patient's ability to pay. The centers provide affordable healthcare to improve patients' quality of life. SCHC actively works to reduce healthcare differences between those who can't afford to pay for care and those with insurance.

Addressing Food Insecurity and Feeding People in Need

Parrish Healthcare, annually, donates hundreds of pounds of food to local charities, food pantries and churches all dedicated to providing hunger relief and serving meals to people in need.

Access to Clean Water

Parrish Healthcare's Parrish Medical Center sits on the banks of the Indian River Lagoon. The health of the lagoon has broad impact to access to clean water to our community and beyond. Parrish Healthcare supports the Brevard County Marine Resource Council and the Save Our Indian River Lagoon Projects in partnership with scientists, economists, environmentalists and multiple government agencies. Local projects planned to meet water quality targets and improve the health, productivity, aesthetic appeal, and economic value of the lagoon.



Community Asset Mapping

We are leading the effort to create a community asset map for North Brevard. Community asset mapping is a strength-based approach to community development. Through this initiative we are identifying and documenting the organizations, individuals, and citizen associations existing within our North Brevard communities that serve as positive resources in address social determinants of health. In doing so, we are able to identify gaps and develop plans to close those gaps and address community needs.

Essential Access Hospital for Maternity Care

U.S. News & World Report, the global authority in hospital rankings and consumer advice, named Parrish Medical Center a Maternity Care Access Hospital. U.S. News' Best Hospitals for Maternity Care ratings recognize hospitals offering essential maternity services to underserved communities. The **Maternity Care Access Hospital** designation recognizes essential hospitals serving communities that would be in danger of becoming maternity care deserts if they were to stop providing crucial maternity care services. Additionally, Parrish Healthcare is recognized by Florida Blue, the state's Blue Cross Blue Shield plan, with a Blue Distinction® Centers+ (BDC+) for **Maternity Care** designation. The program plays a key role in the Blue Cross Blue Shield Association's (BCBSA) National Health Equity strategy aimed at reducing racial health disparities.

Uniting to Count and Support Homeless Persons in North Brevard

Parrish Healthcare collaborated with the Brevard Homeless Coalition, North Brevard Charities, LifePointe Ministries and Under the Bridge Ministries to help coordinate and participate in the annual Point in Time (PIT) Count. This was part of a national annual initiative, held during the last full week in January, to gain a snapshot of homelessness and service gaps in communities across America. In North Brevard, dozens of volunteers from the five organizations, and several other supporting local organizations, dedicated January 23-29, 2025, to this endeavor to get as accurate a count as possible.



Providing Mental Health and Substance Use Disorder Lifelines

For people, regardless of ability to pay, on the path of recovery from a mental health diagnosis or addiction, we, in partnership with Space Coast Health Centers, offer programs to assist including access to mental health services with on-site psychiatrist; access to a behavioral health specialist; and access to Peer Recovery Specialists (PRS) to help guide the journey. Some 111 patients have been enrolled in substance use recovery services, such as Narcotics Anonymous, Alcoholics Anonymous, Detoxification (Meant for alcohol and/or or substances), inpatient programs, and Medication-Assisted Treatment. Parrish Healthcare founded the Space Coast Health Centers, investing \$1 million to establish access to primary care and other essential services to the uninsured and underinsured persons living in North Brevard.

Advancing Medicine Through Innovation and Technology

❖ First U.S. Cleveland Clinic Connected Member

After passing a rigorous review of Parrish Medical Center's operations, quality and service excellence, Cleveland Clinic has accepted Parrish Medical Center as the first domestic member of Cleveland Clinic Connected. As a Cleveland Clinic Connected member, Parrish Medical Center clinicians will be able to access educational opportunities either at Cleveland Clinic or through distance learning, as well as best practices and protocols that are used at Cleveland Clinic locations worldwide.

❖ Brevard's first hospital to provide atrial fibrillation patients with same-day ablations

Same-day ablations enable patients to be treated as outpatients. This reduces costs and allows patients to quickly receive relief and return home. We studied and reviewed the advantages of same-day ablation and concluded that it is a procedure with significant benefits for patients seeking freedom from AFib and were the first hospital in Brevard to offer this service. A cardiac ablation procedure uses heat or cold energy to create tiny scars in the heart to block irregular electrical signals and restore a typical heartbeat. The procedure is used to correct heart rhythm problems (arrhythmias). In same-day ablation, a surgeon uses catheters—thin, flexible tubes—inserted into the heart via veins or arteries, to apply the heat or cold that stops the errant electrical signals causing AFib.



First in Brevard to Use VELYS Robotic-Assisted Solution Technology

Parrish Healthcare is first in Brevard to use and offer the VELYS[™] Robotic-Assisted Solution—advanced technology designed for digital precision and accuracy in total knee replacement. Every knee is different, as is every patient requiring a knee replacement procedure. Patients are often looking for the latest technology as they aim for improved outcomes, increased movement and shortened recovery time. The VELYS[™] Robotic-Assisted Solution technology helps surgeons perform a knee replacement with the use of data that's tailored to each patient's anatomy. This technology helps ensure predictable results to improve outcomes, increase mobility and help patients recover faster.

Community Health Education

Our family of Care Partners helped our community learn how to be and stay healthy by providing health screenings, workshops, seminars, as well as digital and printed resource materials across Brevard County.

- Nearly **309,000** community encounters with our workshops, classes, seminars, health fairs, and support groups.
- Our digital, print, and broadcast health content—resulted in **tens of millions of impressions**, assuring access to relevant health information to the community we serve.
- Personalized health portals providing access to communicate with physicians, schedule appointments, prescription refills, and lab results.

Community Support Groups

- ❖ Amputee Support Group of Titusville
- ❖ A.W.A.K.E Sleep Support
- Cancer and Survivor Support Group
- Caring for Caregivers Support Group
- Diabetes Support Group
- Early Steps Community Play Date

- Fearless Café
- Five Wishes
- Kidney Smart Class
- Mom's Support Group
- Stroke and Heart Survivors Support Group
- Tools to Quit Smoking Now



Reaching Out for Improved Quality of Life

We are proud to have the opportunity to support with financial and in-kind donations, as well as participation in fundraising and awareness events with the following community partners:

- Aging Matters
- American Cancer Society
- American Heart Association
- Big Brothers Big Sisters
- Brevard Indian Medical and Dental Association
- ❖ Boy Scouts of America
- ❖ Boyz to Men
- Brevard Achievement Center
- Children's Advocacy Center

- National Veteran's Homeless Support
- North Brevard Charities
- North Brevard
 Coalition of Human
 Services
- North Brevard NAACP
- Pilot Club
- Prevent of Brevard
- Promise in Brevard
- Sentinels of Freedom

- Healing in Motion Van Transportation
- Junior Achievement
- ❖ LEAD Brevard
- Local churches, schools and sports leagues
- March of Dimes
- Moore Heritage Cultural Center, plus other local cultural events and organizations

- Space Coast Economic Development Commission
- Titusville Area Chamber of Commerce
- Titusville Rotary Club
- ❖ The City of Titusville
- United Way
- ❖ Women's Center
- ❖ YMCA Family Center

